

2017-2022 Master Aging Plan: Creating an Age-Friendly Community Facilitator and Note Taker Guide

Agenda for Meeting

Approx. 15 minutes	Introduction – accomplishments and MAP framing
Approx. 20 minutes	Presentation by Capstone team – overview of age-friendly communities; brief look at Orange County data
Approx. 5 minutes	Overview of World Café process by Melissa
Approx. 10 minutes	Break/transition to small groups
Approx. 90 minutes	Small group discussion (introductions and 10 minutes per domain)
Approx. 20 minutes	Wrap-up and closing remarks

Overview of Small Group Discussions

Purpose

After learning the results from needs assessment activities over the summer, community members will break into assigned small groups to provide additional feedback about what they feel is missing from these findings and what they think is most important.

These community meetings will inform next steps in the MAP process. The Orange County Department on Aging will synthesize the information from the small group discussions and present the feedback to the MAP Steering Committee on November 10, which will help create work groups. The work groups will utilize the information from the community meetings, as well as from the needs assessment, to prioritize action items for inclusion in the 2017-22 Master Aging Plan.

Flow

As participants enter, they will receive a Welcome Packet with the WHO Checklist of Essential Features of Age-friendly Cities and an index card with a table number. After the presentations, participants will be briefed on the process for the small group discussions and asked to move to their assigned tables. There will be 9 tables with one facilitator and one note taker at each.

There will be a storyboard pre-populated with Orange County data for each WHO domain. Facilitators will introduce the WHO domains, share the data on the storyboard, and lead a 10-minute discussion for each domain. After 10 minutes, the facilitator will end discussion for that domain and bring the storyboard to the next table (clockwise). Participants should mark what they believe to be the three most important features of the domain they just talked about on the WHO checklist as the facilitator swaps storyboards. Once the facilitator returns, he or she will then facilitate discussion on the next domain. All members of the group (facilitator, note taker, and community participants) will stay together the 90-minute discussion period.

Role of the Facilitator

The role of the small group facilitator is to briefly walk participants through the WHO checklist for the domain being discussed; share information collected from the community; and guide discussion around the domain. Facilitators will ask the following questions:

1. After looking at the information for this domain (both in the WHO checklist and Orange County data), what stands out as most important to you?
 - a. Goal: To learn what is most important to the community and gather priorities for each domain.
2. What is missing from these lists that is or will be important to Orange County?
 - a. Goal: To tailor domains to Orange County.
3. How could we solve some of these concerns? (Optional, time permitting)
 - a. Goal: To gather actionable and innovative ideas for work groups.

The facilitator should:

- Direct the conversation and ensure productivity, but not lead the discussion.
- Keep the discussion focused on the questions and domain at hand.
- Remain non-judgmental.
- Keep track of time so that there is time to answer at least the first two questions.
- Encourage participation from all members of the group and ensure that all participants have a chance to contribute if they want to.

Small Group Facilitator Tips

- Keep the discussion moving. Tables will only be discussing each domain for 10 minutes.
- If an idea is not entirely clear, try to paraphrase it. Paraphrasing involves repeating what has been said to let participants know they are being heard, to let others hear the point a second time, and to clarify key ideas. This also provides an opportunity to ascertain if the facilitator has correctly heard or interpreted what was said.
- If it seems appropriate, ask, "Before we move on, does anyone have anything else to say about this point?"
- Some probes or follow-up questions you can ask to get more information on a given topic are, "Can you say more about that?" or "Can you give an example?"

Role of Note Taker

The note taker will write down ideas, comments, and opinions from the table for each domain. The note taker can participate in the conversation, but must take notes objectively. Notes will be used as a written record of the group's thoughts and opinions. They will be compiled, analyzed, and presented to the MAP Steering Committee. The work groups will also receive relevant notes to aid them in prioritization and creating action items.

The note taker should:

- Write clearly and legibly.
- Summarize stories, comments, and main ideas.
- Capture direct quotes (phrases or short sentences) that reveal deep concerns or emotions that surface.

Small Group Discussion Guide

1. Introduction (5 minutes)
 - a. Introduce yourself. Give your name and role in the community (e.g., service provider, caregiver, student, resident, etc.). Ask others to do the same.
 - b. Remind the group that the purpose of the discussion is to review the input that we have received over the summer, related to the 8 WHO Age-Friendly Community domain standards and to:
 - i. Point out what concerns might be missing;
 - ii. Report which concerns seem the most important to address during the MAP 2017-2022 process; and
 - iii. Identify possible solutions for some of these concerns (if time permits).
 - c. Tell participants that their comments and ideas will be recorded by the note taker, compiled and analyzed, and given to MAP work groups.
2. Topic discussions (10 minutes for each domain)
 - a. Point out on the WHO Age-Friendly Communities Checklist sheet which domain will be discussed during this session.
 - b. Briefly read over the Orange County needs assessment results for this domain on the story board/slide.
 - c. Be sure to point out any ideas that do not align specifically with the WHO checklist (i.e., those that were brought up by residents and have been folded in to the discussion).

Food access is embedded in the Community and Health Services domain.

Death with Choices and green burial are embedded in Community and Health Services domain.

Long-term care is embedded in the Housing domain.
 - d. Begin the discussion. Remember to ask the following questions.
 - i. After looking at the information for this domain (both in the WHO checklist and Orange County data), is there anything missing from these lists that is or will be important to Orange County?
 - ii. What stands out as most important to you?
 - iii. How could we solve some of these concerns? (Optional, time permitting)
 - e. When time is up, end the discussion about that domain and bring the storyboard to the next table.
 - i. Ask participants to mark the three most important features in the WHO checklist for the domain you just discussed while you are gone.
 - b. Return to your original table to facilitate the next discussion.
 - f. Reconvening with Whole Group
 - a. At the end of the 90 minutes, thank participants for their time and input. Direct participants back to the auditorium for a wrap-up discussion and explanation of next steps.