

Creating a Collective Approach to Address an Aging NH

NH Alliance for Healthy Aging

Quarterly Meeting

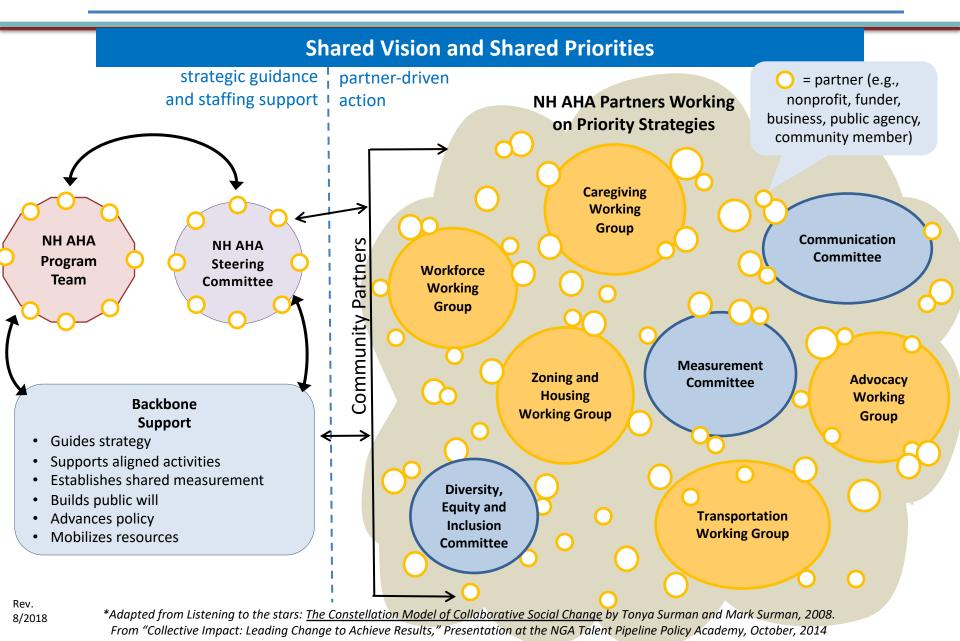
September 13, 2018

AGENDA

- Welcome and Introductions
- What's Happening: AHA Update
- AHA Advocacy Update
- Using a Diversity, Equity, and Inclusion Lens in the Work We Do
- Creating an Age Friendly Southern NH
- State Plan on Aging
- Community Announcements
- Adjourn: Optional lunch, networking, or book club



Strategic Structure



AHA Updates

Are you interested in joining AHA leadership?

The AHA Steering Committee is now accepting applications!

Contact Ellen Koenig for more information:

Ellen.koenig123@gmail.com

AHA Updates

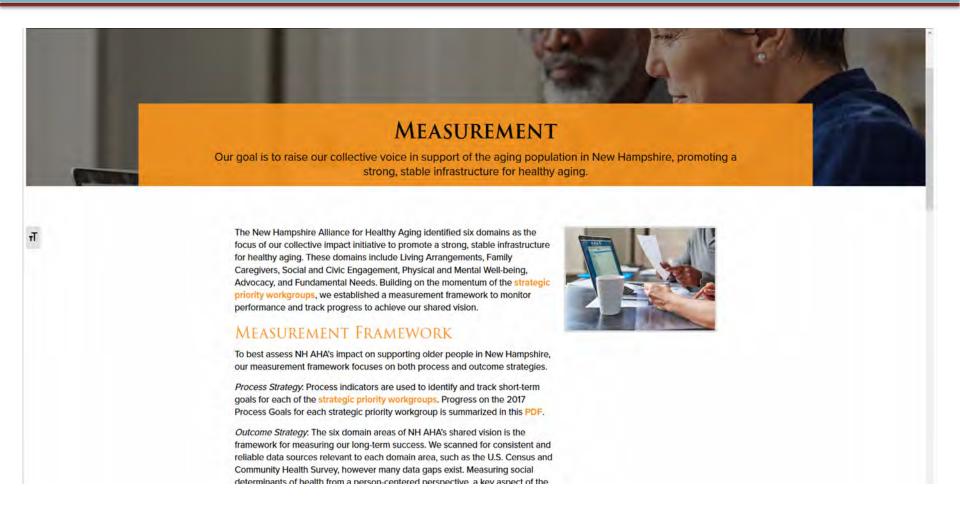
AHA Participant Survey Fall 2018



AHA Explainer Video



AHA Website Shared Measurement



Visit our website at: www.NHAHA.info

AHA ADVOCACY UPDATES

NH Legal Assistance

Using A Diversity, Equity, and Inclusion Lens in the Work We Do



LEADERSHIP LEARNING EXCHANGE FOR EQUITY

Michele Holt-Shannon

TIME



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SNHPC's Age-Friendly Program

Designing communities for all ages







Funded by: Tufts Health

Plan Foundation

Contributions: AARP &

NH DOT

Collaboration: Alliance for Healthy Aging, MRACOA, EngAGING NH,NHSCOA, SNHU, InTown Manchester, and SNHPC Communities



SNHPC's Age-Friendly Program Overview

Phase I: Community Assessments (July'16-June'17)

 Review of town assets, opportunities and roadblocks focused on community infrastructure and programming for Millennials + Seniors

Phase II: Pilot Programs (July '17- June '18)

 Work with up to 3 SNHPC Communities and 10 Businesses to utilize their assessment to create an Age-Friendly Strategic Plan

Phase III: More Pilots + Expand Scope (July '18- June '19)

 Work with up to 3 more SNHPC Communities and 10 Businesses on creating strategic plans, and raise age-friendly awareness to other regional and statewide agencies





Phase I: Assessments and Surveys

- ☐ Community Conversations Stakeholder input
- □ **Resident Surveys** partnered with AARP and based questions on their 8 domains of livability
- ☐ Home-Building Industry Survey partnered with Alliance for Healthy Aging
- Business Assessments partnered with SNHU, InTown Manchester, and local business organizations
- □ Library Assessments partnered with MRACOA and their "Mystery Shoppers"





Community Assessments –Land Use Related Focus Areas

- ☐ Housing: *Trends, Needs, Diversity, & Zoning*
- ☐ Transportation: *Access-ibility, & Connections*
- Recreation & Engagement
- Businesses/ EconomicDevelopment

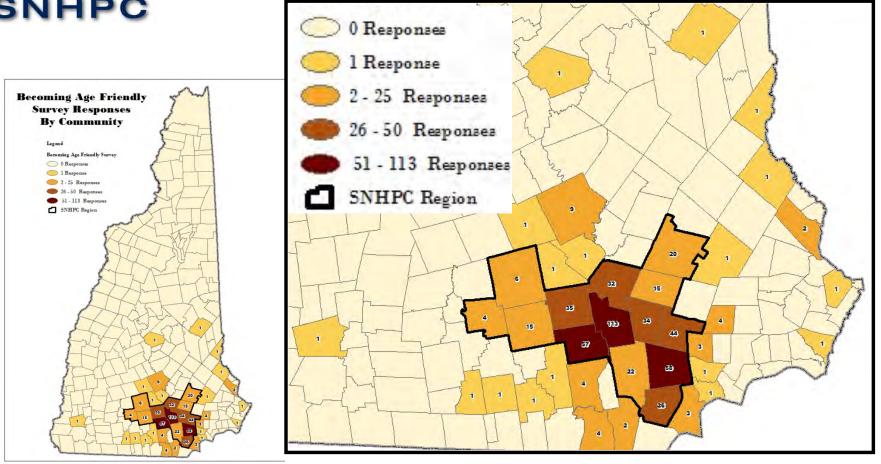




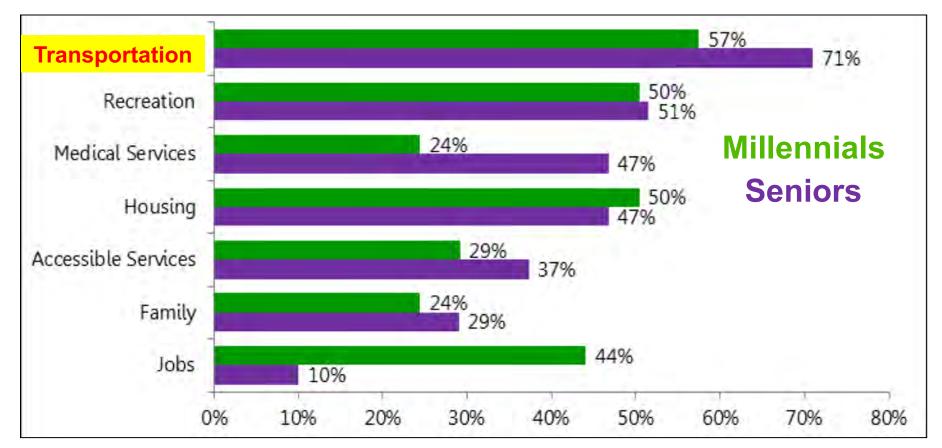




SNHPC Becoming Age-Friendly Background Info. Where do you live?



What concerns you the most about aging in your community?







Common Concerns

"If you don't drive, you can't exist in this town."

"I'd love to keep living here, but there aren't really very many affordable options for younger adults."

"We need more transportation and housing options; once that is worked out, everything else falls into place"

"Once you're out of the school system, you have no idea what is going on."

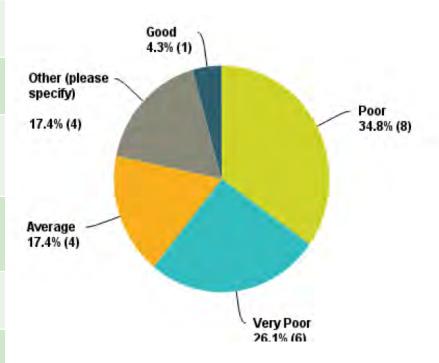




Assessment Example: Transportation & Connections

Assets	Barriers
Proximity to Manchester Airport, I-93, Boston Express and CART	Walkability ranges from poor to nonexistent.
CareGivers' Volunteer Driver Program	Taxi service is lacking
Well-maintained roads	Almost no pupils can walk to/from school
DPW director is extremely efficient with limited funding	No pedestrian connection across NH 102
The rail trail and Musquash Recreation Area, but one must drive to get to them	Bus service is only good if you're going to Boston
	Many don't know about transportation options
	Lack of parking at trailhead(s)

How would you rate your community's transportation options if you were unable to drive?







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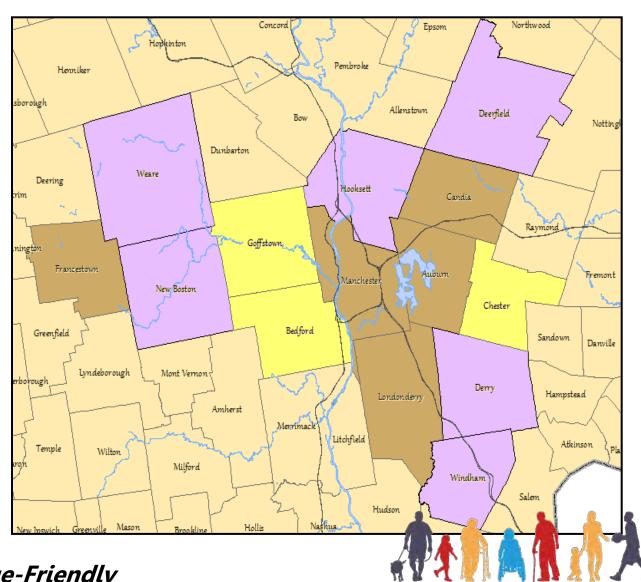
Phase II: Pilot Program Communities

Applied

Deerfield
Derry
Hooksett
New Boston
Weare
Windham

Selected

- **✓** Bedford
- **✓** Chester
- **√** Goffstown





Becoming Age-Friendly

Community Selection Process

Phase II: Pilot Program Application Questions:

- □ Has the community appointed a project leader for the Pilot Program?
- □ What elements of the community assessment will the community focus on?
- □ How will the community utilize the program for future planning efforts?
- □ Is the community interested in AARP Age-Friendly Network?
- □ Which population will the community focus on? (millennials, seniors, or both)



Becoming Age-Friendly



Chester – Pilot Program

Community Discussion Housing Types –

■ Explore alternative housing types (single-level living, shared amenity style housing, micro units, conversions, ADU).



□ Review existing zoning and develop Age-Friendly housing regulations



Chester: Resident Survey Example

Can you envision these housing types in Chester?









Duplex 56.5 %

Conversion - Colonial Single-Family 13%

Live/Work Example 17.4%

Senior Care 52.2%







Multi-Family 13%



Single-Level Living 60.9%



Detached Accessory

Dwelling Unit 43.5%



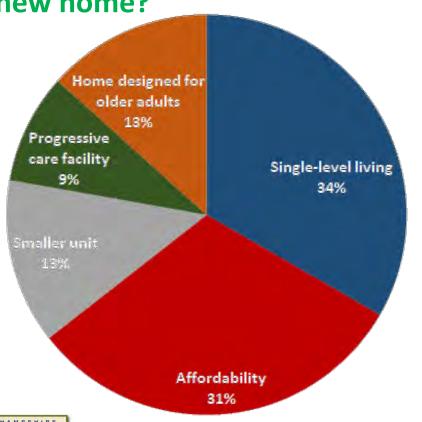
26.1%
Pocket Neighborhood





Chester: Resident Survey Example

Q. What features/amenities would be the most desirable if moving to a new home?



Q. What types of things can the town do?

- Encourage senior housing
- Encourage smaller home development
- Encourage agefriendly/universal design construction





Chester: Housing Zoning Ordinance Review

Develop Age-Friendly Zoning Model Regulations

- Max. square footage intent to create smaller units (ie
 1200 st livable space with 1600 sf total unit size)
- All livable space on ground floor
- Shared drives, infrastructure, and amenities (ie. recreation and engagement areas)
- Condo style with maintenance fees included
- Universal design components required





Bedford – Pilot Program

Age-Friendly Strategies:

- Complementing Master Plan Update
- Community input via survey
 - Survey residents at local events (farmer's market, grocery stores, etc.)
 - Online survey
- Develop recommendations for Master Plan Update based on survey results



Bedford – Survey, Common Themes

"There is no real town center, ... I would LOVE to be more involved, however it is kind of difficult to do so."

"Bedford lacks the community feel that I have felt in other area towns. Also - as as working mother, I find it difficult to join community activities as they are all scheduled during working hours."

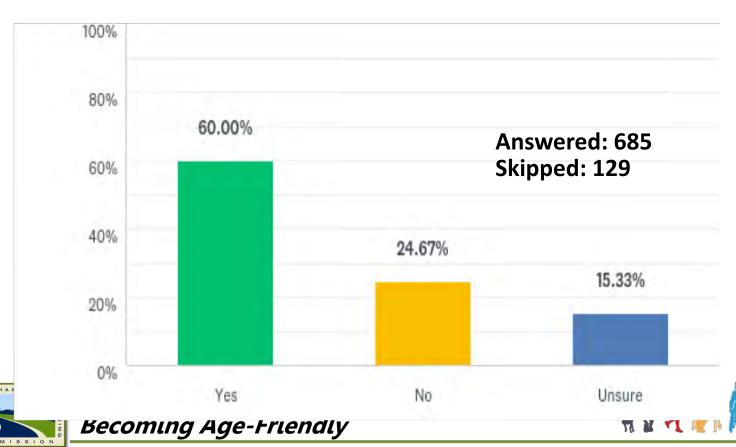
"No physical activities for seniors, no sidewalks, no calendar for community activities like school events" (Note, there are sidewalks in Bedford, but very few)





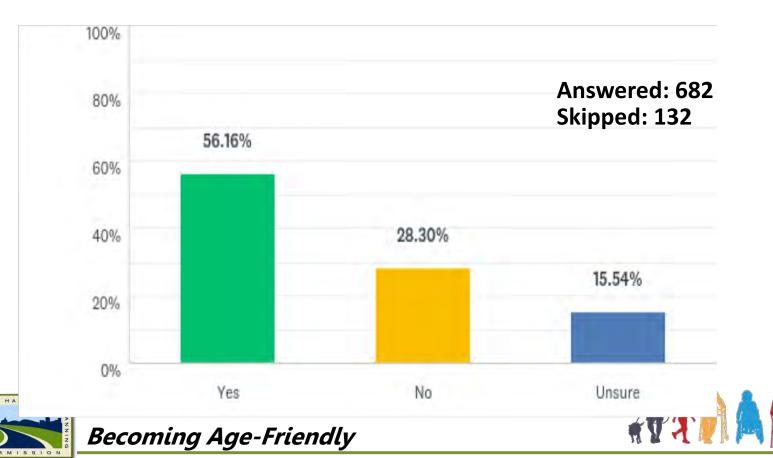
Bedford – Sample Survey Question

Do you find it easy to stay engaged in the Bedford community and to maintain an active social life?



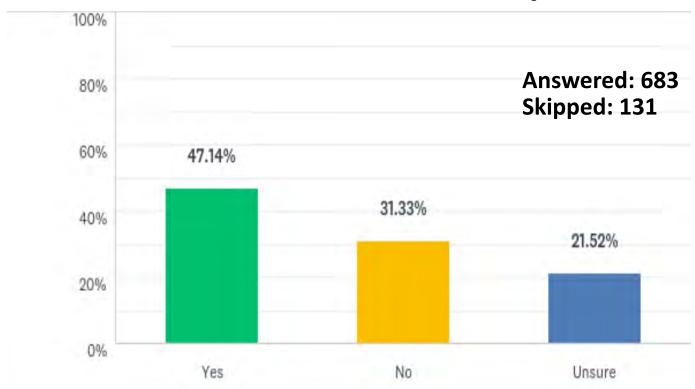
Bedford – Sample Survey Question

Do you think Bedford needs a Town Community Center to serve residents of all ages? A community center would provide a central gathering place for social and recreation programming in Bedford.



Bedford – Sample Survey Question

Would you support the use of taxpayer funds to create a Town Community Center?





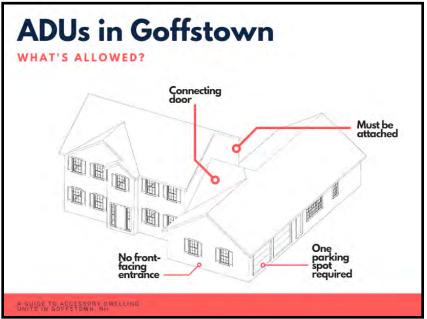


Goffstown – Pilot Program (Part 1)

Resident-Focused Guide to Accessory Dwelling Units "How to Do an ADU"

Includes * Benefits to ADUs, * Frequently Asked Questions, * Town Regulations









Goffstown – Pilot Program Part II

Transit Collaboration

Foster partnerships among Town Departments (Library, Parks and Rec, Manager, Planning) and YMCA, residents and local transit (MTA)







Goffstown Old Home Day – Pilot Program

Collaborating with community events, bringing the bus to residents









Phase II: Pilot <u>Business</u> Program Elements

- □ **Research:** Found examples of age-friendly businesses and communities endorsing age-friendly ideals
- **□** Outreach to Businesses:
 - ☐ Invited businesses within SNHPC Region to take part in the SNHPC pilot program
 - □ Presented program at multiple venues including Londonderry/Derry Chamber
 - ☐ Conducted on-site business assessments
- ☐ Created a model business age-friendly criteria checklist, introducing the idea to stakeholders within region and state



SNHPC's Age-Friendly Business Criteria Checklist Categories

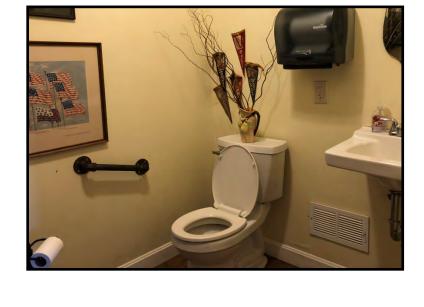
- Design and Atmosphere
- Customer Service
- Products & Services
- Environmental
 - Sustainability
- Employee Benefits





Design and Atmosphere

- Flat entry with easy-to-open doors
- ☐ Wide aisles throughout
- Easily accessible, universallydesigned restroom open to all







Customer Service

- Respectful customer service in person and on phone
- Provide trained staff for customers with functional/physical needs





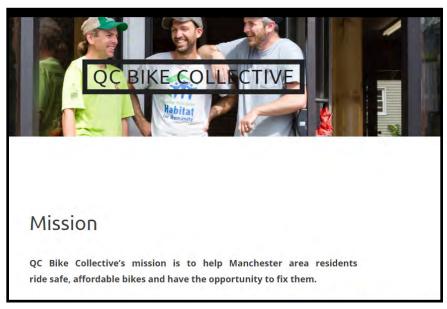
 Provide accommodations for hearing/speech/sight impaired customers





Products and Services

- Provides options for selling products/services
- Uses large, clear fonts for signage, print materials, & websites
- □ Easy-to-find contact info online









Environmental Sustainability



- Locally sources goods and/or services for sale
- □ Eliminate/reduce plastic usage
- Provide a hydration station/ eliminate plastic bottle usage
- □ Encourage recycling







Employee Benefits

- Provide flexible schedules for staff
- Offer internships, job sharing, and opportunities for career development
- Provide shower/locker facilities for staff who bike, jog, or walk to work









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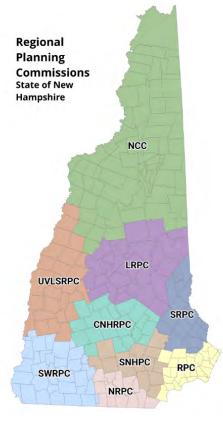
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SNHPC's Age-Friendly Program – Phase III Outreach to Regional Planning Commissions









Becoming Age-Friendly

Phase III: Possible Community Pilot Projects

- ☐ Focused Survey To Inform Planning Effort or Program
- □ Volunteer Driver Program
- Communications Strategy
- ☐ Assistance with Implementing Age-Friendly Project
- ☐ Identifying Zoning Ordinance Road Blocks
- □ Community Coordination for Transit Service Outreach
- □ Review of Capital Improvement Program

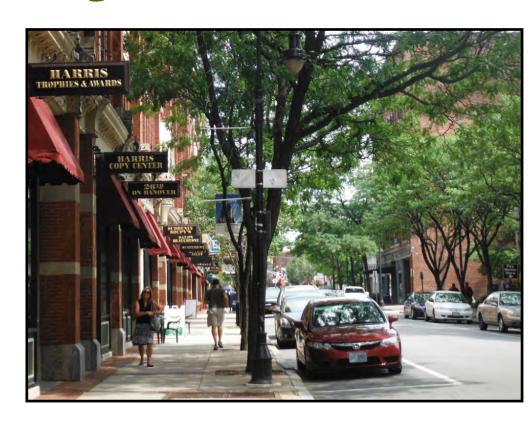






Phase III: Business Pilot Program Elements

- □ Continue working with local business community.
- Present to local, regional, and state economic development stakeholders (Chambers, BIA, EDC)
- □ Encourage state officials to integrate age-friendly business considerations into the State's 10 Year Economic Dev. Plan







Questions



AND: Thanks to our stakeholders, participants and of course the programs funders.









TIME



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New Hampshire 2019 *State Plan on Aging*













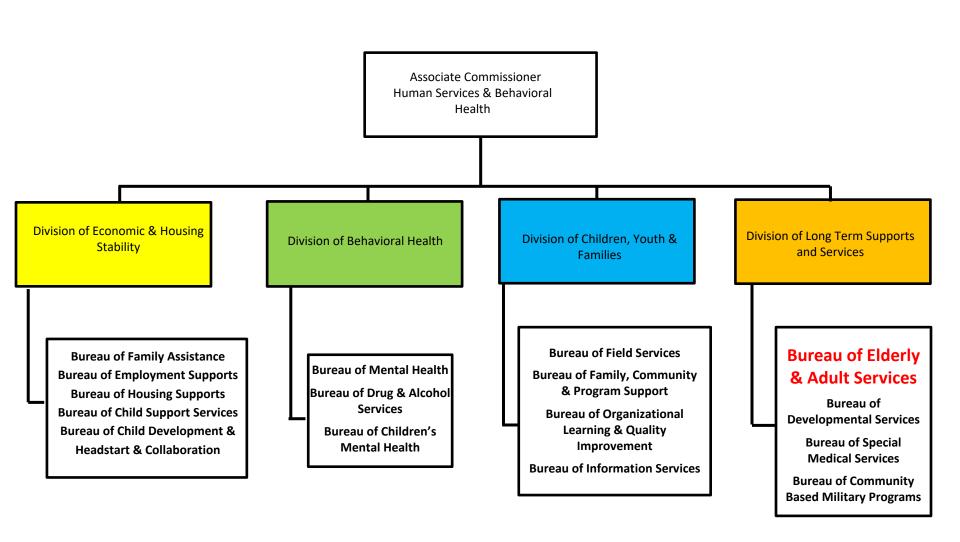






NH Department of Health and Human Services

Operational Areas: Human Services & Behavioral Health



Division of Long Term Supports and Services NH Department of Health and Human Services

Jo Moncher

2008 – 2018 Bureau Chief, Community Based Military Programs

NH Department of Health and Human Services

Today Transition

Today & Future Community Relations Manager

Division of Long Term Supports and Services (DLTSS)

NH Department of Health and Human Services

* Oversight - NH State Plan on Aging

* DHHS Liaison to Legislative State Committee on Aging

* Oversight - Workforce Development, DLTSS

- State Facilitator, Employment Leadership Committee (BDS)

* Supports to Self Directed Care and Natural Supports



New Hampshire State Plan on Aging A New Day!

The goal of the New Hampshire State Plan on Aging *Planning Committee* is to develop a 4-year plan that helps to guide our State's efforts in serving, supporting and celebrating older adults across our State!



NH State Plan on Aging (SPOA)

Draft of State Plan is Due on 7/2019

- New: 35+ Person Planning Committee
- New: Focus on Older Adult Needs (Not State Funds Available)
- New: User Friendly State Plan (i.e. Goal: Senior Centers can share Executive Summary with members, and members will understand it ©)
- 1st meeting on September 17, 2018
- Will meet monthly through June, 2019
- Next Task (in tackling SPOA) is to secure feedback on needs/services
 - Older Adult Survey; Listening Sessions; Provider Agency Input







State Plan on Aging - planning committee!

- AARP
- Adult Protection Services, DHHS
- Adults with Disabilities
- Bureau of Development Services, DHHS
- Brain Injury Association of NH
- Bureau of Elderly & Adult Services, DHHS
- Bureau of Housing Supports, DHHS
- Communications
- County Nursing Home Administrator's Affiliate
- Division of Long Term Supports and Services, DHHS
- Division of Public Health, DHHS
- Easterseals NH
- Endowment for Health
- Engaging NH/Elder Rights Coalition
- Financial Exploitation & Banking
- Granite State Independent Living
- Greater Manchester Area Committee on Aging

- Hospital Representation
- Housing Finance Authority
- The Village Network of Life Coping
- Managed Care Organizations
- Veterans, Service Members & their Families
- NAMI New Hampshire
- NH Alliance for Healthy Aging
- NH Association of Senior Centers
- NH Health Care Association
- NH Legal Assistance
- NH Senior Games/Sullivan Area Committee on Aging
- Nutrition and Transportation
- Office of the Long Term Care Ombudsman, DHHS
- ServiceLink Network
- ServiceLink Site
- State Committee on Aging
- Regional Planning Commissions

NH State Plan on Aging (SPOA) *Good News!*

- > SPOA Planning Committee
- ➤ Bureau of Elderly and Adult Services *Leadership Team*
- ➤ Administration for Community Living
- Bureau of Developmental Services Partnership
- Community Meeting Hosts
- > NH Alliance for Healthy Aging Leadership, Organization & Partnership
- ➤ NH State Committee on Aging *Leadership & Partnership*
- ➤ Union Leader Promotion of Older Adult Survey
- ➤ Institute on Disability, University of New Hampshire
- > State Plans on Aging Across the Country Research
- ➤ Older Adult Survey Across the Country Research
- ➤ ...And we haven't even had our first meeting!



NH State Plan on Aging (SPOA) Top Fifteen Older Adult Survey Questions!

- 1. Age
- 2. Sex
- 3. County
- 4. Services to Stay in Your Home
- 5. Services You Need, but do Not Receive
- 6. Adult Protection Services
- 7. ServiceLink Services What (if any) services do you use?
- 8. Caregiving, Respite & Grandparents What's the question?
- 9. ...need your help....

Please email your top 3-5 recommended older adult survey questions to Jo Moncher at jo.moncher@dhhs.nh.gov by Friday!



Serving, Supporting and Celebrating New Hampshire's Older Adults!

Thank you for your leadership and support to the New Hampshire 2019 State Plan on Aging!



COMMUNITY ANNOUNCEMENTS



UPCOMING MEETING DATES

- Thursday, December 13, 2018
- Wednesday, March 13, 2019
- Thursday, June 13, 2019
- Wednesday, September 11, 2019
- Thursday, December 12, 2019





UPCOMING DISCUSSIONS - 2018

 December 13: The Last Dance: Facing Alzheimer's with Love and Laughter, a family's story by Ann McLane Kuster with Susan McLane

All discussions are held immediately following the NH AHA Quarterly Meeting over lunch.



Thank you for participating!

For questions or additional information, contact:

Jennifer Rabalais

jennifer.rabalais@unh.edu

228-2084 x14