



NHAHA Quarterly Meeting

September 12, 2024

9:00am – 11:30am

Meeting Summary

Welcome, Introductions, and Housekeeping

Presenters: Jennifer Rabalais, UNH Center on Aging and Community Living Co-Director, NHAHA Coordinator

Dick Chevrefils, NHAHA Steering Committee Chair

Jennifer welcomed everyone to the NHAHA September Quarterly Meeting. Dick thanked those in attendance for the work they do that positively impacts the lives of others and for contributing to the collective power of collaboration through their participation in NHAHA.

NHAHA Updates (slides 3-9)

Presenter: Jennifer Rabalais, UNH Center on Aging and Community Living Co-Director, NHAHA Coordinator

Jennifer provided a review of NHAHA's structure, which includes five strategic priority areas - Advocacy, Caregiving, Housing & Zoning, Transportation, and Workforce. NHAHA also includes three crosscutting committees - Communications, Measurement, and Diversity, Equity, and Inclusion. Jennifer provided an update on some of the work happening across these groups.

Diversity, Equity, and Inclusion

- Through the work of the Diversity, Equity, and Inclusion (DEI) Committee, NHAHA ensures that its core value of DEI is embedded throughout its work. In alignment with this, the DEI Committee has created *DEI Moments*, which encourages discussion and reflection on DEI topics. For today's DEI "moment," a video was shared from the National Center to Reframe Aging: [Frame of Mind: Confronting our Implicit Bias About Aging](#).
- NHAHA will be hosting the Diversity, Equity, and Inclusion (DEI) webinar, *Dismantling Implicit Bias*. Led by nationally recognized DEI consultant, Marguerite Fletcher, this continuation of the NHAHA DEI Webinar series will take place on Thursday, September 26 from 2-3:30 PM via Zoom.
- In 2020, NHAHA's DEI Committee completed a climate survey. The second edition of this survey will be launched later this fall to continue to help to guide NHAHA's DEI work by utilizing feedback from participants on their experience within NHAHA.

Direct Care Workforce Workgroup

In partnership with the NHAHA Direct Care Workforce Council, the NHAHA Direct Care Workforce Workgroup is supporting the creation of a Direct Care Worker (DCW) Retreat. The event will take place in person on November 8 and will be hosted by DCWs, for DCWs. The event

will include education, opportunity to engage in self-care practices, and networking. NHAHA will be sharing an event flyer in the coming weeks.

Transportation Workgroup

For several years, the NHAHA Transportation Workgroup has carried out work to support Volunteer Driver Programs (VDPs) across NH. In response to a loss of drivers during the COVID-19 pandemic, NHAHA launched a marketing campaign to support the recruitment of volunteer drivers in 2022, including media ads and the creation of a [VDP landing page](#) on the NHAHA website. The marketing campaign has been relaunched and is running from August 1 to September 30 through tv, radio, and social media advertisement. NHAHA will also be working with VDPs through a peer to peer network to collect data on the impact of the media campaign. More on this will be shared in a future meeting.

Caregiving Workgroup

Work has been carried out to better understand the [2022 National Strategy to Support Family Caregivers](#). NHAHA will be releasing a caregiving brief later this fall, which will provide an understanding of the landscape of family caregiving in NH and how the National Strategy's recommendations may be utilized to further support family caregivers throughout the state.

New Futures NHAHA Advocacy Update (slide 10)

Presenter: Judith Jones, Policy Coordinator of Healthy Aging, New Futures

Judith recognized the team that supports New Future's Healthy Aging Policy work in collaboration with NHAHA, which includes Martha McLeod, Vice President of Community Engagement, Michaela Safford, Communications Coordinator, and herself.

Judith provided an overview of the work being carried:

- [The Hunger Free NH Act](#) includes the simplification of the Supplemental Nutrition Assistance Program (SNAP) application process for older adults. This bill has passed and New Futures will be tracking its implementation.
- New Futures has been carrying out listening sessions, including a caregiver-focused listening session, which will help to inform legislative priorities.
- New Futures is in the process of developing a Policy Advisory Committee, which will support the advocacy work being carried out with NHAHA.
- [A handout](#) was created to provide guidance on how to ask questions of state candidates, including examples and resources.

In discussion of advocating for workforce solutions, Andie Hession mentioned the Endowment for Health's [Giving Care Plan](#), which contains over 100 strategies for solutions to build and retain New Hampshire's health care workforce.

Saint Anselm College Community Resilience & Social Equity Lab (slides 12-33)

Presenters: Loretta L.C. Brady, Ph.D., MAC, Department of Psychology, Saint Anselm College.

Director, Community Resilience & Social Equity Lab

Zach Paone, Director of Development, Meals on Wheels of Hillsborough County

Within the Community Resilience & Social Equity (CRSE) Lab at Saint Anselm College, the Intergenerational Game Fellowship provides students with an opportunity to engage with older adults, develop community connections, and foster mutual learning while also helping to reduce the social isolation of older adults. Dr. Brady discussed the benefits that the participating students have experienced, including resolution of stigmas and expectations about aging and increased feelings of connectedness and mutual understanding through shared experience. Read more about the insights and reflections on the intergenerational gaming pilot [here](#).

Meals on Wheels of Hillsborough County partners with the CRSE Lab to provide space for the intergenerational games night through their community dining opportunities. Their community dining programs are focused on creating opportunities to socialize and develop relationships, reducing social isolation while supporting the nutritional needs of individuals. Learn more at <http://www.hcmow.org>.

Enhancing Dementia Care through Purposeful Play (slides 34-41)

Presenter: Kenneth Wing, Life Enrichment Coordinator, Rockingham Rehabilitation & Nursing Center

The Rockingham County Rehabilitation and Nursing Center is improving dementia care through purposeful play. The Tovertafel or “magic table,” projects interactive images on a tabletop, encouraging social interaction, cognitive engagement, and physical activity. Multiple games are available that are suited for individuals of various cognitive abilities. The games have shown positive improvements for participants in the following ways:

- Increased participation among residents (and staff!)
- 93% improves social interaction
- 81% increases alertness and focus
- 68% improves players self-confidence

Panel of Community Health Workers (slides 42-59)

Presenters: Paula Smith, Director, Southern NH Area Health Education Center

Susanne Gigliotti, Community Health Worker, Lamprey Health Care

Judith Jones, NHAHA Healthy Aging Policy Coordinator, New Futures

Moderator: Bobbie Bagley, Chief Public Health Official, Director of the Division of Public Health and Community Services, City of Nashua

Community Health Workers (CHWs) are frontline workers that connect community members to the health care system and provide services and support such as outreach, education, and social support. Paula discussed the essential role that CHWs play in supporting older adults across diverse settings and the measurable, effectiveness of their work, including the reduction of social isolation, the positive impact on health outcomes, and increased support for caregivers.

Since much of a CHW’s scope is defined by the grant funding source, Paula envisions that the recently passed [Senate Bill 403](#) for voluntary certification process for CHWs will help to broaden the scope of CHW’s work and allow for a more person-centered approach. Paula also

underscored the need for the incorporation of CHWs as part of a healthcare team for increased effectiveness within their role.

Sue also provided insight into the diverse work that she carries out as a CHW. Sue conducts health education and outreach for preventative health screenings, and supports Lamprey Health Care's Senior Wellness Week, a week-long series of workshops for older adults, and other educational offerings on topics such as advanced directive, fall prevention, and diabetes self-management. Over the past three years, Sue has also supported the CDC grant-funded program NH Healthy Lives, which aims to reduce the risk of heart disease.

In discussion of the need for ongoing funding for CHWs, Judith confirmed that Senate Bill 403 directs DHHS to contract with community-based organizations to sustain and fund CHW positions. It also requires the Department to submit a Medicaid state plan amendment to allow for reimbursement of services provided by certified CHWs. The bill creates a process for voluntary certification overseen by the Office of Professional Certification and Licensure, further professionalizing the position.

Q&A:

- In answer to a question on reciprocity, Paula confirmed that there are efforts to build a system for reciprocal certification for those outside of NH.
- In answer to a question on integration of CHWs in primary care and the growing need for dementia care navigators, Paula discussed the anticipated positive impact of the CHW certification legislation. She also confirmed that with Medicaid reimbursement in place, that advocacy for further integration of CHWs within healthcare will have greater impact.
- In answer to a question regarding whether Community Mental Health Workers are a type of CHW, Paula confirmed that titles can vary across settings.

NH Alliance for Healthy Aging 2024 Quarterly Meeting Schedule:

Wednesday, December 18, 2024 @ 9:00 AM

Meeting will be held in-person at Northeast Delta Dental, 2 Delta Drive (Building Two)
Concord, NH