

Creating a Collective Approach to Address an Aging NH

NH Alliance for Healthy Aging
Quarterly Meeting
June 13, 2024



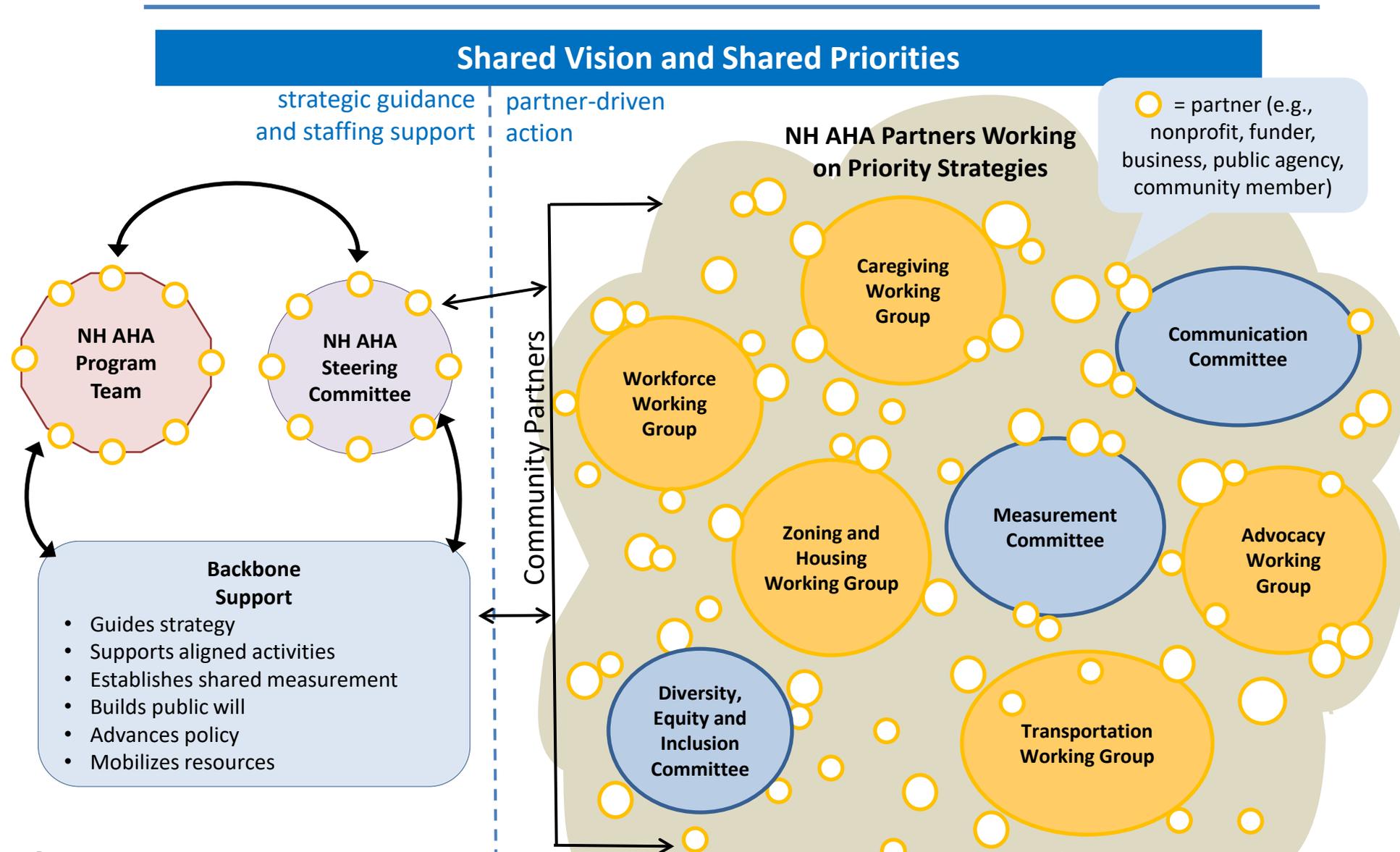
Agenda

- Welcome and Housekeeping
- NHAHA Updates
- New Futures Overview and NHAHA Advocacy Update
- Break
- NH Case Management Assessment and Training Project Overview
- Age-Friendly Public Health System Initiative
- Wrap Up and Adjourn

Wifi

Network name: NHA_Guest

Password: guest2978



NHAHA Diversity, Equity and Inclusion Committee Update

The DEI Committee will be hosting a webinar in the late summer/fall featuring Marguerite Fletcher, a diversity consultant, keynote speaker, and facilitator.



Volunteer Driver Initiative

www.nhvdp.org



Volunteer Driver Initiative

- Re-purposed ACL vaccination access and awareness funds
- June 2022 launched NHVDP.org
- Recorded a set of 3 videos for TV ads and a shorter set for social media
- From June – September 2022 advertised via:
 - WMUR
 - NHPR
 - Binnie Media
 - Paid Search
 - Organic & Paid Social Media

Volunteer Driver Initiative

- July 2024 finalizing an award of ACL funds through GSIL for a new rounds of media buys
- Re-use original ads with minor edits
- Updates to website and VDP map

Volunteer Driver Initiative

- In 2022, we requested volunteer recruitment data from VDP's to use as performance metrics
- Requested more detail than most were tracking and had a low response rate
- January 2023 Ellen Avery collected simpler data to use as part of an application for a NH COA Older Adult Volunteer Award
- High level of participation and a great set of useful data

Filling the NH Public Transportation Gap

Volunteer Driver Program Data



Facts About our State

- 10 Counties }
- 13 Cities }
- 221 Towns } = 259 Communities
- 25 unincorporated areas }
- 34 Towns/Cities have Public Transit (13%)
- 225 Towns/Cities/Areas have no Public Transit (87%) because of limited population densities.



19 Volunteer Driver Programs

Belknap-Merrimack CAP

Caregivers, Inc.

Carroll County RSVP

Cheshire Village at Home @ Keene Senior Center

Community Caregivers ~ Derry

Community Volunteer Transportation Company

Dial-a-Ride & Senior Services Inc

Future in Sight—Statewide

Greater Salem Caregivers

Henniker Dial-a-Ride

Interlakes Community Caregivers

Ready Rides

RSVP Friends Program

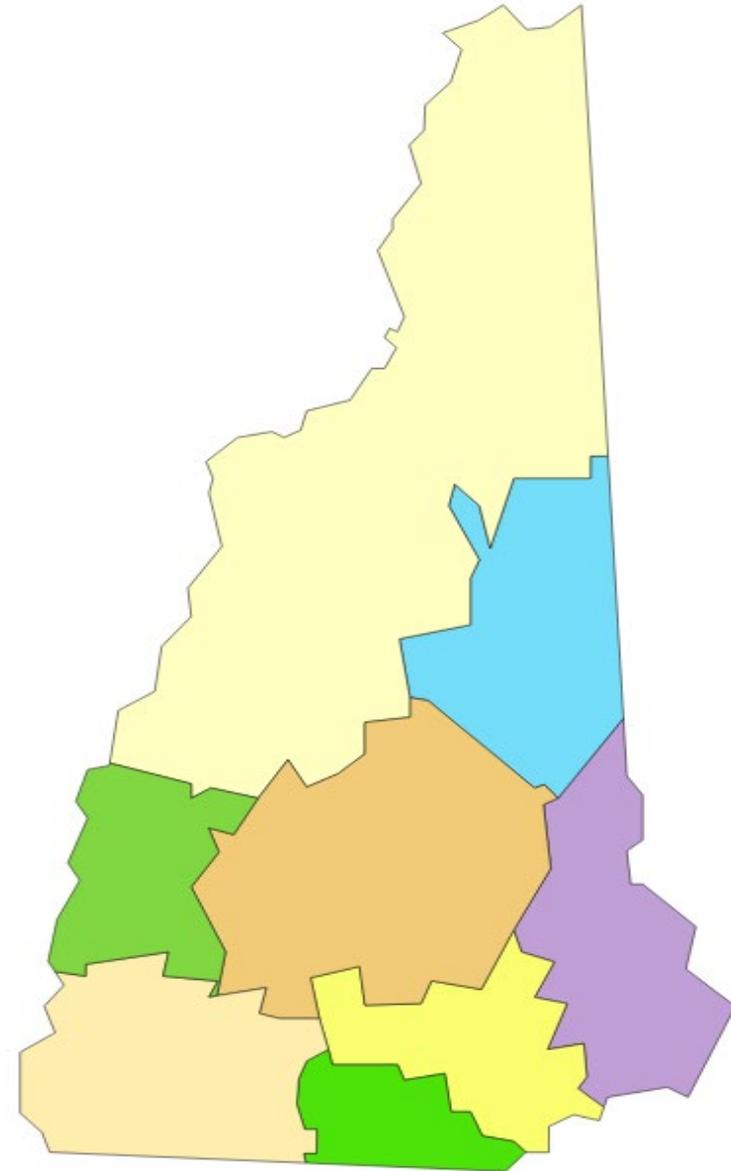
Sandown Senior Affairs Transportation Program

Sullivan County Transportation, VDP

Transport Central

Transportation Assist. For Seacoast Citizens (TASC)

Tri-County CAP Transit - Long Distance Medical VDP



Volunteer Driver Program Data Totals from 19 agencies	2023 NH DATA	2022 NH DATA	2021 NH DATA
Active Volunteer Drivers	645	626	588
New Volunteer Drivers	173	162	178
Unique Riders Requesting Rides	2,234	2,317	1,921
Requested Trips	35,894	30,134	27,293
Miles Traveled	713,532	620,006	590,628
Volunteer Hours Donated	38,019	35,432	33,162
Monetized Miles Traveled (\$.655/mile)	\$467,363	\$375,104 (\$.605)	\$330,752 (\$.56)
Monetized Volunteer Hours (DOT) Donated (\$21/hour)	\$798,399	\$637,776 (\$18/hr.)	\$596,907 (\$18/hr.)
Monetized Volunteer Hours (Indep. Sector) Donated (\$33.49/hour)	\$1,273,256*	\$1,126,738* @ \$31.80/hr.	\$993,202* @ \$29.95/hr.
Total Value	<u>\$1,265,762</u> <u>\$1,740,619*</u>	<u>\$1,012,880</u> <u>\$1,501,842*</u>	<u>\$927,660</u> <u>\$1,323,954*</u>

Now what do we do?

- Distribute to all Volunteer Driver Programs and other interested organizations or groups.
- Compare your data with the state data.
- Include statewide data in Grant Proposals and how your program compares.
- Utilize in Marketing efforts.
- Share information when advocating for Volunteer Driver Programs with NHDOT.
- Celebrate with your Volunteer Drivers during Community Transportation Month in October.
- Share this with EVERYBODY!

solving problems
through
policy change



In New Hampshire

newfutures



who we are

New Futures is a nonpartisan, nonprofit organization that works to improve the health and wellbeing of all Granite Staters through policy change and civic empowerment.



FIGHT TODAY
FOR A BETTER
TOMORROW

vision, mission & values



Vision

All New Hampshire residents have what they need to be live, work and thrive



Mission

Improving health and wellbeing through public policy change & civic empowerment



Values

Integrity, Expertise, Partnership, Inclusion & Respect



a brief history >>>

It all started with a
chicken and a
newspaper...

And consensus that the greatest impact
and most strategic investment is in long-
term policy and leadership development.

how we do it >>>



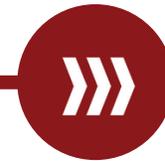
Education & Leadership

Providing individuals and communities with training, skills, and resources needed to understand policy and engage directly in the legislative process.



Building Partnerships

Developing diverse coalitions of individuals, organizations, and community groups to work towards common goals.



Advancing Informed Policies

Bringing the knowledge and expertise required to develop, implement, and evaluate public policy solutions.

what we support

Our policy priority areas span all stages of life.

Early Childhood

Strengthening families,
mitigating adverse
childhood experiences.

Children's Behavioral Health

Supporting a
comprehensive system
of care.

Health

Ensuring access to
quality affordable health
care.

Substance Use Disorder

Addressing stigma and
discrimination in care for
those struggling with
addiction.

Public Health

Protecting New
Hampshire's public
health system.

Alcohol and Other Drugs

Preventing substance
use through community
education and regulatory
strategies.

Healthy Aging

Ensuring older adults
have access to services
and the ability to choose
where and how they
age.



solving
problems
through
policy
change 



stories
humanize
policy >>>

Stories are proven
to be more:

- >>> memorable
- >>> relateable
- >>> repeatable
- >>> effective at
changing minds

than data alone



our volunteers



NUMBERS SNAPSHOT

New Futures engaged more than 3,000 unique individuals, supporting more than 650 in direct action to support a bill of interest.

401

Stories

1,166+

Actions taken

9,275

Text messages

Training program



new-futures.org/trainings



Free to all nonprofits, coalitions, and community organizations who will advocate for the health and wellbeing of NH residents



Trainings for:

- Individual Advocates
- Building organizational advocacy capacity
- Educating on New Futures policy issues



Policy Snapshot



ONGOING ADVOCACY

Managed by policy expert, leveraging internal capacity

85% Success Rate



PROGRAM PRIORITY

Managed by policy staff in coordination with key partners

75% Success Rate



CAMPAIGN

Requires coalition organization and campaign strategy support

85% Success Rate

what's
next 





how can you help? >>>

- Connect with us!
- Attend a training.
- Boost email alerts.
- Host a community event.
- Participate on a policy committee.

Stories have the power to shatter
the walls of indifference and ignite
the flames of compassion,
inspiring policy change that
echoes the voices of those who
have been silenced for far too
long.

@MALALA YOUSAFZAI

the
Coffee
Break

TIME





New Hampshire Case Management Assessment and Training (CMAT)

Project Overview

June 13, 2024

New Hampshire Case Management Assessment and Training Project Aims

Assess

- Understand current case management and service coordinator training in NH and how well it is working. Assessment will include direct input from case managers and service coordinators, as well as people who access services through the DD, CFI, ABD, and IHS Waivers.

Analyze

- Understand case management job requirements and how person-centered approaches are used to plan and coordinate supports.
- Evaluate how case managers and service coordinators are trained to coordinate services that meet the varied needs of the people they support in different parts of the state.

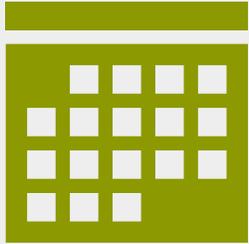
Plan

- Identify gaps in needed case management training across the state.
- Determine whether there are people who have different case management experiences across NH based on where they live, as well as demographic differences.

Train

- Develop and produce curriculum and core trainings that incorporate person-centered practices and meet the diverse needs of adult learners.
- Test the trainings, develop a learning plan and make adjustments as needed.
- Design a system for monitoring and evaluating ongoing learning

CMAT Project Team and Timeline



-Human Services Research
Institute

-UNH Institute on Disability

-University of Missouri at
Kansas City Institute for
Human Development

- Communications and Community Engagement (Oct 2023-March 2025)
 - Systems Goal exploration
 - Working Group
- Data Collection and Analysis (Dec 2023 – May 2024)
 - Listening sessions
 - Focus groups
 - Key informant interviews
 - Environmental Scan
- Training Module Testing and Development (Jan –Dec 2024)
- Final Report and Recommendations (Feb 2025)
- Finalize Training and Post on Learning Management System (Mar 2025)

Activities to Date



Regular meetings with Working Group representing sample of case management and service coordination agencies



Reviewed existing training materials and requirements and conducted brief survey of agency leadership on training practices and materials



Conducted key informant interviews and held 4 public listening sessions



Convened 7 CM/SC and 3 waiver provider focus groups



Created and distributed survey to CMs/SCs supporting the 4 HCBS waivers on training needs and self-assessed competencies



Pilot tested case management core competency training modules

Environmental Scan Key Themes

- Case management and service coordination roles defined in regulation
 - Includes language around training and orientation requirements
- No comprehensive, standardized introductory training available from or required by the state
- Training responsibility rests with individual agencies
 - Variability in training mode and content
 - Most common training mode is on-the-job, via mentoring and shadowing
- Training variation impacts the experiences of HCBS recipients and providers
- Respondents identified a robust list of skills and technical knowledge to include in training

Next Steps



**Finalize data
collection and
analysis**



**Modify training
modules based on
feedback from pilot**



**Develop state-
specific training
content**



**Finalize and post
training package**

Questions/Comments

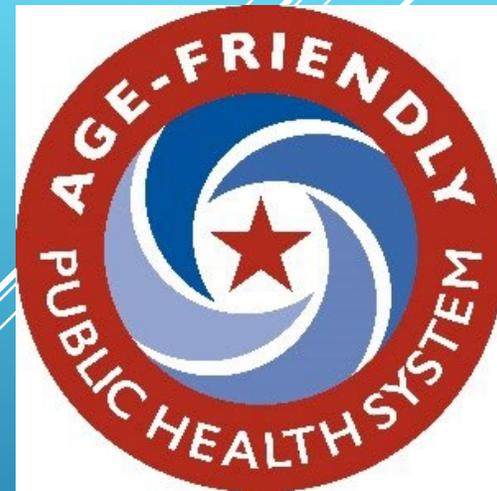
Sara Galantowicz

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Cheryl Sartori

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CREATING AN AGE-FRIENDLY PUBLIC HEALTH SYSTEM IN NH

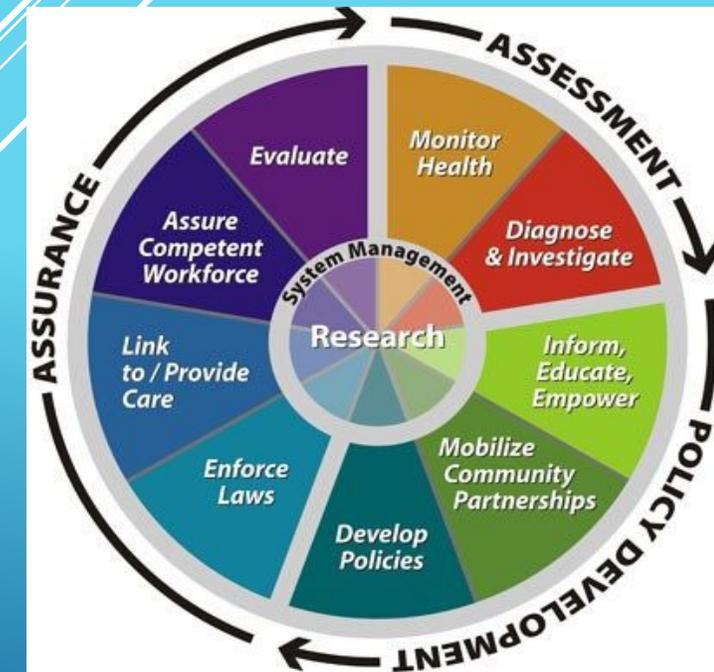


YOU MAY BE FAMILIAR WITH:

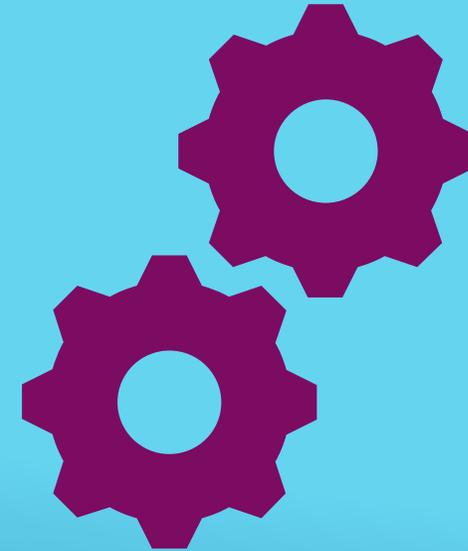
- **Age-Friendly Communities (WHO and AARP)**
 - Initiative to enable older people to live healthy lives and participate fully in community life
 - Implements the 8 Domains of Livability
- **Age-Friendly Health Systems (JA Hartford Foundation and IHI)**
 - Initiative to create safe, supportive health facilities where the concerns of older adults are identified and addressed
 - Implements the 4 Ms Framework– Mobility, Medication, Mentation (Memory), What Matters Most

AGE FRIENDLY PUBLIC HEALTH SYSTEMS

- Recognizes aging as a core public health issue and leverages its skills and capacities to improve the health and well-being of older adults.
- Aligns with the Essential Functions of Public Health
- Use a framework called the “6 Cs”



- ▶ The Trust for America's Health has been engaged by the John A Hartford Foundation to support the development of AFPHS in the US.
- ▶ Initial states to engage are Florida, Michigan, Mississippi, and Washington
- ▶ In 2023, New Hampshire was funded to begin to develop an Age-Friendly Public Health System



CHI (JSI) – SERVES AS THE COORDINATING ENTITY



Requirements:

- Attend webinars on the topic where states share their experiences.
- Convene cross sector partners focused on public health.
- Build interest in our state
- Convene to develop a plan.

- To learn more, go to <https://www.tfah.org/initiatives/age-friendly-public-health/>

NH's Age-Friendly Public Health System Partners:

- **Service Link Resource Centers**
- **State of NH Bureau of Elderly and Adult Services**
- **The Foundation for Health Communities (with a link to the NHHA)**
- **City of Manchester Health Department**
- **NH Commission on Aging**
- **NH Public Health Networks**
- **NH Senior Center Representative**
- **NH Citizens**
- **UNH Institute for Health Policy and Practice**
- **Homecare & Hospice**





WHERE ARE WE NOW?

Introduced the concept of Age-Friendly Public Health Systems to the group.

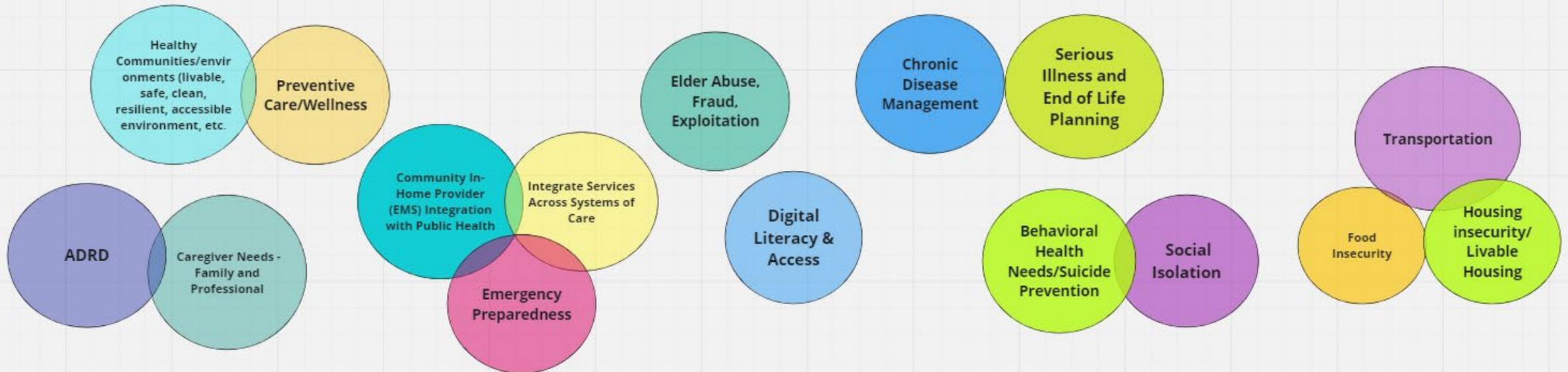
Reviewed the 6 Cs in the framework and discussed how they might apply to our needs.

Identified gaps in Public Health needs and services in New Hampshire.

Recruiting more interest and participation.

Next...identify priorities and working groups.

What Issues Have we Identified?



- Caregiving
- Social Connection
- Digital Equity
- Safety & Emergency Preparedness

- Chronic Disease, Serious Illness and End of Life Planning
- Behavioral Health

- Health-Related Social Needs: Housing, Food, Transportation, etc.
- Access to HCBS and service integration

DO YOU HAVE A PASSION FOR AGING & PUBLIC HEALTH?

What do **You** think are the most critical issues?



Contact me at:
Margaret_Franckhauser@jsi.com

Save the Date!

2024 Quarterly Meetings

- Thursday, September 12, 2024
- Wednesday, December 18, 2024

Future NHAHA Quarterly Meetings
will occur at:

Northeast Delta Dental, 2 Delta Drive
(Building Two), Concord, NH



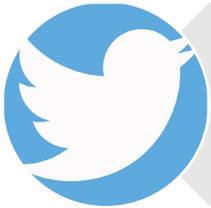
Engage with NHAHA



NHAHA website
www.nhaha.info



Facebook
<https://www.facebook.com/NHAHA603>



Twitter
<https://twitter.com/NHAHA603>



Linked In
<https://www.linkedin.com/company/the-new-hampshire-alliance-for-healthy-aging>



Thank you for
participating!

For questions or additional
information, contact:

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