



NHAHA Quarterly Meeting

June 13, 2024

9:00am – 11:30am

McLane Audubon Center

Meeting Summary

Welcome, Introductions, and Housekeeping

***Presenters: Jennifer Rabalais, UNH Center on Aging and Community Living, NHAHA Coordinator
Dick Chevrefils, NHAHA Steering Committee Chair***

Jennifer Rabalais welcomed everyone to the NHAHA June Quarterly meeting and Dick Chevrefils provided an introduction that encouraged participation and discussion in the spirit of creating an opportunity for change.

With a need for more space as NHAHA grows, Jennifer confirmed that future NHAHA Quarterly Meetings will be held at a new venue and celebrated NHAHA's many years at the NH Audubon. Communications will be provided regarding this moving forward.

Also, in acknowledgement of the many new NHAHA members in attendance, Jennifer provided a review of NHAHA's structure, which focuses around five strategic priority areas:

1. Caregiving
2. Workforce
3. Zoning & Housing
4. Transportation
5. Advocacy

As well as three crosscutting committees that align with NHAHA's collective impact approach:

1. Communications Committee
2. Measurement Committee
3. Diversity, Equity, and Inclusion Committee

Jennifer encouraged anyone who is interested in joining or who has questions about any of NHAHA's workgroups or committees to reach out. Meetings are open to the public and more information can be found on the [NHAHA website](#).

NHAHA Updates (slides 3-13)

***Presenters: Jennifer Rabalais, UNH Center on Aging and Community Living, NHAHA Coordinator
Jeff Donald, Regional Mobility Manager - Seacoast Region
Ellen Avery, Executive Director of Community Volunteer Transportation Company***

DEI Moments

Jennifer explained that through the work of the Diversity, Equity, and Inclusion (DEI) Committee, NHAHA ensures that a DEI lens is embedded throughout its work. In alignment with

this, the DEI Committee has created *DEI Moments*, which encourages discussion and reflection on DEI topics. The next *DEI Moments* will be presented at the September Quarterly Meeting.

DEI Committee Update

In its role to provide education and resources, the DEI Committee will host a DEI webinar this year featuring Marguerite Fletcher, diversity consultant, keynote speaker, and facilitator. NHAHA will provide further information regarding this event soon.

Volunteer Driver Program 2023 Data

Jeff Donald explained the important role that volunteer driver programs (VDPs) play in filling gaps in transportation throughout the state. He explained that the NHAHA Volunteer Driver Initiative, a subcommittee of the NHAHA Transportation Workgroup, was created to support the development of VDPs in NH. In 2022, this NHAHA subcommittee carried out a statewide campaign to raise awareness of the need for volunteer drivers and launched [NHVDP.org](https://www.nhvdp.org), providing centralized information on NH VDPs and how to become a volunteer. With additional funds from Granite State Independent Living, NHAHA will be relaunching the statewide ad campaign later this year.

Starting in 2021 and continuing through 2023, data was also collected from 19 VDPs, which has provided important insight into the continued demand and the additional support needed for VDPs. Ellen Avery confirmed that only 13% of NH towns/cities have public transportation, creating a large gap for VDPs to fill. Ellen provided an overview of the VDP data, the first collection of statewide data on VDPs in NH.

Findings include:

- Volunteer drivers, riders, and requested trips have increased from 2021-2023.
- Over 700,000 miles were traveled by volunteer drivers in 2023.
- Over 38,000 volunteer hours were donated in 2023.
- Volunteer hours are estimated to equate to \$1,273,256 in 2023 (as calculated by [Independent Sector's value of volunteer hours](#)).
- Only 35 staff (many part-time) support the 19 VDPs.

Recently as well, the website [Keep NH Moving](#) was launched as a statewide resource to provide information about transportation options including VDPs, public transportation, carpooling, and more. Steve Workman, Director of Transport New Hampshire, will provide more information on this new resource during NHAHA's September Quarterly Meeting.

New Futures Overview and NHAHA Advocacy Update (sides 14-27)

Presenters: Michele Merritt, President of New Futures

Judith Jones, Policy Coordinator of New Futures

As previously confirmed, New Futures will be leading NHAHA's policy and advocacy work moving forward. With roots in substance use disorder advocacy, New Futures has since expanded its policy priority areas to include Early Childhood, Children's Behavioral Health, Health, Substance Use Disorder, Public Health, Alcohol and Other Drugs, and Healthy Aging.

New Futures' approach to policy change is built on community engagement and subject matter expertise.

Michele provided an example of New Futures' impact on policy through their work with a father who sought to support his daughter who faced the barrier of receiving timely treatment for substance use disorder due to insurance approval wait-time. New Futures worked to craft legislation, which has now become policy, requiring health insurance carriers to eliminate the prior authorization requirement for emergency care cases if authorization cannot be provided in under six hours.

And in support of NHAHA's advocacy work, Michele introduced Judith Jones as New Futures' new Policy Coordinator in Healthy Aging. Judith has twenty-six years of experience and a background in elder law. Judith discussed the importance of knowing the people affected by policy when advocating for and creating policy change.

Judith also provided a legislative update:

[SB 403](#) – relative to the healthcare workforce, this bill focuses on community health worker certification. This bill has passed.

[SB 499](#) – the Hunger Free NH Act includes the simplification of the Supplemental Nutrition Assistance Program (SNAP) application process for older adults. This is awaiting a Senate vote.

[HB 1191](#) – relative to the establishment of an exemption to the meals and rooms tax for participants in the restaurant voucher program. This bill has passed.

[HB 1569/1088](#) – relative to the elimination of voter identification exceptions. This bill has passed.

[HB 1291](#) - relative to accessory dwelling units allowed by right. This bill did not pass.

[HB 1283](#) – relative to end of life options. This bill was voted Interim Study.

NH Case Management Assessment and Training Project Overview (slides 29-35)

Presenter: Sara Galantowicz, Senior Policy Associate at Human Services Research Institute

Under contract with the Department of Health and Human Services, Human Services Research Institute (HSRI) has partnered with UNH's Institute on Disability, the Center on Aging and Community Living, and the University of Missouri at Kansas City to assess existing trainings for case managers and service coordinators across NH, identify gaps, and develop new training content.

This project pertains specifically to home and community-based service (HCBS) waiver programs – Choices for Independence Waiver, Developmental Disabilities Waiver, Acquired Brain Disorders Waiver, and In-Home Supports Waiver for Children. The project aims to establish consistency and ensure that the needs of waiver participants are met across all waiver programs, particularly with a focus on person-centered practices. New trainings will be informed by preexisting trainings and requirements, and an analysis of information gathered from listening sessions, focus groups, key informant interviews (including individuals with lived experience), and an environmental scan.

Sara confirmed that the new, standardized training content and implementation plan are set to be complete by March 2025.

Age-Friendly Public Health System Initiative (slides 36-44)

Presenter: Margaret Franckhauser, Director of Aging Services at JSI

Margaret Franckhauser discussed the initiative to develop an Age-Friendly Public Health System (AFPHS) in NH. Through the AFPHS's [6Cs Framework](#), services and policies that support healthy aging are advanced within a Public Health system. Through this initiative, JSI and its partners are currently reviewing the 6Cs and discussing their application, identifying gaps in Public Health needs in NH, and identifying issue priorities areas. Margaret introduced the currently identified issue areas and requested feedback from meeting attendees for input on additional items to be considered (see Appendix for a review of outcomes from this discussion).

NH Alliance for Healthy Aging 2024 Quarterly Meeting Schedule:

Thursday, September 12, 2024 @ 9:00 AM

Wednesday, December 18, 2024 @ 9:00 AM

Meetings will be held at Northeast Delta Dental, 2 Delta Drive (Building Two)
Concord NH

Appendix

Age-Friendly Public Health Issues to Advance in NH
June 13, 2024 NHAHA Quarterly Meeting Brainstorm

There is a need to develop:

- Telehealth – Improving functionality for Older Adults (human centered co-design of technology, systems, and implementation in NH)
- Healthcare Payor Access – Process and forms designed for Older Adults (OA)
- Affordability of Aging – Economic Security:
 - Training for OA on how to age well with a limited budget
 - More tax relief, winter heat, heating assistance, etc. options
- Funding and Programs for Help at Home:
 - Home modification and repair programs (Expanding upon existing models at DHHS, Cheshire County, Habitat for Humanity)
 - Retraining for OA – how to adapt to changing personal functional ability to age at home – removing tripping hazard, automatic stove shut off devices, how to manage with vision changes, etc.
 - Option other than private pay for housekeeping, lawn mowing, snow removal
 - Development of more handyman services
- Accessible Communities – so people with functional limitations can access
 - Attention to sidewalk improvement so that those who use scooters don't have to use roads
 - More looped public spaces (for hearing impaired).
- An Expansive view of Age-Ready Housing - Not only more no barrier entry with bed and bath on first floor but also:
 - Denser housing close to community amenities like grocery stores
 - Housing that addresses social isolation:
 - Denser multigenerational housing
 - Housing with Community Centers
 - Housing with Community Gardens
 - Built with transportation or close to public transportation options
 - An Inventory of the full spectrum of housing options for people who are aging
 - Available to the public
 - With navigation tools/information for people on how to access options
 - Create a menu of options for communities of types of age-ready housing needed. (See expansive mindset above.) For Planning Boards, etc.
- A growth in people planning for their own aging:
 - Training for people on issues to plan for
 - Socialization and norming of the idea for people to do this
 - Areas to address:

- Advanced Care Directives and other healthcare documents (Current advanced care planning training offered by FHC includes conversations of some of the topics below.)
- Contingency Plans:
 - Which home care providers to use if needed
 - Planning & budgeting for potential needed home modifications
 - Identified Places to move if a more supportive environment is needed.
- Wills
- Burial plans
- “I’m Dead, Now What” – for those that are left behind.
- Purpose & Meaning:
 - Creation of opportunities for Purpose & Meaning of all of us as we age
 - Norming community appreciation for all that older people can contribute so that more opportunities are created.
- Equity – the boon of longevity needs to be available not just for privileged classes, but all!
- Workforce – we need to develop the workforce to support all the needs listed above!