

Aging with Connection and Purpose Workgroup

Date: Wednesday, Mar. 21st, 2018
Time: 9:00-11:00am
Meeting Leader(s): Sandy Ruka & Emily Benson
Location: TriCounty Community Action Program Community Resource Center

Minutes

Attendees: Sandy Ruka: Visiting Nurse Homecare and Hospice(VNHCH), Emily Benson: C3PH PHAC, Dawn Barnett, ServiceLink, Anne Cunningham: Freedom Aging Committee/Planning Board, Rick Davidson: Freedom Chair Committee on Aging, Sue Ruka: Director of Population Health, Memorial Hospital, Marianne Jackson: Member of Community Health Collaborative/Board Member of Gibson Senior Center, Victoria Laracy: Mt Washington Valley Housing Coalition/Mt. Washington Valley Regional Collaborative, Heather Tenny: Curtis Quality Care.

Special Guests:

- Christine Santaniello: Director of [NH DHHS Division of Long Term Supports and Services](#), formerly of Lakes Region Community Services.
 - New NH DHHS division will include the Bureau of Elderly and Adult Services (BEAS), the Bureau of Developmental Services (BDS), and Special Medical Services (SMS). This new Division will serve individuals from birth through the lifespan, ensuring comprehensive and coordinated services throughout a person's life.
 - Bureau of Developmental Services has contracted with Northern Human Services to do intakes as well as contracting of some other services.
 - Special Medical Services(SMS) is focused on services for children with chronic medical services through Partners in Health Program. [PIH Program](#) in Carroll County is offered out of White Mountain Community Health Center.
 - Chris noted that there is significant synergy between departments, bureaus and divisions to break down silos. An example of an issue where better collaboration is necessary to make change is the supports and services grandparents need for raising their grandchildren as well as supports for adult children caring for aging parents. Services and supports will be better organized to address issues for NH residents across their entire lifespan.
 - Bureau of Community-Based Military Services: ["Ask the Question" Program](#)
 - Focus on the needs of veterans, increase awareness of cultural differences
 - Community Mental Health centers have community-based liaisons

- “One-Stop Shop”: there will be a new department of veteran services, but will still connected with Bureau of Elderly and Adult Services.
 - Everyone is working together to share strengths as well as identifying weaknesses.
 - Choices for Independent Services Waiver: 7/1/2019-12/30/2019 will still be fee for service, but then goes to managed care. State is mandated to provide managed care and is working to strengthen the system. Managed Care Organizations (MCO’s) already working together, but there is a big administrative burden, need to separate population needs. For more info go [here](#).
 - Working to bring lots of pieces together with funding.
 - Review is underway of [PACE](#) in Rhode Island: an alternative to traditional managed care organization that could align well with IDN work as it brings together Medicare and Medicaid. Case management is an integral part of the model.
- Wendi Aultman: Bureau Chief, NH DHHS BEAS
 - Wendi has been with DHHS for nearly 20 years focusing on building and increasing ServiceLink programs. She started work as Bureau Chief at BEAS in late November
 - NH is one of 2 states who have single state agency on aging
 - Contracts out federal funding for many services, ie. Title 20
 - Operationalize adult protective services
 - BEAS has close to 70 staff at this time. 11 of those staff work out of the state administrative offices in Concord and the remaining work locally at State District Offices.
 - BEAS has full-time nutritionist, can provide a lot of TA to community programs,
 - A lot of partnerships with other divisions, ie case managers
 - Also working to focus on improving administrative roles over programs to increase flexibility and improve community programs
 - There is a full-time family caregiver support specialist who connects with DCYF and other groups.
 - BEAS administers ServiceLink and [NH CarePath](#) to bring together partners who have a role in assisting with eligibility and providing guidance, support and choice as well as referrals to supports and services.
 - There are a lot of system changes to improve overall work flow with new staff and new roles.
 - Upcoming work:
 - Carroll County SCOA rep. vacancy. SCOA members are primarily community advocates, BEAS provides guidance and oversight and brings info to the meetings. Also helps to bring TA and advocacy experience partnering with AARP. SCOA provides feedback to state plan to BEAS and provides info from community. It is important that our Carroll County representative is connected to work that is underway in the county.
 - A new State Plan on Aging is being drafted which will be a 4 year plan. Planning process is now underway for public forums across the state,

with one to be scheduled in Carroll County. This outreach will align well and will coordinate with Memorial's CHNA work as well as C3PH CHIP work.

- NH Alliance for Healthy Aging advocacy priorities will be aligning with this plan
- Work is also underway to better integrate with new Bureau of Housing Supports as well as contracting with 211 to make sure all info is up-to-date.
- There are also opportunities to work closer with NH DHHS Bureau of Drug and Alcohol Services, especially related to Substance Use Disorders.
- Older Americans Month is month of May. BEAS encourages all providers and stakeholders to honor this month in some way. The toolkit is linked [here](#) . BEAS will be holding a proclamation ceremony May 7th in conjunction with the 2018 Vaughn Awards Celebration .
- For this and more information about BEAS visit their website at: <https://www.dhhs.nh.gov/dcbcs/beas/index.htm>
- George Cleveland: let's look at language around the Aging issue. Do not use "senior" or "elderly", how about "older"? Frameworks Institute has done some work on this issue: <http://frameworksinstitute.org/reframing-aging.html>
- Members are excited to think about the changes happening at the State level with the new work that is underway, but there are still struggles with funding streams.
- It would be helpful to have a good diagram of the all bureaus and divisions and how they align with services that they provide.

Carroll County program/initiative updates

- Community Engagement/Activities:
 - Many towns are getting creative at the local level, to help create consumer friendly info about services that are available. Examples include Freedom Committee on Aging and [Jackson Neighbor Care Program](#).
 - Concerns/questions were expressed about connection of SCOA members to other aging work that is taking place across state, ie. [NH Alliance for Healthy Aging](#). SCOA members should be aware of work underway and the specific concerns of older residents in their regions.
 - [Call to CareNH](#) Screening:
 - VNHCH had attempted to bring a screening to the community.
 - Call to CareNH film is shorter than the national version. It addresses the need to attract older Americans to the home healthcare workforce, both as a way to feel valuable to the community and as a non-traditional model of care.
- Fall Prevention Programs:
 - Memorial Hospital is offering 5 [Matter of Balance](#) classes in upcoming year in attempt to decrease # of falls-related injuries in the hospital.

- If people would like to bring programs to their community contact Sue Ruka at Memorial: sruka@memorialhospitalnh.org .
- Advanced Care Planning Programs
 - Sandy announced that Ashlee Chaine has been hired as coordinator to promote Advanced Care Planning presentations and public outreach.
 - April 16th: [National Healthcare Decisions Day](#)
 - ACP info will be made available to Division of Motor Vehicles, banks as well as outreach to Conway Daily Sun and other papers.
 - POLST Program: Provider Orders for Life-Sustaining Treatment.
 - NH is now a POLST state. Foundation for Health Communities is taking the lead on this program: <https://www.healthynh.com/provider-orders-for-life-sustaining-treatment-polst.html>
 - POLST Training allows facilitators to fill out and understand the form.
 - Education of physicians and palliative care professionals is needed.
 - For more info about the POLST Program contact Marianne Jackson at mjaxnmd@gmail.com .
- Eldercare Workforce Issues
 - Work is underway through NH Workforce Sector Partnership to increase healthcare workforce: <http://www.nhworks.org/Sector-Partnership-Initiative/HEALTHCARE-SECTOR/>
 - LNA classes have been offered locally but most recently Mineral Springs has had to postpone classes.
 - Heather Tenney reported that Wolfeboro home healthcare organizations did not have any responses to the job ads they placed in local newspapers last year.
 - Members agreed to plan screening of Call to Care NH film at end of October or November. Invitations will go out to legislators, selectman, policy makers and business community.
 - Please send Sue and Emily a list of trainings and class ideas that could help volunteer caregivers. Ideas included:
 - Safety for caregivers in the home
 - Evaluation of home environment
 - Respite care training
 - Training for providing rides
 - Modified LNA course?
 - Hospice care volunteer training
- Housing
 - [Accessory Dwelling Units](#)
 - Marianne Jackson is continuing to educate the public and municipalities about ADU's, both for older residents and workforce. ADU's need to be long-term rentals and owner occupied.
 - Another project underway is a feasibility project regarding the implementation of a Home Share Model. Barriers are homeowners being wary of having people live in their homes. There is a way to "match"

people together based on mutual interest which allows for people to help each other. Studies are underway of some models in VT.

- For more info about home sharing and ADU's contact Marianne Jackson at mjaxnmd@gmail.com .
- Victoria Laracy: [MWV Housing Coalition](#) is working on increasing inventory of long-term rentals in region.
 - Looking at some tax abatements for affordable housing (paying less than 30% of your income)
 - MWVHC is also following legislation that is promoting 2 months rent and security deposit to be paid by renters up front. This is not affordable.
 - Landlord-Tenant Law: greatly favors the tenants, will look at amending some part of the bill.
 - Justin McIver's homes in [Bridgton](#) is being looked at as a model of mixed housing stock that can be created.
- Other
 - [Memorial Hospital's Adult Day Center](#) will be opened in Spring 2019. Contact Sue Ruka at Memorial for more info: sruka@memorialhospitalnh.org .

State and Regional program/initiative updates:

- Monday, April 16th: NH Alliance for Healthy Aging Quarterly Meeting: https://www.events.unh.edu/RegistrationForm.pm?event_id=27653
- State Committee on Aging:
 - Emily attended SCOA meeting on March 5th and presented our work underway in Carroll County, see powerpoint attached.
- ServiceLink: tough trying to find care for people in their homes. There is additional funding now available to support the [Family Caregiver Support Program](#), as well as additional information: <https://www.dhhs.nh.gov/dcyf/documents/relativecaregivers.pdf>
- 2-1-1: Organizations are encouraged to update their information on 2-1-1.
- Additional Info:
 - Tuesday, March 27th: 12-1:30pm: "Oral Health, It's Not Just for Kids" Webinar: <https://register.gotowebinar.com/register/5848549028152967937>
 - <https://www.dhhs.nh.gov/dcyf/documents/relativecaregivers.pdf>

2018 Meeting Schedule: 3rd Wednesdays of each quarter

Next Meetings: June 20, Sept 19, Dec. 20th

Upcoming Events: visit our website under "Save the Date" for all upcoming events:

<http://www.c3ph.org/aging-with-connection-and-purpose>