DRAFT MINUTES

New Hampshire State Commission on Aging
Monday, September 20, 2021 10:00 a.m.-noon
NH Employment Security, 45 S. Fruit St., Concord

Present in person: Richard Lavers, NHES; Wendi Aultman, DHHS; Patrick Herlihy, DOT; Rebecca Sky, Executive Director.

Present via teleconference: Polly Campion, Chair; Carol Stamatakis, Vice Chair; Roberta Berner, Clerk; Rep. Charles McMahon; Susan Buxton, Long-Term Care Ombudsman; Lynn Lippitt, NH Housing Finance Authority; Sunny Mulligan Shea, DOJ; Michael Todd, DOS; Appointed by the Governor: Suzanne Demers, Susan Ruka, Daniel Marcek, Kristi St. Laurent, Harry Viens, Rev. Susan Nolan

Absent: Rep. James MacKay, Sen. Ruth Ward; Janet Weeks, DOL; Susan Denopoulos Abrami, Ken Gordon, Susan Emerson

Guests present via teleconference: 20 members of the public (Cheryl Steinberg, John Wilson, Heather Carroll, Beth Todgham, Kathleen Vasconcelos, Cheryl O'Malley with client Anne Marie, Marianne Jackson, Jennifer Rabalais, Richard Danford, Anne Diefendorf, Kristin Kostecki, Laura Davie, Mackenzie Nicholson, Christian Seasholtz, Laurie Duff, Martha McLeod, Nancy Dorner, Arnold Newman, Jennifer Throwe)

I. Welcome, Attendance, Review of Minutes

Chair Polly Campion provided an overview of the agenda and welcomed the Commission members and guests to the meeting. Today's meeting was held concurrently in person at the NH Employment Security offices and via teleconference. Because the state Emergency Order is no longer in place, a quorum of Commission members must be present in person to take action. The October 18 Commission meeting will include a number of action items, including a vote on approval of the Annual Report, therefore, it will be imperative for a majority of the Commission members to attend in person.

Clerk Roberta Berner took attendance, noting which Commission members were attending in person or remotely.

Because a quorum of Commission members was not present in person, approval of the May, June and July minutes was postponed until the next Commission meeting.

II. Year End Task Force Review

Prior to the meeting, Executive Director Rebecca Sky distributed slides that detailed the work of the four Commission Task Forces over the past year, how their work meshed with the Commission's strategic plan, and goals for the year to come. ***The distributed materials are attached to the September minutes and include detailed information about the work of each Task Force relative to its goals and objectives for 2021.***

Each Task Force chair or co-chair presented and led discussion to:

- Provide a review of the year;
- Make recommendations for Commission on Aging (COA) Strategic Map changes;
- Make recommendations for the COA policy agenda;
- Make recommendations for 2021 Annual Report content.

Chair Campion expressed her deep appreciation for the yeoman work each Task Force accomplished over the past year.

A. Operational Infrastructure – Chair Polly Campion

Chair Campion's report focused on the goals and objectives established by the Task Force and how they were achieved in 2021. She noted that the group is assessing the membership composition of the Commission and members' levels of engagement.

She said that the Task Force is recommending the extension of the ability to meet remotely while complying with Right-to-Know statutes. Meeting remotely has improved access to public meetings and specifically the engagement of older adults.

The Task Force also will be reviewing potential uses for American Rescue Plan Act (ARPA) funds at the state and local level, relative to services and supports for older adults.

B. Aging in Community of Choice – Lynn Lippitt and Kristi St. Laurent, Co-Chairs

Co-Chair St. Laurent discussed programs the Task Force held during the year to identify some of the top needs in the state for older adults seeking to age in the community of their choice. She noted the significant shortage of caregivers in the work-force and said that by far, unpaid caregivers (e.g., family members) provide the most support for older adults who need long-term care. Medicaid-supported providers/facilities came in second.

She said that the Task Force would be further exploring Medicaid care waivers and why different populations' waivers are managed and reimbursed differently (waivers for those with developmental disabilities, acquired brain disorder, children in need of in-home support, and Choices for Independence, primarily for older adults). She said that funding for long-term supports and services for older adults is both insufficient and not focused in a way to meet individuals' preference to age in the community of their choice.

Patrick Herlihy commented that in 2021 the Task Force had focused on long-term supports and services and housing, however there are multiple issues to be addressed, as specified early in the year by the Task Force.

Chair Campion thanked Co-Chair Lynn Lippitt, who will be stepping back from her leadership role in the year to come. She also thanked Kristi St. Laurent for her willingness to assume Task Force leadership.

C. Age-Friendly State – Dan Marcek and Sunny Mulligan Shea, Co-Chairs

Co-Chair Mulligan Shea said that in addition to Task Force members, AARP-NH Director Todd Fahey has attended most meetings of the group. In the United States, AARP has assumed responsibility for promoting the age-friendly model developed by the World Health Organization.

Through the year, the Task Force has come to understand that creating an age-friendly community is more a process than a certification. Although there are a total of eight domains involved in becoming "age-friendly," not every domain must be adopted by every community engaging in the process. The Task Force has focused on learning from communities that are working toward becoming more age-friendly.

In year two, the Task Force hopes to work more closely with the state's counties and with the Council on Resource Development. Co-Chair Mulligan Shea thanked Commission Executive Director Rebecca Sky for her extensive help and support.

Laura Davie suggested that the Task Force tap into the work done by the Tri-State Learning Collaborative (https://agefriendly.community/communities) .

D. Emerging Issues – Suzanne Demers and Susan Buxton, Co-Chairs

Co-Chair Buxton spoke about how, in an extremely challenging year, the Commission has been a voice and has had an impact in addressing emerging issues, including those related to the COVID-19 pandemic. She thanked Executive Director Sky and co-chair Suzanne Demers. The Task Force has focused on pandemic-related issues and older adults, including social isolation, particularly visiting restrictions within long-term care facilities, and the need for widening the access to technology and broadband.

Nancy Dorner suggested utilizing high school students to help older adults with technology and added that students may be able to earn high school credit and/or community service credits for such work. Suzanne Demers and Kristi St. Laurent discussed specific programs in the state that do that.

Carol Stamatakis said that the Commission is fortunate to have Susan Buxton, New Hampshire's Long-Term Care Ombudsman, as a member with the passion and knowledge to address the rights and quality of life for persons in long-term care.

Chair Campion concluded this section of the meeting by summarizing that the Commission's challenge will be to help the state pull together programs that are working well in order to build consistency and strengthen the service network for older adults. Executive Director Sky added that ARPA funds could be used toward a culture change effort within the long-term care system and that in the year to come, the Commission will be looking at building a case for a more robust transportation system in the state.

III. Newsletter

EngAGING NH has produced a newsletter focused on aging issues for several years, but has asked the Commission to assume responsibility for production and distribution of the newsletter. Vice Chair Carol Stamatakis has held several meetings to facilitate the transition, and volunteer Beth Todgham has agreed to be the editor of the newsletter. She has a strong background as an editor and writer, as well as in aging services in the Nashua area. A committee is helping with the transition of the newsletter from EngAGING NH to the Commission, ensuring that the newsletter will continue to be an independent voice, reflecting the needs and interests of older adults in the state. EngAGING NH members who had been involved with the newsletter production are assisting with the transition and providing detailed information and support. November is the target date for production and distribution of the Commission-sponsored newsletter. Snazzy title ideas are welcomed!

Chair Campion noted that the Older Americans' Volunteer Award ceremony was not mentioned in the attached PowerPoint, and suggested that the award-winners' stories could be interesting content for the newsletter.

Vice Chair Stamatakis reiterated that the newsletter will be published under the auspices of the Commission and that the NH Bureau of Elderly and Adult Services will be able to use it as a platform to include information about available programs and services.

IV. Commission on Aging Membership

The October meeting will include a Commission vote of endorsement to submit the names of three recommended members for Gubernatorial nomination:

- Beth Todgham, Hillsborough County, also coming on-board as the volunteer editor of the Commission's newsletter;
- Laurie Duff, Director of Easter Seals NH. Laurie Duff has a social work background and extensive experience in long-term care, acute care, community aging services, and adult day programs.
- Doug McNutt, recently retired from AARP-NH. Doug McNutt, an attorney, also had served as a director of the Bureau of Elderly and Adult Services and has a strong policy focus.

Chair Campion thanked departing Commission members Pam Jolivette, Kathy Baldridge, and John Kennedy for their service.

Executive Director Sky said that first terms are completed for a number of earlier Gubernatorial appointees, but most of those individuals are willing to continue for a second term.

V. Public Input

Nancy Dorner thanked the Commission for the thorough summary of the Task Force processes and commended the Commission for its remarkable progress, particularly given the challenges of the past year. She said that it was especially important for remote meeting access to continue and was pleased that the Commission would be advocating for that after the removal of the state's emergency declaration.

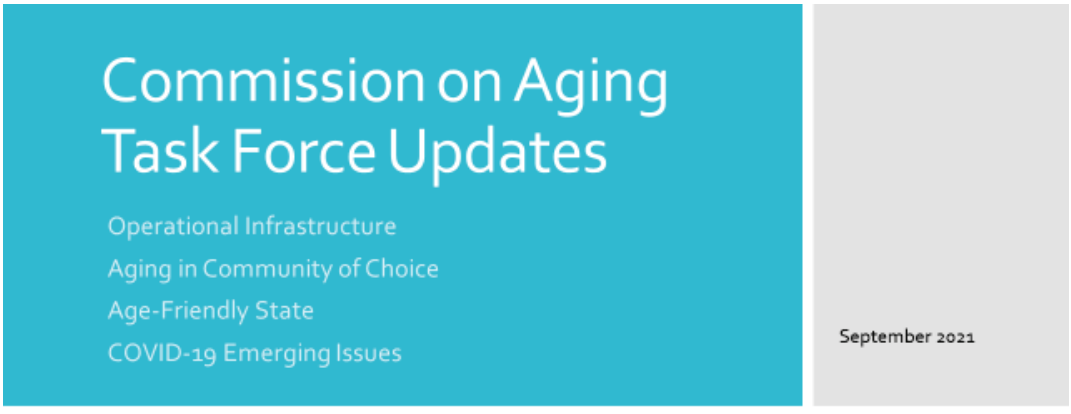
Chair Campion reiterated the need for a quorum of the Commission to be in person in order to take any action. Vice Chair Stamatakis added that the Commission planned to continue to have an option for the public to participate remotely. The Commission will continue to address technical challenges, including ensuring improved auditory access to meeting deliberations.

Rev. Susan Nolan and John Wilson addressed the significance of ageism in our culture. Wilson said the issue can not be overstated and attributed the seeming acceptance of the number of pandemic deaths in nursing homes to ageism in society.

Cheryl Steinberg let attendees know that the NH Financial Abuse Specialty Team (FAST) would be hosting a Tri-State FAST Conference with Maine and Vermont on October 12 at the Grappone Center in Concord. For more information, see stayconnectednh.org/registration.

VI. Adjournment

Chair Campion adjourned the meeting at 11:52 a.m. The next meeting will take place on Monday, October 18, from 10 a.m. to noon, with the location to be determined. Rebecca Sky thanked the NH Department of Employment Security for hosting today's meeting.



Goals for Task Force Updates

- Review of year
  - What was accomplished
  - Issues Investigated
  - Major Observations
- Recommendations for Strategic Map Changes
  - Year 2 Objectives
- Recommendations for Annual Report Content
  - Major Observations
  - Policy Direction Recommendations

Vision for Where We Want to Go

State of New Hampshire Commission on Aging

Vision

All people have the opportunity to thrive and be valued while growing older in New Hampshire.

Mission

To be a catalyst for change that values, serves, and celebrates people as they grow older.

3 Year Strategic Priorities

October 2020-September 2023

Develop and advance strategies to improve people's ability to age in the communities of their choice

Year 1 objectives:

- Objective to be developed by Task Force and approved by full Commission.

Catalyze New Hampshire towards being an Age-Friendly State

Year 1 objectives:

- Meet with leadership of age-friendly community initiatives to learn what supports from a state level would be beneficial to their goals.
- Request leadership of at least one state agency to come to the State Commission to discuss how they plan to incorporate the impact of aging demographics in their strategic planning by March 2021.

Engage Leaders regarding the Emerging Needs of Older Adults during the COVID-19 Epidemic

Year 1 objectives:

- Engage key stakeholders and subject matter experts on emerging needs in order to bring forward recommendations for action to the full Commission.

Develop Commission Infrastructure to Support Operational Success

Year 1 objectives:

- Create Task Forces in alignment with 3 year plan to develop objectives and strategies by November 2020.
- Help members of the Commission be effective by clarifying terms, defining roles and expectations and developing an onboarding process for new members of the Commission by January 2021.
- Develop Commission processes for advising the Legislature and Governor on current legislation and recommendations for future public policy by June 2021.

Values

Forward Thinking – We anticipate the future and are creative and innovative finding new ways forward.

Collaboration – We embrace cooperation as complex issues require multiple perspectives for development of meaningful solutions and collective action.

Public Trust - We pursue common good in ways that are respectful, accountable, transparent, equitable, and worthy of trust.

Stewardship – We seek to maximize benefit from New Hampshire resources.

Expertise – We utilize the wealth of knowledge and skills available within our state agencies, businesses, and communities.

Opportunity – We strive to amend systematic patterns of disadvantage and marginalization so that all have the opportunity to thrive while growing older.

Engagement - We aim to leverage the talents and energy of older people in New Hampshire to create a better future.

Operational Infrastructure
Year in Review

Develop Commission Infrastructure to Support Operational Success

- **Objective #1: Create Task Forces (TF) in alignment with 3 year plan to develop objectives and strategies by November 2020.**
  - Task Forces created - each guided by a work plan.
  - Planned Monthly Commission Meetings in alignment.
- **Objective #2: Help members of the Commission be effective by clarifying terms, defining roles and expectations and developing an onboarding process for new members of the Commission by January 2021.**
  - Terms clarified, Definition of Roles & Expectations written, onboarding process created, recommendations for nominations for new members put forward.
- **Objective #3: Develop Commission processes for advising the Legislature and Governor on current legislation and recommendations for future public policy by June 2021.**
  - Process Developed, Roles defined, Guidance Document created.
  - Regular review of issues that came before State Legislature.

Operational Infrastructure
Strategic Map / Work Plan Updates

- Modify **Objective #1: Assess and facilitate the degree to which task forces are forwarding the goals of our strategic priorities.**
  - Reassess the charge, member makeup, level of engagement, leadership, meeting schedules, and work plan utilization.
  - Plan Commission meeting agendas with input from Task Forces.
  - Manage Compliance with State statutes including RSA 91-A
  - Ensure support for Commission Newsletter
- Modify **Objective #2: Manage Commission membership to optimize Commission effectiveness**
  - Track Terms, identify candidates to recommend to Governor,
  - Ensure compliance with financial disclosure to Dept. of State and awareness of civility training,
  - Oversee new member onboarding, review role description annually.
- Modify **Objective #3: Implement Commission processes for advising the Legislature and Governor on current legislation and recommendations for public policy.**
  - Use Policy Guidance Document, take action as appropriate, review LSRs,
  - Plan a December State House Advocacy Training for Commission members,
  - Oversee creation of Annual Report to Governor and State Legislature.

Operational Infrastructure
Strategic Map Changes Comparison

Year 1 Objectives

- Objective #1: Create Task Forces (TF) in alignment with 3 year plan to develop objectives and strategies by November 2020.
- Objective #2: Help members of the Commission be effective by clarifying terms, defining roles and expectations and developing an onboarding process for new members of the Commission by January 2021.
- Objective #3: Develop Commission processes for advising the Legislature and Governor on current legislation and recommendations for future public policy by June 2021.

Year 2 Objectives

- Objective #1: Assess and facilitate the degree to which task forces are forwarding the goals of our strategic priorities.
- Objective #2: Manage Commission membership to optimize Commission effectiveness through identifying candidates for appointments, ensuring individual compliance with state statutes, and annually reviewing the member role description and onboarding process.
- Objective #3: Implement Commission processes for advising the Legislature and Governor on current legislation and recommendations for public policy.

Operational Infrastructure

Annual Report Key Content

- Recommend authorizing public bodies to hold virtual meetings while maintaining compliance with Right-to-Know statutes to improve engage older adults in the political process
- Recommend use of American Rescue Plan Act funds to remedy the impacts of the COVID-19 virus, provide direct relief, and stimulate local (longevity) economies by providing opportunities for older adults to participate in their local communities in safe, meaningful ways.

Aging in Community of Choice

Year in Review

Develop and advance strategies to improve people's ability to age in their community of choice.

Objective #1: Define the continuum of older adult population needs to age in place, what resources are available to meet those needs, what gaps exist, and potential policy solutions towards increasing access to supports by September 2021

Investigations & Observations (page 1):

- ***Nov – Developed/Reviewed draft framework that viewed services available by type of housing where a person might reside.***
- ***Dec - Topic: Info Referral - 211, Service Links, & AARP:***
  - *Challenge areas: Awareness of 211 & Service Links, keeping their content current, availability of appropriate housing and transportation options,*
  - *Service Links vary by region.*
  - *Senior Centers also serve as a major source of referrals.*
- ***Jan – Review of Impact of State Health Improvement Plan & Regional Health Improvement Plans***
  - State Health Improvement Plans do not inform Regional Plans, nor the reverse.
  - State is currently updating statewide plan. COA is represented.
  - Some counties include aging issues in their visioning.
- **Feb – Developed Draft Problem Statement, identified future speakers.**
  - As older adults seek to make decisions about where and how to age in a community of their choice, they are faced with the lack of clear resources that are accessible to them to enable their acting on this choice.

Determined next meetings should look at models by which Long Term Services and Supports are provided in the Community.

Investigations & Observations Continued (page 2):

- **Mar – Investigated Support and Services at Home (SASH) Model**
  - Based in public housing, expands to broader community to develop a panel of 100 individuals served by 1.5 staff. (1 FTE Community health worker, .5 FTE wellness nurse)
  - Integrates systems of supports (medical & non-medical) where people live.
  - Utilizes both a population health approach focused on prevention as well as individualized health coaching and supports.
  - CMS Demonstration Project - Takes multiple payer / funding sources to work.
- **April – Investigated Life Plan Communities**
  - Essentially a CCRC based in community rather than in housing
  - Regulated by NH Dept. of Insurance.
  - Only one in NH – Hunt at Home. They cover only small region of NH. Greatest challenge is finding work force to provide services.
- **May – Choices for Independence & Other In –home/Community Services from the Perspective of a Service Provider**
  - Biggest barrier is work force. While getting someone qualified to receive services is a challenge, the wait list for services is also long.
  - Choices for Independence, Title XX, and VA all pay for in home services. Some are simpler processes than others. Individuals may qualify under multiple programs. Providers have staff to manage funding streams.
  - Referral chain to services is complicated. Does ease of access influence hospital discharge planners engagement of home care vs. referral to other institutional care.?
  - More options exist for people on either end of the financial resources spectrum with fewer accessible options for middle income people.
  - *Is nursing home care a de facto entitlement vs. home and community based services?*
    - *Counties are invested in LTC facilities. Does that drive where care is provided?*
    - *Most long term care insurance does not cover adult day services.*

Investigations & Observations Continued (page 3):

- ***June – Funding Considerations of Long Term Services and Supports (LTSS)***
  - *Definition of LTSS - "encompasses the broad range of paid and unpaid medical and personal care assistance that people may need – for several weeks, months, or years – when they experience difficulty completing self-care tasks as a result of aging, chronic illness, or disability." Kaiser Family Foundation.*
  - *Delivered in Institutions & home and community based settings. Location influences price tag (Nursing facility ~$93,000/yr., Home health Aid ~ $55,000/yr., Adult Day ~$19,500 yr.)*
  - *Majority provided by unpaid caregivers. Medicaid next largest payer.*
  - *NH has 4 home and community based care Medicaid waivers serving specific populations, each managed and reimbursed differently. (Developmental Disability, Acquired Brain Disorder, Choices for Independence, and In-home supports (kids).)*

- ***August – One Counties Perspective on Drivers of County Budget and ARPA funding Opportunity***
  - *Availability of Community-based LTSS is a challenge – inadequate work force is the key driver.*
  - *Many pressures on counties, not just cost of LTC. Local governments doing less. Cost of Retirement system benefits, etc.*
  - *NH Association of Counties may be an avenue to provide consistent education on drivers of costs & prevention strategies to county delegations and leadership that lacks continuity.*

Aging in Community of Choice

Year in Review

Objective #1: Define the continuum of older adult population needs to age in place, what resources are available to meet those needs, what gaps exist, and potential policy solutions towards increasing access to supports by September 2021

-Describe population and continuum of needs by Feb 2021.
-Inventory available resources and gaps by May 2021

Investigations & Observations Continued (page 4):

- *A few final General Observations:*
  - Funding is both insufficient and not focused in a way to reduce overall LTSS costs and meet people's preferences to age in the Community of their choice.
  - Perception exists of there being many services, yet fragmentation results in even less access.
  - Lack of an adequate direct care work force is a key driver to lack of access to services – pay and affordable housing are a couple limiting factors.
  - Need efficient, known mechanisms for all income levels to access and navigate LTSS services.
  - Need policies, systems, and environments that create conditions for prevention activities and wellness.
  - Housing and Transportation are also key variables in our ability to age in the community of our choice.

Aging in Community of Choice

Strategic Map / Work Plan Updates

Future Directions:

Continue to gather information with a goal to move towards engaging leadership across the state in dialogue.

- **Long Term Services & Supports**
  - **Further investigation of what a more coordinated / less fragmented systems might look like.**
  - **Investigation of PACE model**
  - **Further investigation of what enables combining housing and services. (Laconia Housing Authority, Betty's Dream)**
  - **Engage county level government in dialogue.**
- **Learn about current initiatives and potential models to increase direct care work force.**
- **Further learning about Service Links**
- **Learn more about NH's aging population**
  - **Equity and inclusion considerations in relation to access to services.**
  - **What type of housing do people live**

Aging in Community of Choice

Annual Report Key Content

- **Recommend support for pilots that test alternative models for delivery of Long Term Services and Supports.**
- **Recommend State Government collaboration with counties to develop solutions enabling LTSS to be increasingly provided in communities.**
- **Recommend efforts to increase awareness of Service Links and the services they provide.**
- **Recommend efforts to layer services over existing housing. Support changes to how services provided in housing is reimbursed.**
- **Recommend innovative housing models that increase affordable housing for older adults and work force, preferably together.**

Age-Friendly State

Year in Review

Catalyze New Hampshire towards being an Age-Friendly State

- **Objective #1: Meet with leadership of age-friendly community initiatives to learn what supports from a state level would be beneficial to their goals by January 2020.**
  - Met with leadership from: AARP, Seacoast Village Project, Stories from Our Sages initiative at Hunt Community in Nashua, Alliance for Healthy Aging, Southern Regional Planning Commission, & Mount Washington Valley Age-Friendly Community Initiative.
  - Reviewed Maine's State Plan.
  - Looked at common domains for activity.
  - AARP developed a brief on NH initiatives to be published soon.
- **Objective #2: Request leadership of at least one state agency to come to the State Commission to discuss how they plan to incorporate the impact of aging demographics in their strategic planning by March 2021.**
  - AG presented November 2020 to Commission on their programs.
  - A draft template outlining a set of questions for a state agency to respond to was determined to be too difficult to use. Key learning is that State agencies will need to be engaged individually, with support, education, and assistance in developing and conducting a self-assessment before they can identify and incorporate age-friendly strategies.

Age-Friendly State
Strategic Map / Work Plan Updates

- Modify **Objective #1: Continue to meet with leadership of age-friendly community initiatives to learn what supports from a state level would be beneficial to their goals.**
  - Encourage members of Commissions to attend County meetings to become aware what is happening at the County level of government & be a resource.
- New **Objective #2: Promote age-friendly community work as a way to create livable communities for all of us as we age.**
  - Partner with other organizations to develop and post reinforcing messaging about age-friendly initiatives
  - Develop and advertise a speakers bureau on the topic of Age-friendliness.
  - Promote age-friendliness via Commission Newsletter
  - Work with partner organizations to develop statewide op ed series.
  - Engage county governments on age-friendly framing
- New **Objective #3: Collaborate with the NH Department of Business & Economic Affairs to assist them in supporting communities across New Hampshire in age-friendly planning.**
  - Provide education to key staff.
  - Consult on crafting age-friendly planning materials to be used to assist regional and local planning work.
  - Attend Council on Resource Development meetings to leverage policy opportunities.

Age-Friendly State
Annual Report Key Content

- Recommend support of local and statewide age-friendly initiatives and investments.
- Recommend advancement of policies and practices that make it possible for all of us can have the opportunity to thrive and be valued while growing older in New Hampshire in the years to come

Emerging Issues
Year in Review

Engage Leaders regarding the Emerging Needs of Older Adults during the COVID-19 Epidemic & Recovery

- **Objective #1: Ageism – Engage key stakeholders and subject matter experts to confront ageist perceptions and their social, economic, and political impact.**
  - Fall 2020 - Letter written to Governor's Economic Re-Opening Task Force
  - NH Magazine article on Ageism Jan 2021.
  - Collaborating with AHA Reframing Aging Strategy Group
- **Objective #2: Social Isolation – Research and review strategies to alleviate social isolation during the pandemic including access to and use of broadband and technology, and encouraging neighborly action.**
  - Clarified 4 Broadband Issues: Availability of High Speed Internet, Affordability, Need for In-home Hardware Support and General Education on Use.
  - Connected with VolunteerNH on volunteerism issues & neighbors connecting
  - Planned June Commission meeting focused on Behavioral Health Needs
  - Steps currently being taken advocating for ARPA funds for Senior Centers.
- **Objective #3: Long Term Care System – Advocate for initiatives that improve the lives of residents in long term care building the resiliency and preparedness of LTC system against future disease outbreak.**
  - Spring 2021 Issue Brief on Visitation in LTC – Engaged many in its creation, disseminated widely, used it for advocacy.
  - Participation in Legislative Committee to Study the Safety of Residents & Employees in LTC Facilities

Emerging Issues
Strategic Map / Work Plan Updates

- Keep Objective #1: **Ageism** – Engage key stakeholders and subject matter experts to confront ageist perceptions and their social, economic, and political impact.
  - Keep an eye on State COVID-19 Policy
  - Continue to work with AHA Reframing Aging Strategy Group
  - Develop materials for COA webpages and newsletter that address Ageism advancing culture change.
- Modify Objective #2: **Social Isolation** – Advance and engage in strategies to alleviate social isolation.
  - Monitor/be a voice re: what is happening in regards to broadband.
  - Stay current on current research/best practices re: social isolation.
  - Promote Good Work happening in NH
  - Advocate for funding /support for Senior Centers
- Keep Objective #3: **Long Term Care System** – Advocate for initiatives that improve the lives of residents in long term care building the resiliency and preparedness of LTC system against future disease outbreak.
  - Advocate for Resident Rights & Resident Centered Care & Essential Support Visitors
  - Support development of Resident & Family Collective Voice
  - Advocate for Strategies to grow direct care workforce
  - Advocate for resiliency of LTC System

Emerging Issues
Strategic Map Changes Comparison

Year 1 Objectives

- Objective #1: **Ageism** – Engage key stakeholders and subject matter experts to confront ageist perceptions and their social, economic, and political impact.
- Objective #2: **Social Isolation** – Research and review strategies to alleviate social isolation during the pandemic including access to and use of broadband and technology, and encouraging neighborly action.
- Objective #3: **Long Term Care System** – Advocate for initiatives that improve the lives of residents in long term care building the resiliency and preparedness of LTC system against future disease outbreak.

Year 2 Objectives

- Objective #1: **Ageism** – Engage key stakeholders and subject matter experts to confront ageist perceptions and their social, economic, and political impact.
- Modify Objective #2: **Social Isolation** – Advance and engage in strategies to alleviate social isolation.
- Objective #3: **Long Term Care System** – Advocate for initiatives that improve the lives of residents in long term care building the resiliency and preparedness of LTC system against future disease outbreak.

Emerging Issues

Annual Report Key Content

- Recommend acknowledgement by state leadership of the aging of our population and the need to confront ageist perceptions and their social, economic, and political impact.
- Recommend advancement and engagement of strategies to alleviate social isolation and loneliness.
- Support the development of a statewide vision for and investment in high speed broadband infrastructure to help our state thrive.
- Recommend resources be provided to community senior centers as they are one of the most widely used services among NH's older adults, and as they have needed to recreate themselves in the face of the pandemic.
- Recommend initiatives that improve the lives of residents in long term care building the resiliency and preparedness of LTC system against future disease outbreak.
  - Initiatives that support Resident Rights & Resident Centered Care & Essential Support Visitors
  - Initiatives that support development of Resident & Family Collective Voice
  - Initiatives that grow direct care workforce
  - Initiatives that work to retain quality LTC providers

COA Candidate Bios

Beth Quarm Todgham

Beth Quarm Todgham is a resident of Nashua having lived there over 25 years. While currently retired, she has a long and varied work history both in newspaper publications and community services doing community outreach and organizing. She was the editor of Parenting New Hampshire from 1997 through January 2008. She worked for many years at Southern New Hampshire Services fulfilling many functions and roles including as their Seniors Count Facilitator and Nashua Community Coordinator. Beth energetically volunteers in many community activities including the City of Nashua's Citizens' Advisory Commission for Community Grants. She was an active member of the Breakfast Exchange Club prior to its disbanding last year. The club focused on older adults. She has also volunteered with United Way of Greater Nashua, RSVP, and the Greater Nashua Area Committee on Aging.

Doug McNutt

Doug McNutt is a newly retired resident of Merrimack County. Since 2007 he has worked for AARP on policy issues both at the Federal and State levels. He was especially involved in rebalancing the long term care system so that more people receive services in their homes and communities as opposed to nursing homes. He was a past member and Chair of the New Hampshire Medical Care Advisory Committee (MCAC). Doug also worked on implementation of the Affordable Care Act, particularly on the Medicaid Expansion option. He also served as a member of the Governor's Commission on Medicaid Managed Care. More recently Doug worked on the CARE Act which provides support for caregivers when the person they are caring for transitions from the Hospital and the Uniform Adult Guardianship Protective Proceedings and Jurisdiction Act. He led an effort to create a Uniform Power of Attorney Act for New Hampshire which was passed in 2017. He also worked on legislation which passed in 2020 that raised the caps on Home and Community Based Services under the Choices for Independence (CFI) program so that they are now equal to the costs of staying in a Nursing Home. Doug also in 2020 I worked on prescription drug legislation that tasked the Department of Health and Human Services to create an Importation Program for drugs from Canada, to create a Drug Affordability Board and to cap Insulin payments. Prior to his work at AARP, Doug worked for many years at the Division of Elderly and Adult Services spending his last 4 years in service as the Director of the Division.

Laurie Duff

Laurie Duff has thirty-two years of professional experience working with older adult populations. She is currently serving as the Director of Senior Services at Easter Seals NH where she has worked since 1995. (Easter Seals provides services to ensure that people with all disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities. Easter Seals offers adult medical day Services, homemakers & health Services, memory care options, caregiver resources, and provides assistance to low income women with critical goods and services.) Laurie has served in a large variety of volunteer and other leadership roles throughout her life. She has served as a board member for many organization including but not limited to: The Center on Aging and Community Living Advisory Board, Service Link Advisory Board, Veteran Community Partnership, The Inn at Deerfield Board, NH Senior Companions, and as the Executive Vice President of the Board of Directors for Rockingham VNA & Hospice and President of the NH Adult Day Services Association. She has been very involved with the NH Alzheimer's Association.

State of New Hampshire Commission on Aging

Vision

All people have the opportunity to thrive and be valued while growing older in New Hampshire.

Mission

To be a catalyst for change that values, serves, and celebrates people as they grow older.

3 Year Strategic Priorities

October 2020-September 2023

Develop and advance strategies to improve people's ability to age in the communities of their choice

Year 2 objectives:

- Support county government innovations to manage the cost of and access to long term services and supports (LTSS).
- Explore the issues of housing, transportation, workforce, and resources for decision making as they impact access to LTSS in the community of one's choice.
- Identify unique challenges and opportunities of minority populations to age in their community of choice.

Catalyze New Hampshire towards being an Age-Friendly State

Year 2 objectives:

- Engage with leaders of age-friendly community initiatives to identify models and activities worthy of replication and constructive state level policy considerations.
- Promote age-friendly community work as a way to create livable communities for all of us as we age.
- Collaborate with the NH Department of Business & Economic Affairs to assist it in supporting communities across New Hampshire in age-friendly planning.

Engage Leaders regarding the Emerging Needs of Older Adults during the COVID-19 Epidemic

Year 2 objectives:

- **Ageism** – Engage stakeholders and subject matter experts to confront ageist perceptions and their social, economic, and political impact.
- **Social Isolation** – Advance and engage in strategies to alleviate social isolation.
- **Long Term Care System** – Advocate for initiatives that improve the lives of residents in long term care and build the resiliency and preparedness of the long term care system against future disease outbreaks.

Develop Commission Infrastructure to Support Operational Success

Year 2 objectives:

- Assess and facilitate the degree to which task forces are forwarding the goals of our strategic priorities.
- Manage Commission membership and staff to optimize effectiveness.
- Implement Commission process for advising the Legislature and Governor on current legislation and recommendations for public policy.

Values

Forward Thinking – We anticipate the future and are creative and innovative finding new ways forward.

Collaboration – We embrace cooperation as complex issues require multiple perspectives for development of meaningful solutions and collective action.

Public Trust - We pursue common good in ways that are respectful, accountable, transparent, equitable, and worthy of trust.

Stewardship – We seek to maximize benefit from New Hampshire resources.

Expertise – We utilize the wealth of knowledge and skills available within our state agencies, businesses, and communities.

Opportunity – We strive to amend systematic patterns of disadvantage and marginalization so that all have the opportunity to thrive while growing older.

Engagement - We aim to leverage the talents and energy of older people in New Hampshire to create a better future.