Sharing the positives and challenges of aging in the Granite State

More than 3,500 individuals from every corner of New Hampshire came forward to celebrate older adults and share ideas on making the state a more livable place for people as they age.

Last fall the State Plan on Aging Committee distributed a survey inviting public input to guide and inform the next four-year State Plan on Aging. Fifteen listening sessions were also scheduled statewide. The Plan is required by the federal Administration for Community Living in order for New Hampshire to receive federal funding for Older Americans Act programs.

Responses were received from 2,927 individuals who completed online or paper copies of the survey and feedback was also provided by 579 persons who attended the listening sessions.

“New Hampshire has one of the fastest-growing aging populations, and input from older residents is critical as we plan for the future,” said Jo Moncher, Community Relations Manager at the Division of Long Term Supports and Services who also facilitates the State Plan on Aging Committee. “We applauded all those who took the time to complete the survey, attend the listening sessions or communicate their ideas through phone calls, emails and letters.”

“I also want to thank the State Committee on Aging and other state and community partners who serve on the State Plan on Aging Committee for working with the Bureau of Elderly and Adult Services to develop the survey and plan the listening sessions. Invaluable assistance was also provided by organizations that analyzed the data we received: the Southern NH Planning Commission, the UNH Institute on Disability, and the UNH Center for Aging and Community Living.”

The survey responses and comments from the listening sessions send a message about older adult needs but also indicate their desire to continue as active contributors to their communities and to the state. Many are still employed and/or contributing their time and talents as volunteers at hospitals, schools, senior centers and other venues. They take pride in what they can do, and reject stereotypes and labels implying that being older means being incapable of engaging in life. “Don’t call me elderly” warned one survey respondent.

NH Receives Grant to Strengthen Caregiver Supports

New Hampshire is one of six states to receive a technical assistance grant to develop a plan to strengthen supports for family caregivers. The grant, which was awarded last fall, is being administered by the NH Department of Health and Human Services (NH DHHS).

“Through the Helping States Support Families Caring for an Aging America initiative, the Center for Health Care Strategies (CHCS) is working with Alabama, Idaho, Iowa, New Hampshire, South Carolina, and Virginia, who are committed to developing policies or programs to support family caregivers and address the challenges of an aging population. According to the Family Caregiver Alliance, approximately 43.5 million caregivers have provided unpaid care to an adult or child in the U.S. In New Hampshire, there are approximately 370,000 family caregivers.

New Hampshire’s grant application was led by Christine Santaniello, former Director of the Division of Long Term Supports and Services, now Director of the Division of Economic and Housing Stability. A team of NH DHHS staff members was assembled which includes Christina Shepard, Bureau of Elderly and Adult Services (Team Leader); Deirdre Dunn-Tierney, Long-Term Supports and Services; Special Medical Services; Adele Bauman, Children’s Behavioral Health, and Geraldo Pilarski, Division of Children, Youth and Families.

“Some of New Hampshire’s family caregivers are looking after aging parents, others are caring for grandchildren, others for adults or children with special needs. Our goal is to develop an action plan that will support caregivers across the lifespan,” says Christina Shepard, who manages the NH Family Caregiver Support Program at the Bureau of Elderly and Adult Services.

Some potential approaches under the grant include creating a single entry point for caregivers seeking services; expanding access to respite and adult day services; and providing training opportunities to family caregivers on topics such as chronic disease, managing medication regimens and how to access community resources.

On January 9-10, 2019, the NH team met in Washington D.C. with representatives from the other five states selected to receive the grant. The focus was on exchanging ideas and program information across the states, a process that is expected to continue over the next year. The Center for Health Care Strategies will eventually share the six states’ work with stakeholders across the country. According to Christina Shepard, the NH team is completing its action plan related to the grant and will be presenting it to the NH DHHS leadership in the near future.
Dear Reader:

It has been a busy year so far at the Bureau of Elderly and Adult Services (BEAS). Currently we are working with other state and community partners on the next State Plan on Aging, which will describe the services provided with federal Older Americans Act funds, as well as goals and objectives for advancing our state’s efforts in understanding, serving, supporting and celebrating older people and aging across our state. I want to thank all of you who took the time to respond to the State Plan on Aging Survey and to attend the listening sessions held statewide. We will be taking your comments into consideration as we continue to work on the Plan. Please see page 1 of Aging Issues to learn more about the survey and listening session results.

Through the Adult Protective Services Program, the Bureau continues to provide critical support to vulnerable adults by receiving and investigating reports of abuse, neglect, self-neglect and exploitation under the Adult Protection Law, and when necessary, arranging for protective services.

NH ServiceLink provides the primary point where people can be connected with helpful guidance and support, obtain counseling on long-term care options, access services under the Family Caregiver Support Program, and obtain benefits counseling about Medicaid and Medicare benefits and services, including how to avoid becoming a victim of Medicare fraud and abuse.

BEAS has established the Long Term Care (LTC) Medical Eligibility Unit. This unit manages the clinical eligibility for Medicaid-funded nursing home care and home and community-based services provided through the 1915 (c) Home and Community Based Choices for Independence (CFI) Waiver. BEAS and the Bureau of Family Assistance have established an integrated team and processes for administering Medicaid LTC eligibility and services. BEAS and case managers work together with participants to establish a service plan to assure health and safety in a community setting.

BEAS’ priority initiatives in the coming year will be focused on strengthening access, quality care, and cost effectiveness within a coordinated service delivery system.

BEAS has received two important awards that will help strengthen our programs: A technical assistance award from the Center for Health Care Strategies will support BEAS in its work with other program areas in the NH Department of Health and Human Services (NH DHHS) on a plan to help family caregivers across the lifespan, whether they are caring for an older person, a grandchild or a child or adult with special needs. A team of NH DHHS staff will be working collaboratively on this plan over this next year. Please see the article on page 1 of Aging Issues for further details.

Another grant will enable BEAS to develop an enhanced business model for New Hampshire’s ServiceLink Aging and Disability Resource Centers (also known as the No Wrong Door System). This will support improved data collection, quality improvement methods, and other approaches to better support programs available at ServiceLink sites, such as Options Counseling, Care Transitions and Veterans-Directed Home and Community Based Services.

BEAS is also facing some challenges. For the past 20 years, we have published the Aging Issues Newsletter in an effort to provide you with regular updates on existing services and programs, and other resources and events that may be of interest. Due to upcoming staff changes, we will need to suspend publication of Aging Issues while we determine the next steps. However, please be assured that I regard communication as an important aspect of BEAS’ work, and that we will do our best to find the most effective way of providing the information you need.

Finally, as we prepare to celebrate Older Americans Month, with its theme of “Connect, Create, Contribute” (see below), I am reminded of how much older people, persons with disabilities and caregivers contribute to their families, their communities, and to our State. As you read this I hope you know that your lives matter, that your needs matter, and that the Bureau of Elderly and Adult Services will continue to do its best to serve you.

Sincerely yours,

Wendi Aultman, Bureau Chief, Elderly and Adult Services

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New Hampshire Healthy Aging Data Report Available April 2, 2019

View comprehensive community profiles, interactive maps and detailed information about healthy aging in your community.

235 cities and towns
9 neighborhoods in 2 cities
166 indicators

Visit healthyagingdatareports.org
Funded by Tufts Health Plan Foundation.

Granite State Scholars Program Will Bring Generations Together

By Allyson Rider

A new program is in the works to foster healthy aging and empower New Hampshire’s young adults. The Granite State Scholars Program will allow high school graduates to volunteer for one to two years, working with older adults with limited incomes, and building stronger intergenerational networks. In exchange the high school graduates will receive reduced tuition at any public New Hampshire college or university.

Granite State Scholars is the brainchild of Matt Wilhelm, who pitched the idea last year at the NH Social Innovation Challenge, an annual event held at the University of New Hampshire. The NH Social Venture Innovation Challenge was founded by UNH in 2013 in partnership with the Nobel Peace Prize winner and father of the microfinance movement, Muhammad Yunus. This event is designed to encourage innovative thinking among students and community members who want to address some of society’s most pressing social and environmental challenges.

According to the U.S. Census Bureau, New Hampshire is the second oldest state in the nation, with Maine being the first, and Vermont being third. A study conducted by AARP indicates that nationwide, New Hampshire ranks in the top ten states for the number of people age 75 and older who live alone.

Last November, more Granite Staters joined Matt Wilhelm to affirm his idea and initiate a planning process for Granite State Scholars. Volunteer NH has awarded a grant to the UNH Carsey School of Public Policy to explore potential models for the program. NH Listens, a civic engagement initiative of The Carsey School, has been hosting work group meetings across the state. These sessions began last October and were scheduled to conclude in March.

“We hope the Granite State Scholars Program, once implemented, will help address the isolation and loneliness that many older adults face, and that they in turn can share the richness of their life skills and experiences with the young volunteers,” says Michele Holt-Shannon, Director of NH Listens at the Carsey School.

So far the Granite State Scholars work group has traveled to Berlin, Concord, Reene, Durham and Plymouth, engaging with students, social service agencies, cultural organizations, advocates and educational professionals, and the group continues to work on the program design. Regarding volunteer activities, some possibilities being discussed include helping older adults with home and yard maintenance, providing rides, accompanying older adults to medical appointments, and/or engaging with them in arts and/or social activities.

The final program design will be submitted to Volunteer NH in May 2019 and Granite State Scholars will then move into the next phase of recruitment and rollout. Stay tuned!

Allyson Rider is a NH Listens Fellow and Associate Director of Leadership NH

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Celebrate Older Americans Month!

Every May, the Administration for Community Living leads our nation’s observance of Older Americans Month. We are pleased to announce the 2019 theme: Connect, Create, Contribute, which encourages older adults and their communities to:

• Connect with friends, family, and services that support participation.
• Create by engaging in activities that promote learning, health, and personal enrichment.
• Contribute time, talent, and life experience to benefit others.

Communities that encourage the contributions of older adults are stronger! By engaging and supporting all community members, we recognize that older adults play a key role in the vitality of our neighborhoods, networks, and lives.

The website for Older Americans Month 2019 will include suggestions, resources, and material to celebrate older Americans and the communities of which they are a vital part. Visit acl.gov/oam to learn more about ways to get started. You can also promote the observance on social media using #OAM19 and #ConnectCreateContribute.

Everyone benefits when everyone can participate. We encourage you to connect, create, and contribute for stronger and more diverse communities this May, and throughout the year!
Commission on Aging Proposed New commission would build upon the work of the State Committee on Aging

House Bill 621 contains proposed legislation that would establish a new State Commission on Aging, to implement policies and programs geared toward the wellbeing of older adults. As of Aging Issues press time, HB 621 had passed the House and will go next to the Senate. The commission would bring together legislators, Commissioners of the Departments of Health and Human Services, Labor, Employment Security, Safety and Transportation or their designees; the Attorney General or designee; the State Long Term Care Ombudsman, and 15 members of the public, including members of the State Committee on Aging. The commission would assist in implementing the State Plan on Aging, and review and provide input to other state planning efforts across agencies, including the state mental health plan, transportation, housing and safety. Promoting the skills, talents and energy of older Granite Staters, in order to better integrate them into the social and economic life of the State, would be another important aspect of the commission’s work.

“The commission on aging would champion issues affecting older people across all state agencies, and focus attention on creating an age-friendly state. This is critical as we respond to our state’s changing demographics and plan for the future,” said Rep. Polly Campion, who sponsored HB 621. According to a position paper authored by the Alliance for Healthy Aging, demographic trends show that by 2030, one third of people in New Hampshire will be over the age of 60, an increase of almost 40% from 2012. The position paper also states, “This demographic shift will affect where we dwell, how we work, how we access healthcare and other services—essentially, how we navigate our day-to-day lives. To help prepare for our state’s changing demographics, we must roll up our sleeves and imagine new ways to shape the places in which we live.”

HB 621 emphasizes the value and importance of the State Committee on Aging (SCOA). Established in 1989 under RSA 161F:7, SCOA’s role has been to address the independence, health and wellbeing of New Hampshire’s aging citizens, and to act in an advisory capacity to the NH Department of Health and Human Services, Bureau of Elderly and Adult Services. Under HB 621, this role would expand, becoming broader in scope. Current SCOA members would continue their membership and be appointed to serve on the new commission on aging for the length of a member’s remaining term on SCOA.

“The insights and experiences of State Committee on Aging members should be of great benefit to the proposed commission on aging,” said Rep. Campion. “Committee members would retain their original charge and duties but would expand those duties to a statewide platform, thereby gaining a stronger voice when it comes to helping develop public policy affecting New Hampshire’s older citizens.”

Wendi Aultman, Chief of the Bureau of Elderly and Adult Services, offered her congratulations and thanks to the State Committee on Aging. “For thirty years this Committee has been true to its mission, meeting monthly with management staff from the Bureau of Elderly and Adult Services and advising us on the needs and concerns of older people,” said Aultman. “One of the Committee’s important roles has been to support the development of State Plans on Aging and to approve the final Plans when completed. State Committee on Aging members also monitor and advocate for legislation and take part in state and local initiatives that benefit older people.”

Ken Berlin, Chair of the State Committee on Aging says he is proud of his fellow Committee members for the work they’ve done and looks forward to the future. He also thanks the Bureau of Elderly and Adult Services for all the support they’ve given the Committee, and: “The proposed Commission on Aging would provide a wonderful opportunity for Committee members to expand their role in the older adult community, and be in the forefront of efforts to shape programs, while helping to set obtainable, realistic and doable goals to support aging Granite Staters now and in the future,” said Berlin.

Applications Open for Arts in Health Project Grants

The NH State Council on the Arts (NHSCA) is taking applications for Arts in Health Project Grants. Application deadline: May 17, 2019. Arts in Health Project grants support participatory arts activities, creative aging and artist residencies that occur in health based facilities. The overall goal of this grant category is to utilize the arts to enhance the quality of life and promote an environment conducive to healing for patients, residents, caregivers, and/or clients.

This grant category is in response to the Arts Council’s commitment to meeting the needs of underserved populations, which can include the elderly, people with disabilities, people in recovery and people with mental health or other health challenges.

For more information or an online application, visit www.nh.gov/nharts. You can also learn about other programs and grants related to community arts, arts education, traditional and folk arts, cultural conservation and public engagement. Questions should be directed to Cassandra Mason, Grants Coordinator by emailing Cassandra.Mason@mcrc.nh.gov or calling (603) 271-7926.

3,500 RESPOND TO SURVEY, ATTEND LISTENING SESSIONS continued from page 1

High Property Taxes. According to USA Today, New Hampshire has the second highest property tax per capita in the country. Many survey and listening session participants expressed concern that property taxes are high and getting higher in some areas, and that it is getting harder and harder to pay these taxes since many older people are living on fixed incomes.

In-Home Supports. A lack of in-home supports constitutes a major challenge for those who want to remain in their own homes as they age. “Being older, I get concerned down the road about transportation and all the activities that could contribute to my being as independent as I can in my own home,” wrote 83-year old Martha Swiderski, who has lived in her home for 47 years.

Finding and maintaining in-home supports is challenging due to the shortage of direct care workers, and the wages offered are usually too low to attract people to direct care jobs. It is also difficult to find people who can perform chores such as lawn mowing, snow shoveling and other home repairs at an affordable rate.

Medical and Dental Care. Comments on this issue spanned everything from routine medical appointments to pharmacy needs; affordable dental care; educating medical providers about the needs of older adults; better coordination of services for older adults transitioning from the hospital back home; and making telemedicine more of an option for older medical professionals.

Hearing difficulties were identified as a barrier to interacting with others and enjoying social events. The high cost of purchasing and repairing hearing aids (not covered by Medicare) was also emphasized. One survey respondent in this situation wrote: “I am a very intelligent, educated person - I always was a leader. But now I find myself sitting "alone" in a crowd – that's ISOLATION.”

Accessing Services. Knowing how and where to access services can be difficult for many older adults. Although those who have contacted ServiceLink (see page 7 of Aging Issues) found it helpful, many people are still not aware that ServiceLink can connect them with services they need.

Community Improvements. Certain environmental improvements are seen as important to maintaining an age-friendly community, for example wheelchair-accessible sidewalks, safe biking lanes and additional parking spaces that provide closer access to community buildings. “Parking garages don’t solve the problem if people still need to walk two or three blocks to an event,” commented one respondent.

Some survey participants with mobility issues indicated they cannot access community buildings that were constructed many years ago and remain inaccessible to people who cannot climb stairs.

Next Steps

A summary of the survey results and a summary of the listening sessions will be posted on the BEAS website at https://www.dhhs.nh.gov/dchcs/beas. Work will continue on the State Plan on Aging, considering input from the survey and listening sessions. A summary of the State Plan goals and objectives will be posted on the BEAS website at https://www.dhhs.nh.gov/dchcs/beas, and four public comment sessions have been scheduled as follows:

Tuesday, April 30, 12:30 – 2:00pm, Gibson Center for Senior Services, 14 Grove Street, North Conway

Wednesday, May 1, 11:30 – 1:00pm, Derry Municipal Center, 3rd Floor Large Meeting Room,

Town of Derry, 14 Manning Street, Derry

Thursday, May 2, 1:00 – 3:00pm, Auditorium, DHHS, 129 Pleasant Street, Concord

Thursday, May 2, 4:30 – 6:00pm, Auditorium, DHHS, 129 Pleasant Street, Concord

More comments can be submitted by May 29, 2019. To email comments, go to the BEAS web site address above and access the “Contact Elderly and Adult Services” link on the right-hand side of the home page. Comments may also be sent by U.S. mail to the Bureau of Elderly and Adult Services at 105 Pleasant St., Concord, NH 03301, Attn: State Plan on Aging.
Telephone Check-In Program Reassures, Promotes Safety

Imagine that you’re 85 years old and you live alone without family or friends nearby. You’re coping with multiple health problems, including diabetes and heart disease, and you worry about safety. You receive some in-home services, but for the most part the days are lonely, and it would help you to hear another friendly voice.

Telephone check-in programs such as the Good Morning Henniker Program can provide important assistance in this situation. Established in 2001, the program is designed to check the safety and welfare of older adults or persons with disabilities in Henniker who live alone or have special needs. To enroll, a person signs a contract agreeing to phone the Henniker Police Department each day. Monday through Friday, between the hours of 9:00 and 11:00a.m. The person phoning identifies himself or herself and states that they are checking in as part of the Good Morning Henniker Program.

If the police department has not heard from a person enrolled in this program by 11:00a.m., contact will be attempted by telephone. If there is no answer, a police officer is dispatched to the person’s residence to check on the safety and welfare of the person. People in Henniker who are interested in participating in the Good Morning Program must contact the Henniker Police Department at (603) 428-3213 and complete an application. Persons enrolled in the program are required to supply the police department with a key to their residence. The key is maintained in a secure location at the police department. Giving a key to the residence is preferred, but if needed the department will make alternate arrangements if this is a concern.

Henniker Police Chief Matthew French recalls situations involving people enrolled in the Good Morning Program who did not respond when called; for example, individuals who had fallen or suffered from heat stroke. Officers from the Henniker PD followed up with those individuals, obtaining medical help. “The check-ins provided through the Good Morning Program can forestall more serious emergencies and save lives,” said French. He also said the program strengthens the connections that the Henniker PD has with people in the community.

Telephone check-in programs can also help prevent social neglect, according to Rachel Lakin, Administrator of the Adult Protective Services Program at the Bureau of Elderly and Adult Services. “In the Adult Protective Services Program we often encounter vulnerable individuals who are isolated, ill and frail. Some of these individuals can no longer care for their own needs, and by the time this is discovered they have gone without help for days or weeks due to isolation and lack of social contact, and things have reached a crisis point. A daily check-in program can keep a person in this situation connected and help them obtain services sooner,” said Lakin.

Telephone check-in programs operate in a number of NH cities and towns throughout the state. To find out if such a program exists in your community, call your local police department or contact NH ServiceLink (call toll-free 1-866-634-9412 to be connected with your local ServiceLink office or see the listing on page 7 of Aging Issues).

Help For People Living With Alzheimer’s

The Alzheimer’s Association offers programs and support at no cost to people living with Alzheimer’s or another dementia and their caregivers. Programs and events are offered year-round across the Granite State. Highlights of upcoming programs and events include:

NPD Seeking Participants for Next Senior Citizen Police Academy

Nashua Police Chief Andrew Lavoie has announced that the Nashua Police Department will host a Senior Citizen Police Program on Thursday mornings beginning on Thursday May 9th and running through Thursday, May 30th, from 9 a.m. until 12 noon.

The four-week program is designed to provide seniors with a glimpse into the day-to-day activities of the Nashua Police Department and their community partnerships. The sessions will focus on the complex social issues facing seniors today. Guest speakers will include representatives from the New Hampshire Attorney General’s Office, The Bureau of Elderly and Adult Services, Nashua Senior Center, and members from various divisions of the Nashua Police Department.

Chief Lavoie invites any Nashua resident to contact Senior Relations Specialist Jane Constant at 594-3628 for more information. Space is limited and the deadline for reservations is May 1, 2018.

For more information contact:
Jane Constant, Nashua Police Department Senior Relations Specialist, 603-594-3628

Healthy Living for Your Brain and Body
Kimbal Library, 5 Academy Avenue, Atkinson, NH 03811
Thursday, April 15, 2019 | 2:30PM-4:00PM

Understanding and Responding to Dementia-Related Behavior
Cheshire Medical Center, 580 Court Street, Keene, NH 03431
Monday, April 29, 2019 | 12:00PM-2:00PM

Alz Meet Up at Stockbridge Theatre: Ballet Hispanico
Stockbridge Theatre, 5 Pinkerton St., Derry, NH 03038
Tuesday, April 16, 2019 | 6:15pm-8:30pm
https://www.communityresourcefinder.org/ResourceView/?index=1354324

The Basics: Memory Loss, Dementia, and Alzheimer’s Disease Northeast Deaf and Hard of Hearing Services, 56 Old Suncook Rd, Suite #6, Concord, NH 03301
Friday, April 26, 2019 | 11:00AM-1:00PM
*ASL interpreter will be present for translation.

Safety and Memory Challenges
Dartmouth-Hitchcock Aging Resource Center, 46 Centerra Parkway, Lebanon, NH 03766
Tuesday, April 30, 2019 | 9:30AM-11:00AM

Dementia Conversations
Lamprey Health Care, 207 South Main Street, Newmarket, NH 03857
Monday, May 13, 2019 | 10:00AM-11:30AM

continued on page 5
Watch Out for False Promises About So-Called Alzheimer’s Cures

From the Food and Drug Administration

Chances are, you know someone with Alzheimer’s disease or a related dementia involving memory loss. That’s due in part to the fact that as our older population grows, so does the number of people facing serious cognitive and related health issues. Not surprisingly, this demographic change has been accompanied by a growth in the number of marketers who prey on the vulnerability of this population, pitching products that make unproven claims that they can prevent, treat, delay, or even cure Alzheimer’s disease. These purported miracle cures are sold primarily on the Internet. They are often, though not always, falsely labeled as dietary supplements. Regardless of their form, these products fly in the face of true science. What these companies are selling is the false hope that there is an effective treatment or cure. At best, the products offered by these scam artists will have no effect on the patient; at worst they may pose a danger to a patient who takes them. Not only will they not do what they claim, the ingredients in these products may interact with, and potentially harm, the essential medications. Furthermore, these products have not been evaluated by the U.S. Food and Drug Administration (FDA) for safety and effectiveness.

The prize company wants your contact info to enter you in a contest. Or call our 24/7 Helpline at 1-800-424-3210 or 603-271-4546 and get them in writing. Check with the Attorney General (http://www.nagg.gov) if you live in New Hampshire. If you know of a product or supplement (other than prescription drugs) being advertised or sold as treatment for Alzheimer’s or other diseases, you can report it to the FDA’s website here.

The FDA has issued warnings and online advisory letters regarding several of these misleading products. Photos of these products are available on FDA’s Flickr photostream. They cold-call, cold-text or email you out of the blue. Before you do business with any company you don’t know, call the Attorney General (http://www.nagg.gov/current-attorneys-general.php) and local consumer protection agencies (http://www.usa.gov/directory/localsearch). Ask for them to review the company and get them in writing. Check out the resort’s advertising materials. If you know of a travel offer or prize being advertised or sold as treatment for Alzheimer’s or other diseases, you can report it to the FTC at FTC.gov/travel.

Avoid Travel Scams

From “Travel Tips”, provided by The Federal Trade Commission

Scammers may call or use mail, texts, faxes or ads promising free or low-cost vacations. In reality, those vacation offers may end up charging poorly discussed fees or may be fake, plain and simple. Here are some tell-tale signs that a travel offer or prize might be a scam:

You “won a free vacation” - but you have to pay some fees first

A legitimate company won’t ask you to pay for a prize. Any company trying to sell you on a free vacation will probably want something from you—taxes and fees, attendance at mandatory timeshare presentations, even pressure to buy “extras” or “add-ons” for the vacation, etc. Find out what your costs are before you are agreeing to anything.

The prize company wants your credit card number.

Especially if they say it’s to “verify” your identity or your prize, don’t give it to them.

The Commodity Supplemental Food Program: Promoting Healthy Eating As We Age

As we age, healthy eating can make a difference in our health, help to improve how we feel, and encourage a sense of well-being. Eating healthy has benefits that can help older adults in many ways.

Eat food with nutrients such as potassium, calcium, vitamin D, vitamin B12, minerals, and fiber. Lose weight or maintain a healthy weight. Reduce the risk of developing chronic diseases such as high blood pressure, diabetes, hypertension, and heart disease. If you have a chronic disease, eating well can help to manage the disease. Meet individual calorie needs. Consume foods fortified with vitamin B12 and iron. For adults 60 years and older, the New Hampshire Area on Aging (NHAA) recommends that each day you eat food with nutrients such as:

- Tuna, salmon, sardines, or fish
- Shelled, raw, or dried beans, peas, or lentils
- Leafy green vegetables, such as broccoli or spinach
- Orange juice or fortified milk with calcium and vitamin D
- Fortified cereals
- Fortified juice
- Fortified cheese
- Fortified eggs
- Fortified rice
- Fortified milk, juice, farina, oats, ready-to-eat cereal, rice, pasta, peanut butter, dry beans, canned meat, potatoes, or fish, and dried fruits and vegetables.

For more nutrition information, go to http://www.choosemyplate.gov or visit https://www.choosemyplate.gov/older-adults.

By Lissa Sirois, RD, BICC

For adults 60 years and older, the New Hampshire Area on Aging (NHAA) recommends that each day you eat food with nutrients such as:

- Leafy green vegetables, such as broccoli or spinach
- Orange juice or fortified milk with calcium and vitamin D
- Fortified cereals
- Fortified juice
- Fortified cheese
- Fortified eggs
- Fortified rice
- Fortified milk, juice, farina, oats, ready-to-eat cereal, rice, pasta, peanut butter, dry beans, canned meat, potatoes, or fish, and dried fruits and vegetables.

For more nutrition information, go to http://www.choosemyplate.gov or visit https://www.choosemyplate.gov/older-adults.

Visit the Alzheimer’s Association of New Hampshire

The Alzheimer’s Association of New Hampshire’s mission is to end Alzheimer’s disease and all other dementia. You can register with the direct links above, at https://www.communityresourcefinder.org/Register/Profile/NewProfile.aspx or by calling our 24/7 Helpline at 1-800-272-3900.

The Alzheimer’s Association’s New Hampshire office is located in Bedford, New Hampshire, but serves the entire State. To find out more about the Association visit alz.org/MA/MAHN or call 800-272-3900. Melissa Grenier is the Regional Manager for NH, Alzheimer’s Association, MA/MA Chapter.
BEAS Nutrition and Transportation Program Contract Agreements

Please note that this list includes only those agencies that contract with the Bureau of Elderly and Adult Services (BEAS) to provide nutrition and/or transportation services. Also, the services provided by some of these agencies may overlap from one county to another, depending on the agency’s catchment area.

To learn more about agencies in your area that provide nutrition and/or transportation services, call 1-866-634-9142 to be connected with the ServiceLink office in your area, or see the listing of ServiceLink offices on page 7 of Aging Issues.

Service Codes: HD – Home-Delivered Meals; Cong – Congregate Meals; Txp – Transportation

All telephone numbers are Area Code 603 unless otherwise indicated.

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<th>County</th>
<th>Agency</th>
<th>Telephone Number</th>
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<td>Belknap- Merrimack Community Action</td>
<td>225-3295</td>
<td>HD, Cong, Txp</td>
</tr>
<tr>
<td>Monadnock</td>
<td>VNA at HCS &amp; Community Services</td>
<td>352-2253 or 1-800-541-1445</td>
<td>HD, Cong, Txp</td>
</tr>
<tr>
<td>Monadnock</td>
<td>Southwestern Community Services</td>
<td>542-9609</td>
<td>Txp</td>
</tr>
<tr>
<td>Rockingham</td>
<td>Lamprey Health Care</td>
<td>817-0462</td>
<td>Txp</td>
</tr>
<tr>
<td>Rockingham</td>
<td>Rockingham Nutrition Meals on Wheels</td>
<td>679-2201</td>
<td>HD, Cong, Txp</td>
</tr>
<tr>
<td>Strafford</td>
<td>Community Action Partnership of Strafford County</td>
<td>817-8207</td>
<td>Txp</td>
</tr>
<tr>
<td>Strafford</td>
<td>Strafford Nutrition Meals on Wheels</td>
<td>692-4211</td>
<td>HD, Cong</td>
</tr>
<tr>
<td>Sullivan</td>
<td>Sullivan Nutrition Newport Senior Center</td>
<td>863-5139 or 863-3177</td>
<td>HD, Cong, Txp</td>
</tr>
</tbody>
</table>

Upcoming Events

Joseph D. Vaughan Awards. The 2019 Vaughan Awards will be presented on May 6, 2019 at 1:30 pm at the Governor’s Executive Council Chambers at the State House. The awards are presented annually to individuals or couples from each of New Hampshire’s ten counties who have demonstrated exemplary leadership and volunteer service in their communities. Coordinated by EngAGING NH and The State Committee on Aging.

The Joseph D. Vaughan Awards were created in 1962 in memory of the Honorable Joseph D. Vaughan, a New Hampshire legislator. Vaughan was an early advocate for older residents of the state and was instrumental in creating a state agency dedicated to the wellbeing of senior citizens.

“Do You Know...The Art Show” will be on display in May 2019 at The Kimball Jenkins Estate in Concord. Sponsored by Riverbend Community Mental Health Center and the Tufts Health Freedom Plan. By putting the spotlight on artists who through their art raise awareness on issues surrounding mental illness and substance use, “Do You Know The Art Show” will increase public awareness of what is being done to destigmatize mental illness and substance use. Deadline for artists’ submissions: April 15. For further details visit www.riverbendcmhc.org/do-you-know-art-show.

Area Committee on Aging

Area Committees on Aging (ACOAs) are independent local advocacy groups that include older adults, caregivers, service providers and other individuals who are concerned about issues affecting older adults. All interested persons are invited to attend ACOA meetings. The following list was current as of Aging Issues press time.

Bellknap - Meets every other month on the third Tuesday of each month at 10am, at the First United Methodist Church of Laconia- Gilford. Next meeting: April 16 at 10am. Contact: Stacey Dicker Hendricks at 528-2555 or email sdhendricks@waltonwoodnh.org

Greater Manchester - Fourth Wednesday of each month through June at the William B. Cashin Senior Center Activity Center, 151 Douglas St. in Manchester (Telephone: 624-6536). Contact: Dottie Gove at 518-4305 or email goved@waypointnh.org

Greater Nashua - Not meeting at this time

Straford - Meets monthly at varying locations in Strafford County. Executive council includes Sharon Vien, Ellie Kimball, Harriet Gown, Susan Hafter, and Dr. Candace Cole-McCrea. Contact: Dr. Cole-McCrea at 652-7594 or email snowowl@metracast.net.

Sullivan (Senior Advocates) - Fourth Tuesday of each month 10:00-11:30am, at the Earl Bichardton Centre, 6 Maple Ave. Claremont. Contact: Co-Chair Cheryl B. Frey at 542-1177, email: cfrey@cservicelink.org or Co-Chair Nora Kells-Gordon at 542-1177 x 202, email: nkgordon@cservicelink.org

Medicare Q&A

What is SHIP?

What is SHIP? SHIP is your State Health Insurance Assistance Program. It is a program to help people understand Medicare in an unbiased, informative way. SHIP counselors help people make informed health insurance decisions. Certified SHIP counselors are located at your nearest ServiceLink office where they provide objective, free, and confidential information and assistance. Call your SHIP toll-free today at 1-866-634-9412 for answers to your Medicare questions!

SHIP Counselors helped Medicare Beneficiaries save over $2,705,000 during the 2018 annual enrollment period by helping them review their prescription drug plans and make necessary changes.

SHIP Counselors also receive reports about Medicare fraud, errors or abuse in accordance with the Senior Medicare Patrol Program (see below).

What is the SMP?

SMP stands for Senior Medicare Patrol. Instituted by Congress in the 1990’s, the SMP is a national program that educates people about health care fraud and how they can protect themselves, detect suspicious situations, and report those cases for further investigation.

In New Hampshire, the Department of Health and Human Services contracts with the NH ServiceLink Network to administer the SMP. Each local ServiceLink office has a Medicare-trained SMP Specialist who is assisted by trained volunteers.

SMP Specialists can assist callers to resolve issues or refer the issues for further investigation by Medicare contractors.

Here’s an example of a situation identified by the national SMP office: During the 2018 annual enrollment period, the physician sends you to the lab for routine lab tests. The lab bills you separately for glucose, creatinine, calcium, potassium and sodium tests. The total charge is $300.

This is called unbundling, and if you receive a bill like this it’s time to blow the whistle! All lab tests should be included in a single, comprehensive metabolic panel that costs approximately half of each individual test. If you receive an “unbundled” bill for lab tests, call 1-866-634-9412 and ask to be connected with a SMP Specialist at your local ServiceLink office.

Other examples of Medicare fraud, errors or abuse that should be reported to a SMP Specialist are:

- You receive medical supplies in the mail that were not ordered by your doctor.
- Your Medicare Summary Notices shows services that you did not receive.
- A sales agent came to your home uninvited and tried to sell you insurance that you don’t understand or need.
- A telemarketer tries to offer you free medical supplies but asks for your Medicare number to complete the order.

See page 7 of 'Aging Issues' for a listing of local ServiceLink offices.

AGING ISSUES

Managing Editor: Margaret Morrill • Advisories: NH State Committee on Aging
Design: NH Bureau of Graphic Services • Printing: Trumbull Printing

Aging Issues is published by the NH Department of Health and Human Services (DHHS), Elderly and Adult Services and the NH State Committee on Aging (SCOA). Aging Issues is included as an insert in the Senior Beacon (circulation: 20,000). An additional 15,000 copies are distributed based on a mailing list maintained by BEAS. Aging Issues may also be accessed on the New Hampshire Department of Health and Human Services website at www.dhhs.nh.gov/dchex/beas.
Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administered by the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH). Services provided by CMHCs include, among others, assessment and evaluation, individual and group therapy, care management, medication management and 24-hour emergency services. CMHCs provide services to people of all ages, and there are specialized older adult services. For more information, visit the website at www.dhhs.state.nh.us/dchcs/bbh. You can also call NH ServiceLink at 1-866-634-9142 to locate the CMHC in your area.

**Bureau of Developmental Services: Area Agencies**

The Area Agencies administered by the NH Department of Health and Human Services, Bureau of Developmental Services, are located in 10 regions of New Hampshire and offer services to consumers with developmental disabilities and acquired brain disorders. These services include, but are not limited to: service coordination, community support, assistive technology, day and vocational services, personal care, and flexible family support, including respite care. For more information, contact the Bureau’s main office at 1-800-852-3345, Ext. 5042 or visit the website at www.dhhs.state.nh.us/dchcs/bds.

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**NH ServiceLink Resource Center Network**

ServiceLink is a program of the NH Department of Health and Human Services and a full partner in the NH CarePath Initiative. ServiceLink Aging and Disability Resource Centers are located statewide and assistive people of all ages, income levels and abilities. The Centers collaborate with other community partners to connect people with long-term services and supports, help them explore long-term options and understand and access Medicare and Medicaid. Call toll-free 1-866-634-9142 to connect with any Resource Center or visit the website at https://www.servicepitch-nh.org/

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**Bureau of Behavioral Health: Community Mental Health Centers**

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**Adult Day Programs in New Hampshire**

Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day. The following is a list of the licensed adult day programs currently operating in New Hampshire. For more information, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration (Telephone: 1-800-852-3345, Ext. 4999) or visit the website at: www.dhhs.state.nh.us/dchcs/bbh.

**Senior Centers & Senior Programs**

Senior centers, senior programs, meal sites, and city and town recreation departments provide a wide range of important programs to help older adults live a healthy and happy life. Many programs welcome adults ages 50+. Programs include fitness, meals, transportation, wellness, trips, enrichment, and of course, socialization.

To find a senior center near you, visit the online program index at the NH Association of Seniors (NHASC) website at www.nhasc.org or call NH ServiceLink at 1-866-634-9142.
Guide to Services

NH DHHS Division of Long Term Supports and Services, Bureau of Elderly and Adult Services

The Bureau of Elderly and Adult Services (BEAS) is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

Mission Statement: BEAS shares leadership within NH in developing and funding long-term supports and advocacy services funded under the Medicaid waiver and administered by the Choices for Independence Program, a program of home and community-based supports. BEAS envisions a long-term system of supports that promotes and supports individuals and family direction, provides supports to meet individual and family needs, provides high quality care and support, and promotes efficiency.

Central Office: 105 Pleasant Street, Main Building Concord, NH 03301-3857
Toll Free Phone: 800-353-1888
TDD: 800-735-2964
Web Site: www.dhhs.nh.gov/dcbcs/beas
District Offices: For telephone numbers, see "Important NH Phone Numbers" below.

Information on BEAS Services and Programs:
Contact the District Office nearest your home (phone numbers are listed below).
If you cannot reach the District Office, call 800-351-1888.

NH ServiceLink Resource Center Network: 866-634-9412

Adult Protection: The Adult Protection Program is administered by BEAS and is intended to protect vulnerable adults who are unable to protect themselves or their interests. Under the Adult Protection law, BEAS is responsible for receiving and investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call 1-800-949-0470 (if calling within NH) or 603-271-7014 (if calling from outside NH).

NH Family Caregiver Support Program: This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at 1-866-634-9412.

Important New Hampshire Phone Numbers

District Offices
The Department of Health and Human Services has District Offices located throughout New Hampshire. BEAS staff are located at all of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Berlin</td>
<td>800-972-6111</td>
</tr>
<tr>
<td>Claremont</td>
<td>800-982-1001</td>
</tr>
<tr>
<td>Concord</td>
<td>800-322-9191</td>
</tr>
<tr>
<td>Conway</td>
<td>800-552-4628</td>
</tr>
<tr>
<td>Keene</td>
<td>800-624-9700</td>
</tr>
<tr>
<td>Laconia</td>
<td>800-322-2121</td>
</tr>
</tbody>
</table>

Office of the Long-Term Care Ombudsman
The Office of the Long-Term Care Ombudsman receives, investigates, and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Office of the Long-Term Care Ombudsman, call 1-800-442-5640 (if calling within NH) or 603-271-4375 (if calling from outside NH) email OLTCO@dhhs.nh.gov or write to the Office of Long-Term Care Ombudsman, 129 Pleasant St., Concord, NH 03301.

Guide to Services

Guidance Supplemental Food Program ................................ 800-942-4321
Consumer Protection for Public Utilities ......................... 800-852-3791
NH Insurance Department Consumer Hotline ...................... 800-852-3416
Food Stamp Information .............................................. 800-852-3791
Foster Grandparent Program ........................................ 800-536-1193
Fuel Assistance Information ........................................ 800-353-1888
Your Local Community Action Office ............................. 800-852-3456
Governor’s Citizens Service ........................................ 800-353-1888
Information about Helpful Services .............................. Dial 2-1-1 (statewide)
Medicaid Information ................................................ 800-852-3345
Medicare Claims Information ...................................... 1-800-MEDICARE (1-800-633-4227)
Medicare Quality Improvement (Livanta) .......................... 866-815-5440
Foundation for Healthy Communities (Information on Advance Health Directives and other Initiatives) ............ 603-225-0900
NH ServiceLink Network .............................................. 866-634-9412
Poison Center Helpline .............................................. 800-222-1222
Retired & Senior Volunteer Program .............................. Carroll County RSVP 603-356-9331
Coos County RSVP .................................................. 603-752-4103
Friends RSVP (Covering Belknap, Merrimack, Strafford and Rockingham Counties) .............................................. 603-536-1193
Moosilauke RSPV ..................................................... 603-356-4334
Keene Office ............................................................. 603-356-6983
Peterborough Office .................................................... 603-924-7350
RSVP of Grafton & Sullivan Counties .............................. 877-771-7778 (Toll Free)
Southern NH Services RSVP ........................................ 603-668-8010
Senior Companion Program ........................................ 800-856-5525
Senior Law Project ..................................................... 608-353-9944 or TTY: 800-634-8989
Social Security Administration ..................................... 800-772-1213
Veterans Council ....................................................... 603-622-9230 or 603-624-9230

State Committee on Aging
The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor, and three by the legislative leadership. SCOA identifies and represents the needs of older adults to state administrators and policymakers, facilitates administration by consumers in the program planning process and works closely with other advocacy groups on older adult issues. SCOA meets monthly and meetings are open to the public. To learn more, visit https://www.dhhs.nh.gov/dcbcs/beas/aging. For meeting information, call 1-800-351-1888, Ext. 9215.

SCOA Members:
Berkshire County .......................... VACANT
Carroll County ......................... Susan Ticehurst .................................. 603-960-1454
Cheshire County ....................... Susan Emerson .................................. 603-899-6528
Coos County ........................ Mark M.E. Frank .................................. 603-786-8425
Grafton County .......................... VACANT
Hillsborough County .......................... Kathy Baldridge .................................. 603-493-4472
Merrimack County ....................... VACANT
Rockingham County ................... Kristi St. Laurent .................................. 603-845-9174
Strafford County ...................... John Kennedy .................................. 603-332-9252
Sullivan County ....................... Mary Catherine Rawls .......................... 603-287-1346
(Vice-Chair)
At-Large Members
Kenneth Berlin (Chair) ..................... (301) 676-9886
Norfolk Formella (Secretary) .......... (603) 252-0748
Susan Nolan ............................ (603) 770-6082

Legislative Liaisons
Sen. Ruth Ward ......................... (603) 271-4151, Email: Ruth.Ward@leg.state.nh.us
Rep. James MacKay ................. (603) 224-0623, Email: James.mackay@mygait.com

DHHS/BEAS Liaison
Jo Moncher ......................... (603) 271-5003, Email: Jo.Moncher@dhhs.nh.gov

Reminder: Aging Issues Available Online
Enjoy a printed copy of Aging Issues or read it online by visiting the website at www.dhhs.nh.gov/dcbcs/beas

SCOA identifies and represents the needs of older adults to state administrators and policymakers.