

Seniors Count Report to the Community 2011

THE MISSING LINK: THE ROLE OF THE CONNECTOR

New Hampshire
**SENIORS
COUNT**



PARTNERS TO CHANGE THE FACE OF AGING

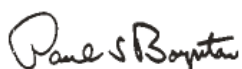
Seniors Count is a convener of partnerships that are a catalyst for community-based outreach and action to redefine and ensure independence for older people, and in doing so, create a better life for all.

The Missing Link: The Role of the Connector

Since *Seniors Count* began more than a decade ago, we have learned many lessons . . . the most important being the extreme importance of working together to make community connections so that we can ensure maximum independence and safety for older people and in doing so, create a better life for all of us.

Seniors Count's numerous successes have been possible because we work as a team with a common purpose to make a difference. Our team has grown to include individuals of all ages, neighbors, professionals, businesses, and more! Enthusiasm is growing! In addition to the strong connections in the Manchester area, *Seniors Count* has established a presence in Nashua and Portsmouth and continues to make great strides forward as being the catalyst for community outreach and action.

Please take a few moments to read this report to the community. We thank you for your role as a partner in these accomplishments. We hope the report will inspire you and your organization to learn more, do more, join in more, and help out more so our communities become a better place to live and age, especially for the frailest among us.



Paul Boynton
Chair, *Seniors Count*
Collaborating Council



Bernie Seifert & Joan Tulk
Co-Chairs *Seniors Count*
Coordinating Committee



Arlene Kershaw
Seniors Count Project Director

The Difference *Seniors Count* Makes



Mrs. C is 78 years old and lives alone in her home. She has no family and her only companion is her dog. She came on the *Seniors Count* radar after she placed a call to ServiceLink that made it apparent she needed significant help with a variety of issues. ServiceLink suggested a referral be made to *Seniors Count* and Mrs. C agreed to a home visit but stipulated the visit be made in the backyard.

Mrs. C was just getting home when the *Seniors Count* Program Manager and ServiceLink Long Term Support Counselor arrived. She agreed with help in getting her groceries into the house. Upon entering the home, it was obvious Mrs. C needed assistance due to hoarding as evidenced by the abundance of garbage and spoiled food. However, Mrs. C was more concerned with getting to a doctor's appointment and her medication. So,

in the spirit of the *Seniors Count* philosophy, the decision was made to concentrate on what was most important to Mrs. C which was the doctor's appointment and medication. Since she was a patient at Dartmouth Hitchcock, the referral was made to Lisa, the new *Seniors Count* Community Liaison associated with that medical practice.

Mrs. C needed help with a prescription she had misplaced and couldn't get refilled. Lisa was able to get the prescription refilled and when she arrived with it, Mrs. C let her in. Although hoarding was evident to Lisa, it was more important to establish trust if Mrs. C was going to accept any assistance. Other agencies had tried to help Mrs. C but she was reluctant because she didn't trust easily and was embarrassed about her home's condition.

Mrs. C is affected by dementia and was unsure about the debris in her house which had accumulated over the last few years. She was unable to access most of her rooms, the kitchen sink and toilet were not functioning, and her beloved dog was overweight due to overeating and lack of exercise.

After a month of visits and building trust, Mrs. C asked Lisa for help to get her home in order so she could continue to live there. She coordinated with other agencies that spent a week cleaning and organizing the home and arranged for veterinarian care for her dog. Mrs. C was thrilled to have her home back in great condition! Additionally, Lisa arranged for ongoing help with cleaning, trash removal, laundry and shopping through Child and Family Services. Lisa has also helped to coordinate medical appointments and the transportation to those appointments.

Seniors Count built the trust and provided the "missing link" of connection that has been instrumental for Mrs. C to be able to remain in her own home as she ages.

Highlights from a Successful Year

Seniors Count Flex Fund Serves Vital Needs

Since 2005, the Mary Gale Foundation has generously funded the *Seniors Count* Flex Fund which serves the basic needs of frail, indigent senior women living in Auburn, Bedford, Candia, Goffstown, Hooksett, Litchfield, Londonderry and Manchester. This successful initiative has provided an emergency spending fund for food, shelter, clothing, fuel, medical supplies, prescriptions, transportation and other necessary items and services. This fund has prevented crisis situations and effectively keeps frail seniors out of nursing homes.

The challenging economy has presented economic hardship to everyone on some level; however *Seniors Count* and its partners encounter individuals who are most “at risk” due to added financial restrictions based on a fixed income and an increase in social and medical complexities. Even though prices for all basic needs have increased in the last couple of years, this fixed income group has seen no increases in income, which has led to the *Seniors Count* Flex Fund being a vital component in providing security to this group. In the past year:

- 33% of the seniors we served are 85 or older
- 263 individuals served (19.5% increase over last year)
- 1,120 products/services purchased (27% increase last year)
- Average cost per product/service decreased from \$23.59 to \$22.32



Seniors Count Home & Community Committee: Keeping Seniors Safe at Home



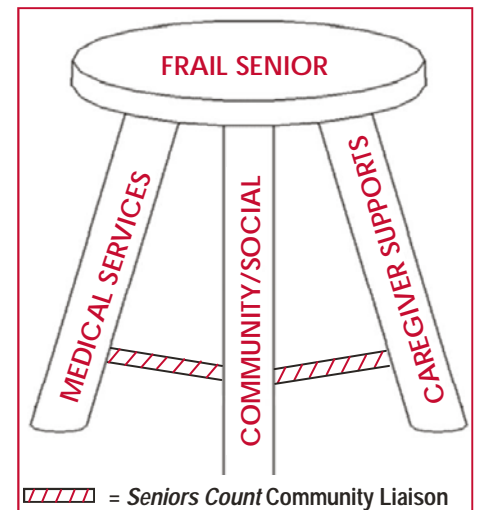
The partners involved with the Home & Community Committee have proven the strength of commitment that builds over time. Despite a change in members, the committee stepped up and continued the very important work of completing In-Home Safety Surveys and yard clean-ups for the frail seniors. This past year, more than 125 volunteers pitched in to clean nearly 100 seniors' yards. In addition to the fall clean-up, some volunteers contacted *Seniors Count* in the spring because they had participated in the past and wanted to lend a hand again this year. Also this spring, volunteers completed Home Safety Surveys which identified some very at-risk seniors.

The Fix-it Program and *Seniors Count* will follow up with these seniors' requests which include: securing railings, grab bars, smoke detectors, doorbells, non-skid backing for scatter rugs, repairing steps, safety treads for stairs, replacing light switches, installing nightlights and CO2 detectors, trimming bushes, and replacing light bulbs.

The *Seniors Count* Three-Legged Stool: Providing the Missing Link

Through the work of *Seniors Count* we have concluded there is a significant role for the Community Liaison to serve as the connector. The current service provision for frail seniors is like a three-legged stool: each leg of the stool represents an area of care needed to allow a senior to age in place—community/social services, medical care, and caregiver support. The rungs of the stool represent the stability, connectivity and the link provided by the *Seniors Count* Community Liaison.

Seniors Count has come to understand the key issues preventing frail seniors from aging in place. Significantly, there needs to be coordination among the three silos to make the stool sturdy for our frail seniors. Our seniors sit upon this stool as they get frailer, expecting it to support them as they age in the community. However, without the rungs of coordination holding the legs together, the stool is not stable and, the senior ends up falling through the cracks of service provision.



Highlights from a Successful Year

Seniors Count Community Connections . . . an Administration on Aging Grant

Seniors Count is half way through our 3-year grant with the Administration on Aging under the Community Innovation for Aging in Place. The grant funds the *Seniors Count* Community Connections (SCCC) initiative. The goal of the initiative is to create and implement a replicable person-centered model to enhance coordination among the three silos of care (community/social services, medical, and caregiver) for frail seniors in Greater Manchester. We have focused on identifying and serving the frail seniors who are appropriate for SCCC. To date we have served 60 and expect to serve 200 before the grant ends in 2012. In partnership with Dartmouth-Hitchcock Clinic, Catholic Medical Center, and Elliot Hospital, *Seniors Count* has taken the successful model of Community Liaisons and hired three Community Liaisons who are embedded in the Manchester community medical institutions. *Seniors Count* Community Liaisons work with the primary care physicians and hospitals to reach out to frail elders, identify barriers to accessing community services and facilitate those needed services to allow elders to “age in place.” A fourth Community Liaison, funded by another source, has been working in the community for seven years and has been the inspiration for this model. Accomplishments include:



- A workgroup, comprised of all partner representatives, meets monthly to hone policies and protocols, determine the referral process, and brainstorm solutions to challenges.
- Developed and tested an 11 domain screening tool to determine who needs extra support provided by SCCC.
- Created and implemented the data-collection tool used by all partners.
- The UNH-Institute on Disability has collected preliminary demographic data on participants.
- Presented our model at the American Society on Aging Conference in San Francisco.
- Added the role of a *Seniors Count* Community Liaison into ServiceLink as a joint position with the Long Term Care Counselor to provide continuity of coordination for frail seniors.
- Developed and gave a partnership survey to measure how well we are working across the different institutions.

Nashua & Portsmouth Continue Expansion of *Seniors Count*!

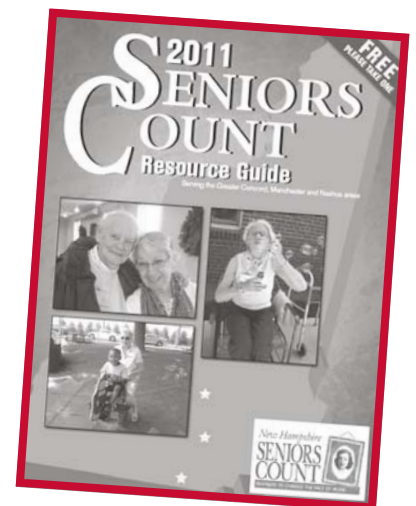
Although the start-up grant ended for the Nashua and Portsmouth communities in 2010, they continue to wholeheartedly embrace and expand *the Seniors Count* philosophy and initiative.

In Nashua partners present monthly *Seniors Count* educational workshops which are then broadcast on local TV stations and spread awareness of *Seniors Count* related issues. In addition, they are developing a telephone reassurance program to connect at-risk seniors with trained RSVP volunteers. In Portsmouth, the newly-hired *Seniors Count* Community Liaison has reached out to service providers, first responders and various community groups. Due to this effort, ServiceLink, BEAS, and Portsmouth Regional Hospital are among those who have referred frail seniors to the Community Liaison.

Kudos to these two communities for continuing to do “the right thing” for frail seniors, especially during these challenging times!

Answers at Your Fingertips

The ***Seniors Count Resource Guide*** has become a critically important publication for seniors, their caregivers and professionals. This tremendously successful and comprehensive guide for seniors living in the Greater Nashua, Manchester and Concord areas is in its third printing with a total distribution of 45,000 copies. This magazine has proven to be a valuable resource in helping seniors remain independent by providing them with the most current and relevant information. We’ve received great feedback from readers of previous editions of the ***Seniors Count Resource Guide***, which were distributed to more than 100 different locations including housing complexes, senior centers, doctors’ offices, hospitals, Meals on Wheels recipients and restaurants catering to seniors. Want a copy? Email dcummings@eastersealsnh.org.



We Thank Our Dedicated Partners

AARP • Administration on Aging • American Red Cross, Greater Manchester Chapter • **Bureau of Elderly & Adult Services/DHHS** • Business NH Magazine • Bedford Pharmacy • Bentley Commons • Catholic Medical Center • **Child and Family Services** • City of Manchester, Office of the Mayor • City of Manchester, Planning and Community Development • City Year • Community House Calls • Crotched Mountain Community Care, Inc. • Dartmouth-Hitchcock Medical Center • DHHS/Injury Prevention Program • Easter Seals NH • **Elliot Health System** • **Elliot Senior Health Center** • Fixit Program, Manchester • **Friends of Valley Street Cemetary** • General Electric • **Granite State Independent Living** • Hearthside Realty • Heritage United Way • **Heritage Case Management** • Hillsborough County Commissioners • **Hillsborough County Retired Senior Volunteers** • **Home Depot** • Jolicoeur School, Easter Seals • **Life Coping** • **Lowes** • Manchester Community Health Center • **Manchester Housing and Redevelopment Authority** • Manchester Police Department • Manchester Public Health Department • Manchester Regional Area Committee on Aging • Manchester School District • Mary Gale Foundation • Mental Health Center of Greater Manchester • Moore Center Services, Inc. • Mount Carmel Healthcare Center • National Alliance Mental Illness, NH • New England Emergency Response Systems, Inc. • NH Bureau of Elderly and Adult Services • **NH Catholic Charities** • NH Department of Health & Human Services • NH DHHS, Injury Prevention Program • NH Public Television • Northern New England Geriatric Education Center • Pearl Manor Foundation • Pilot Health • Public Service of New Hampshire • Retired Senior Volunteer Program • Rockingham Ambulance • St. Anselm College Meelia Center for Community Service • St. Elizabeth Seton Parish • **St. Joseph Community Services, Inc.** • ServiceLink Resource Center of Hillsborough County • Southern New Hampshire Services, Inc. • **Stewart Property Management** • **The Caregivers, Inc.** • The Fix It Program – SNHS • UNH Institute on Disability • University of New Hampshire • UNH—Institute on Health Policy and Practice • Villa Crest Nursing and Retirement Center • **Visiting Nurses Association Personal Services** • **Wal Mart** • VNA of Manchester & Southern NH • Weed & Seed, City of Manchester

Underline=Symposium Sponsors

Red=Flex Fund Partners

Black Bold=In-Kind Contributors

Seniors Count Collaborating Council

Paul Boynton, Chair, President & CEO, Moore Center Services, Inc.
Adele Baker, Past Director, Franco-American Centre
Thomas Blonski, President and CEO, NH Catholic Charities
Kelly Clark, State Director, AARP NH
Sylvio Dupuis, Community Leader
Gail Garceau, President & CEO, Healthy Kids NH
Edward George, CEO, Manchester Community Health Center
Deborah Gosselin, Director of Program and Operations, Southern NH Services
Debra S. Grabowski, Executive Director, Foundation for Seacoast Health
Ted Gatsas, Mayor, Manchester, NH (ex officio)
Peter Janelle, President & CEO, Mental Health Center of Greater Manchester
Arlene Kershaw, VP Senior Services & Medical Rehab., Easter Seals NH, Inc.
Carla Braveman, VP Home Care, Senior & Comm. Services, Elliot Health System
Mary Maggioncalda, Administrator II, Bureau of Elderly & Adult Services
Toni Pappas, County Commissioner, Hillsborough Board of Commissioners
Bernadette Seifert, Coordinator of Older Adult Programs, NAMI NH
Mary Schoenley, *Seniors Count* Project Facilitator, Easter Seals NH, Inc.
Timothy Soucy, Public Health Director, City of Manchester—Health Dept.
Joan Tulk, Dir. Clinical Performance Management, Dartmouth Hitchcock Clinic
Georgelyn Wizner, Dir. Social Work/Case Management, Catholic Medical Center

Seniors Count Coordinating Committee

Joan Tulk, Co-Chair, Dir. of Clinical Performance Mgmt., Dartmouth Hitchcock Clinic
Bernie Seifert, Co-Chair, Coordinator of Older Adult Programs, NAMI, NH
Sarah Ambrogi, Attorney, Curtin Law Office
Lynn Zuccarelli Austin, Mgr. Community Partnerships & Engagement, NHPTV
Kathy Boylan, Director Senior Services, Moore Center Services
Sandra Billodeau, Consumer Assistance Administrator, PSNH
Georges Djanabia, Center Manager, ServiceLink Hillsborough County
Sue Fox, Real Choice Project Director, NH Institute on Disability/UCED
Tina Goulet, Program Manager, BEAS District Office, Manchester NH
Dottie Gove, Director Home Care Program, Child & Family Services
Arlene Kershaw, VP Senior Services & Medical Rehab., Easter Seals NH, Inc.
Dee Martin, Dir. Volunteer Services, Southern NH Services
Paul Mertzic, Director Comm. Health & Wellness, Catholic Medical Center
Malcolm Perry, Director, Elliot Senior Health Center, Elliot Health System
Mary Schoenley, *Seniors Count* Project Facilitator, Easter Seals NH, Inc.
Helen Zarnowski, Caregiver/Advocate, Manchester Reg. Area Comm. on Aging



A special thanks to Easter Seals New Hampshire for its support of *Seniors Count*

Arlene Kershaw, Project Director • akershaw@eastersealsnh.org

Our Generous Donors

The following contributors help put resources behind actions, and in doing so, help to ensure the well-being of our seniors.

INDIVIDUALS

Clyde & Adele Baker
Richard & Donna Beaulieu
David & Sue Benson
Maurice & Imelda Boisvert
Frank & Ann Buczynski
Frank & Irene Buhl
Leo & Marilyn Buote
Stephen Camann
Josephine Cheney
Jay & Pamela Cohen
Evelyn Donati
Sylvio & Cecile Dupuis
Stephen & Ann Foster
Lloyd & Alice Freese
Shirley Frost
Debra Grabowski
Kit Hansen
Cecile A. Harris
Jay & Marjorie Hodes
Beatty & Susan Hunter
Alice Johnson & Catherine Olmstead
Newton & Arlene Kershaw
Roger & Eleta Klene
George & Kathy Lagos
Gregory & Carol Landroche
Phyllis Lee
Karen Leibowitz
Garry Lessard
Mary Catherine Lodico
Matthew Mansour
Robert & Barbara Mariano
Joan Mothes

William Norton
John Nutter
Barbara Obecny
Peter & Cindy Pappas
Toni Pappas
Colleen Plotsker
David & Johanna Publow
Jeffrey & Bernie Seifert
Linda Seifert
Olga Senenko
Judith Shapiro
Leo Sheehan
Bill & Linda Sirak
Patricia Stavolone
Irving Taube
Shawn & Elin Treanor
Earle & Ella Tryder
Helen Tsiotas
Irma Wallin
Richard & Fran Winneg

FOUNDATIONS

Fidelity Charitable Gift Fund
The Mary Gale Foundation
Pearl Manor Fund
Robert Wood Johnson Foundation
The Sievert Family Foundation

CORPORATIONS & ORGANIZATIONS

AARP
Butenhof & Bomster, PC
Catholic Medical Center
Chartis Insurance
Community House Calls, Inc.
Crothed Mountain Community Care, Inc.
The Currier Museum of Art
Dartmouth-Hitchcock Medical Center
Easter Seals New Hampshire
Give with Liberty
Granite United Way Southern Region
Greater Manchester/Nashua Board
of Realtors
Mental Health Center of Greater Manchester
Merrimack Valley Physical Therapy, LLC
Moore Center Services
New England Emergency Response Systems
Pershing Advisor Solutions, LLC
Pilot Health
Public Service Company of New Hampshire
Southern New Hampshire Service, Inc.
UNH Institute on Disability
UNH-Institute on Health Policy and Practice
Visiting Angels Living Assistance Services



Nationwide, *Seniors Count* was one of only 14 programs selected to receive an Administration on Aging Community Innovations in Aging in Place grant.

The grant has allowed for the creation of a person-centered care coordination model across the three areas of care most important to a frail senior; community living/social services, medical care and caregiver support. We are on our way of building a systematic way to effectively communicate the issues of frail seniors among these three areas.

Thank you to the AoA for their generous support!



We have made every effort to acknowledge donors appropriately. If we have made an error, please let us know.



For more information about *Seniors Count* or to make a donation:
603.644.2240 • www.seniorscountnh.org