

**Aging in Community**  
**A Subcommittee of the Long Term Care Coordinating Council**

# Building an Age-Friendly Community

## Strategic Plan Progress Report



In December 2016 the Aging in Community Subcommittee of the Long Term Care Coordination Council issued a Strategic Plan to Build an Age-Friendly Community. The Plan included 74 Recommended Strategic Actions covering 9 Domains Important for Aging in Community. This report details the amazing progress made in implementing the recommendations and in related activity over the past three years. These impressive results are due to the commitment of Subcommittee members and many engaged partners.

Maureen Maigret, Chair  
Aging in Community Subcommittee  
January 2020



# Aging in Community

## A Subcommittee of the Long Term Care Coordinating Council

January 6, 2020

The Honorable Dan McKee, Chair  
Long Term Care Coordinating Council  
Room 135 State House  
Providence, RI 02903

Dear Lieutenant Governor McKee,

It pleases me to report on the impressive progress made in implementing the December 2016 Strategic Plan issued by the Aging in Community Subcommittee. Of the Plan's 74 recommended actions spread across nine domains, a remarkable 78% have either been implemented or are in progress. These significant achievements to promote opportunities for our older adults to age in the communities of their choice result from the collaborative activity of Subcommittee members and many others committed to advancing the Plan's vision.

*To build a community that enables Rhode Islanders to live independently with the care, support and resources needed to foster health, well-being, social connectedness and a meaningful life as they age.*

Among the many partners involved in Plan implementation are the Office of Healthy Aging (OHA), Age-Friendly RI and the Senior Agenda Coalition. Working with Subcommittee members our partners have developed ongoing plans to further *aging in community*. The OHA **Strategic Plan 2023** calls for Rhode Island to work toward becoming an Age-Friendly state to promote livability for all ages and has strategic goals related to the domains addressed by the Subcommittee. 2019 saw three RI communities – Newport, Cranston and Providence -- become part of the WHO/AARP Age-Friendly Network. In November ten RI non-profits received Tufts Health Plan Foundation Momentum grants for a variety of programs addressing age-friendliness. In December, Age-Friendly RI, a program of the RI College Foundation, was awarded a 3-year Tufts Health Plan Foundation grant to continue to promote age-friendliness with a focus on local communities. The Senior Agenda Coalition's advocacy work promoting *aging in community* will continue with attention to the so-called "forgotten middle class."

Having achieved great progress in implementing the recommendations in the Strategic Plan, the Subcommittee will direct its continued efforts on promoting policies needing state legislative or administrative action to continue to advance AGING IN COMMUNITY.

I sincerely thank all the Subcommittee members and interested persons who contributed to our outstanding progress. We have much to celebrate as we continue on our age-friendly journey.

Sincerely,



Maureen Maignet, Chair



**AGING IN COMMUNITY SUBCOMMITTEE**  
**Strategic Plan Progress Report**

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# AGING IN COMMUNITY SUBCOMMITTEE

## Strategic Plan Progress Report

### January 2020

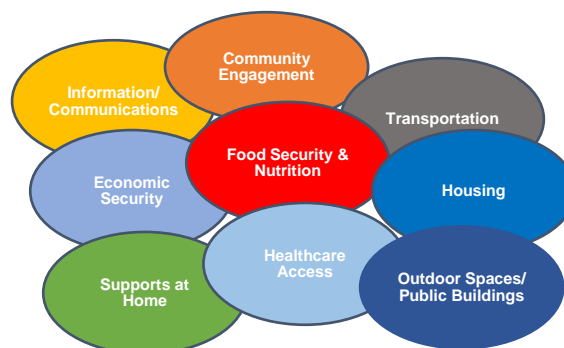
## BACKGROUND

Recognizing the projected growth in Rhode Island’s older population the General Assembly passed RIGL 42-66.11 in 2014 creating the Aging in Community Subcommittee of the Long Term Care Coordinating Council. Primary sponsors of the law were Senator Maryellen Goodwin and Representative Christopher Blazejewski. The Subcommittee was charged with the following purpose:

***“To develop a plan to provide the needed infrastructure and program improvements in support services, housing and transportation that will enable the state’s growing elder population to safely remain living at home and in community settings. The aging in community plan shall include an inventory of available services, identification of service and program gaps and resource needs. In addition to members of the long-term care coordinating council, the subcommittee shall include those members of the state’s academic community with expertise in aging services and community-based long-term supports and services as the council deems appropriate.”***

Organized in October 2014, the Subcommittee worked over eighteen months to gather information about issues in nine areas or domains important for successful “Aging in Community.” The domains adopted are a variation of the eight domains developed by the World Health Organization (WHO).

### Nine Interconnected Domains



## Subcommittee Work Activity

- Researched RI Demographics on Older Population
- Inventoried services for older adults offered by state & community agencies
- Listened to older adults at 10 geographically organized focus groups
- Conducted Key Informant Interviews with aging service providers
- Researched best practices on aging in community programs across country
- Identified service/program/legal gaps acting as barriers to aging in community
- Advocated for legislative changes and funding to support community living

## Reports Issued

**June 2016:** Issued Comprehensive report and Executive Summary based on research Links:

<http://www.rilin.state.ri.us/Reports/AginginComm%20Exec%20SummaryFinal.pdf>

<http://www.rilin.state.ri.us/Reports/AiC%20Full%20Final%20Report%206.13.16.pdf>

**December 2016:** Issued Strategic Plan with 74 recommended actions related to the nine domains. The Plan created a Blueprint for collaborative activity to advance aging in community.

Link: <http://www.rilin.state.ri.us/Reports/Building%20an%20Age-Friendly%20Community.pdf>

## RESULTS AND OUTCOMES

In the past three years work to implement the recommendations progressed at many levels and through many partners. It included collective legislative and administrative advocacy and efforts by work groups organized by Age-Friendly RI. The Subcommittee's work was partially supported with grant funds from the Tufts Health Plan Foundation and the Office of Healthy Aging (formerly Division of Elderly Affairs.)

### 78% Recommendations Implemented or Works in Progress

Of the 74 recommended actions in the Strategic Plan, 78% have either been implemented or are works in progress. In addition to the Plan's recommended actions, the Subcommittee's efforts catalyzed numerous related activities that support Aging in Community. Details showing progress achieved in implementing the recommendations and related activity for each of the domains follows.



## DOMAIN 1: Communication + Information

### Objectives

- To make information about services + programs more accessible to older adults.
- To assist older adults to become more engaged in their communities.

Strategic Actions	Status/Result
<p><b>1. Create an interactive web site for THE POINT</b> The Office of Healthy Aging (OHA) is reconstructing its website to include an online “POINT” of comprehensive information on resources and opportunities for older adults, adults with disabilities &amp; caregivers. A “live chat” function will be phased in.</p>	<p><b>In Progress</b></p>
<p><b>2. Enact a specific ADRC enabling statute with a state appropriation</b> Law passed in 2018. OHA is strengthening services available through The POINT network. OHA no longer using the term ADRC.</p>	<p><b>Completed</b></p>
<p><b>3. Co-locate staff from the Department of Human Services long term care eligibility offices in POINT programs</b></p>	<p><b>Research Underway</b></p>
<p><b>4. Provide Options Counseling staff with permissions to access Medicaid client information</b></p>	<p><b>Embed in No Wrong Door with Client Permission</b></p>
<p><b>5. Work with local newspapers to create a dedicated column on information for older adults</b> OHA pursuing as part of strategic marketing plan. OHA launched a quarterly e-newsletter (<b>Front PAGE</b>) and provides a monthly column for use of local press which started in Nov. 2019.</p>	<p><b>In Progress</b></p>
<p><b>6. Use traditional media (radio and television) to provide information to older adults</b></p> <ul style="list-style-type: none"> <li>• 2018 - Age-Friendly RI series of 9 radio interviews on issues related to aging</li> <li>• 2019 – Age-Friendly Radio Hour on AM790 hosted by John Tassoni with guests on age-related topics.</li> <li>• OHA Director and Team members provide frequent media interviews.</li> </ul>	<p><b>Completed + Ongoing</b></p>
<p><b>7. Develop an “Angie’s List” like resource for older adults – hard copy and online</b></p>	<p><b>In Progress</b></p>

<ul style="list-style-type: none"> <li>- 2018 Tufts Health Plan Momentum Foundation grant supported research on chore services. Report to be issued in early 2020.</li> <li>- The Providence Village provides services for members and vets volunteers and will vet contractors when needed.</li> <li>- OHA plans to have such resource information on its new website.</li> </ul>	
<p><b>8. Encourage cities and towns, businesses, and health service entities to sponsor programs that are open to the general public and cover topics important for seniors, such as Medicaid eligibility, financial planning, legal services, reverse mortgages, end-of-life, etc.</b></p> <p>Many senior centers &amp; service providers offer such programming. Some health plans and providers are starting to offer such programs (ex. Blue Cross RI, Oak Street Health).</p>	<p>Ongoing</p>
<p><b>9. Create a “Building an Age-Friendly Rhode Island” website just for older adults</b></p> <p>AFRI website created and maintained (not necessarily limited to older adult) audience. Includes partner listing, online newsletters, resources, event information, archived radio broadcasts.</p>	<p>Completed + Ongoing</p>
<p><b>10. Sponsor “Social Service Malls” where multiple social service agencies participate in a one-stop/one-day shopping event such as one done at the Edward King House in Newport</b></p> <p>Several such events are sponsored annually by RI Congressmen Langevin and Cicilline and other entities sponsor Expo-type events featuring aging &amp; health service providers including OHA &amp; the POINT</p>	<p>Completed + Ongoing</p>
<p><b>Other Activity Related to Communication + Information</b></p> <ul style="list-style-type: none"> <li>- Many senior resource centers provide monthly newsletters which include calendars of events and program information about program offerings.</li> <li>- EOHHS conducted Listening sessions across state in 2018; OHA focus groups conducted in 2019 to inform new State Aging Plan</li> <li>- RI Elder Info website created</li> </ul>	

**DOMAIN 2: Transportation**

**Objective**

- Create a transportation system that is accessible and affordable and meets the needs of older adults.

Strategic Actions	Status/Result
<p><b>1. Advocate for retention of the free bus fare program or alternate way to provide no-cost rides through vouchers or other means for low-income elders and persons with disabilities</b></p> <p>RI legislature funded continuation of the No-fare bus program in the state 2019 and 2020 budgets.</p> <ul style="list-style-type: none"> <li>- 5,529 older adults + 10,967 persons with disabilities have No Fare bus passes (June 2019 data)</li> </ul>	<p><b>Completed</b></p>
<p><b>2. Conduct a comprehensive senior Transportation/Mobility study including review of options such as “Uber” for seniors and use of school buses when not in use</b></p> <p>In January 2018, the RI Public Transit Authority issued an updated Comprehensive Human Services Transportation Plan. Developed with community input, the plan included an inventory of existing transportation services, service needs and gaps and examples of best practices. RIPTA also created the RI Human Services Transportation Coordinating Council. Meeting since mid-2018 the Council has looked at practices in other states, analyzed data, examined existing state programs and will study a One-call/One click program for R.I.</p>	<p><b>Completed + Ongoing</b></p>
<p><b>3. Conduct a consumer satisfaction survey to assess concerns with LogistiCare’s performance</b></p> <p>State switched to MTM as its Non-Emergency Medicaid (NEMT) and Elderly Transportation (ET) provider in 2019. Numerous complaints were filed in the initial transition period but have diminished (1,158 in Jan. 2019 and 229 in Oct.) MTM set up monthly stakeholder meetings, met with transportation and long-term care providers and hired an ombudsperson in an effort to address complaints.</p>	<p><b>Ongoing</b></p>
<p><b>4. Require LogistiCare to create an independent consumer advisory committee to receive consumer input regarding program performance and investigate complaints</b></p> <p>LogistiCare is no longer the vendor for the NEMT and ET program. See #3 about new vendor and monthly stakeholder meetings.</p>	<p><b>Ongoing</b></p>

<p><b>5. Develop and/or expand volunteer transportation services in parts of the state not adequately served by state &amp; municipal transportation programs</b></p> <ol style="list-style-type: none"> <li>1. MTM has a program to provide mileage (\$0.32/mile) for participant family members and friends who provide NEMT rides for Medicaid clients.</li> <li>2. Age-Friendly RI Transportation and Civic Engagement work groups plan a pilot with AAA to increase older adult volunteer drivers.</li> <li>3. Age-Friendly RI working with Burrillville residents to explore creating a volunteer transportation service</li> <li>4. The Providence Village which provides transportation via its members and volunteers has a goal of adding 2-3 new “Villages” in other communities statewide in 2020.</li> </ol>	<p>Ongoing</p>
<p><b>6. Create transportation locator website to assist seniors and disabled persons to locate appropriate public and volunteer transportation services</b></p> <p>The Human Services Transportation Coordinating Council’s Work Plan includes pursuing development of a statewide ‘one call-one click” system</p>	<p>In Progress</p>
<p><b>7. Expand hours that senior center vans operate so that members can participate in multiple activities (beyond meals)</b></p> <p>MTM plans to meet with Senior Resource Center Directors to discuss their needs</p>	<p>In Progress</p>
<p><b>Other Transportation Related Activity</b></p> <ul style="list-style-type: none"> <li>● AFRI Transportation work group program for older adults on how to use Ride Share including brochure, <i>It’s UBER easy to Get a LYFT conducted in 12 communities</i></li> <li>● Foster to receive \$10,000 Community Enhancement grant to provide transportation in Foster and neighboring rural towns</li> <li>● RIPTA using senior transportation grant to pay 80% of cost of new Ford Transit vans for CCAP, Cumberland, Foster, Pawtucket, and Westerly -- expected for summer 2020.</li> <li>● Several health plans/health providers providing transportation to medical appointments for Medicare members: Care New England, Oak Street Health, Blue Cross.</li> </ul> <p>AAA Northeast planning a Transportation Summit for November 2020 which will engage state and municipal leaders to better understand the need for transportation programs serving older adults.</p>	

### DOMAIN 3: Community + Civic Engagement

**Objectives**

- To provide a broad-range of opportunities for social and civic engagement for older adults in Rhode Island
- Identify ways to adequately fund senior centers to enable them to expand and offer new programs and services to meet the needs of older adults.

Strategic Actions	Status/Result
<p><b>1. Restore Senior Center Funding to FY2006 levels</b>  <b>\$400,000</b> added to SFY2019 state budget for local senior resource centers and programs for a total of \$800,000. This increased funding was maintained for FY2020. State grantees report collectively serving <u>67,393</u> persons.</p>	<p><b>Completed</b></p>
<p><b>2. Create formula funding for local senior services based on population of older adults.</b>            As of SFY2018 community grant funding for senior programs has been allocated based on local 65+ population. In FY2020, health equity was added to ensure targeted communities benefit</p>	<p><b>Completed</b></p>
<p><b>3. Encourage senior centers that receive state grants to offer, or to coordinate with the Health Department to offer health promotion activities</b>            OHA co-sponsors Living Well RI, a chronic disease self-management program for older adults offered at many senior centers. 20 local Senior resource centers use grants for health/nutrition or fitness</p>	<p><b>Completed</b></p>
<p><b>4. Identify ways for more persons without transportation to access senior center services</b>            Discussion underway with MTM and targeted senior centers to adjust hours to accommodate seniors participating in meal site program to allow them to participate in other programs. RIPTA to review input/concerns from Community meetings, especially with Flex service.</p>	<p><b>Ongoing</b></p>

<p><b>5. Promote inter-generational programs at senior centers and in community recreation programs</b>  <b>Examples</b></p> <ul style="list-style-type: none"> <li>• <b>Students 4 Seniors</b> connects high-schoolers in East Providence with local seniors who spend time together in a social setting.</li> <li>• <b>Youth to Senior Snow Shoveling in Pawtucket and Central Falls</b> pairs high school students/youth with older home owners to assist with snow shoveling</li> </ul>	<p>Ongoing</p>
<p><b>6. Use community-level data to plan programs and senior services</b>  2016 RI Healthy Aging Data Report used extensively in grant applications. An update of this data report is underway.</p>	<p>Completed</p>
<p><b>7. Support implementation of the “Plan to Increase Volunteering” prepared by Serve RI, DEA and the Senior Agenda Coalition. This plan identifies ways to increase senior volunteerism and engage more non-profit organizations, government leaders and volunteers in a renewed campaign to engage older Rhode Islanders in volunteer service.</b></p> <ul style="list-style-type: none"> <li>• Many organizations promote volunteerism (ex. OHA, AARP, RSVP, MOW)</li> <li>• AFRI created brochure to promote and place volunteers</li> <li>• Works in Progress - Planning by OHA and other partners (ex. Meals on Wheels) to promote volunteer opportunities through opportunity fair/workshops in spring 2020; Administration for Community Living announces new Caregiver Volunteer Program</li> </ul>	<p>In Progress</p>
<p><b>8. Promote senior center offerings in the communities to increase awareness among older adults.</b>  Many senior resource centers produce monthly newsletters &amp; calendars of events that are posted online.  -<b>AFRI</b> shares information about events on website and social media.  - <b>OHA</b> posts events through social media and will create Event Calendar on its new website.</p>	<p>Completed + Ongoing</p>

<p><b>9. Create inter-generational programs with local colleges and universities where students could engage in programs/activities with older adults living in the community, such as yard work, home maintenance, housekeeping, help with medication management, social activity and others.</b></p> <ul style="list-style-type: none"> <li>• <b>URI Cyber Senior:</b> Connecting Generations offers individualized computer assistance to older adults. Works with 11 community partners including 8 senior centers.</li> <li>• Salve Regina U. students work with older adults at Donovan Manor and Edward King House in Newport</li> <li>• RI College awarded \$111,325 Healthcare Workforce Transformation grant to support “Intergenerational Program to Support Older Adults in the Community”.</li> </ul>	<p><b>Completed + Ongoing</b></p>
<p><b>11. Implement daily “check in” program using volunteers (perhaps through cities and towns) to ensure the safety of older adults.</b></p> <p>Meals on Wheels provides check-in service when delivering meals and office staff will follow up if participant is absent or having problem needing urgent attention.</p>	<p><b>Ongoing</b></p>
<p><b>12. Develop programs with schools, youth programs, churches, other community organizations where volunteers could provide services to assist seniors (yard work, house repair, etc.)</b></p> <ul style="list-style-type: none"> <li>-The Providence Village uses RI College student volunteers</li> <li>- Pawtucket uses students for a snow shoveling program</li> <li>- St. Martin de Porres Center using URI and LaSalle student for intergenerational programs as part of its state Community Enhancement grant.</li> </ul>	<p><b>Completed + Ongoing</b></p>
<p><b>13. Encourage Assisted Living communities to offer programs/activities for older adults who live in the community to engage them in social + cultural/recreational events</b></p> <ul style="list-style-type: none"> <li>- A number of Assisted Living communities offer social and educational events open to the general public.</li> </ul> <p>Examples: Village at Waterman Lake Assisted Living offers the BoneBuilders program; All American Assisted Living @ Warwick has periodic community events for the public.</p>	<p><b>Ongoing</b></p>

### Other Activity Related to Community + Civic Engagement

- Blue Cross Blue Shield RI provided \$2500 “Step Up” grants to local senior
- Age-Friendly RI new Tufts Health Plan Foundation grant includes developing a pilot “Support Circles” program for isolated older adults

## DOMAIN 4: Food Security & Nutrition

### Objective

- To assure that older Rhode Islanders have access to foods that meet their nutritional needs and food preferences

Strategic Actions	Status/Result
<p><b>1. Analyze strategies for transporting more seniors to the state’s meal sites</b></p> <p>Transportation has been a focus area for Age Friendly R.I., OHA and the broader community engaged in Age Friendly efforts. Many partners are working via the Human Services Transportation Coordinating Council to evaluate and address the state’s transportation challenge. MTM vendor has added meal site trips to its database. Approximately 2000 trips are made to meal sites monthly through the Elderly Transportation Program (ETP).</p>	<p>Ongoing</p>
<p><b>2. Target SNAP outreach</b></p> <p>The RI Public Health Institute (RIPHI) brings fresh vegetable/fruit markets to areas of high need/low access. They partner with senior high-rises, with AARP support, to coordinate the markets and offer fresh, low-cost fruits/veggies to residents. They offer the bonus buck program onsite, which involves a 50% discount for SNAP customers.</p>	<p>Ongoing</p>



<p><b>3. Continue efforts to bring more fresh foods to homebound seniors via mobile food vans and to access food pantries</b></p> <ul style="list-style-type: none"> <li>- Food on the Move, a project of RIPHI has mobile market going to elderly housing (Forand and Fogarty in CF)</li> <li>- Westbay CAP initiated a “<b>Can O’Peas</b>” program making monthly deliveries of USDA commodities and fresh produce to homebound older adults using a state Community Enhancement grant.</li> <li>- RI Food Bank program brings bags of food &amp; mobile market service to Waterview Apts in Woonsocket</li> <li>- HOPE HARVEST RI using older adult volunteers’ “gleaners” to rescue food from local farms which get delivered to food insecure communities.</li> <li>- The USDA Senior Farmer’s Market Nutrition Program awarded \$277,765 to RI for 2019 to provide low-income seniors with coupons to purchase eligible foods at farmer’s markets</li> <li>- Farm Fresh RI’s Bonus program provides one-to-one match at farmer’s markets for low-income families</li> </ul>	<p><b>Completed + Ongoing</b></p>
<p><b>4. Continue to improve participant satisfaction with food served at senior center meal sites.</b></p> <p>OHA 2023 Strategic Plan continues to explore opportunities to improve the quality of food offered across meal sites &amp; MOW</p>	<p><b>Work in Progress</b></p>
<p><b>5. Improve the quality of the Meals on Wheels food</b></p> <p>MOW consumer survey in summer showed high consumer satisfaction with program and volunteers. 25% said they did not find appearance of meals satisfactory. MOW will research how the meal could be presented differently and/or the factors that make a meal appear appetizing. See #4 above</p>	<p><b>Ongoing</b></p>
<p><b>6. Increase communication among seniors about food pantries and provide transportation</b></p> <ul style="list-style-type: none"> <li>- OHA will be working with partners to raise awareness of food assistance programs and include them in new website</li> <li>- BristoL HEZ transports seniors from their homes to East Bay Food Pantry</li> </ul>	<p><b>Work in Progress</b></p>

<p><b>7. Develop programs with local colleges/universities where students could assist in preparing meals for older adults, i.e. Johnson and Wales culinary program</b></p>	<p><b>Further research needed</b></p>
<p><b>Other Activity Related to Food Security + Nutrition</b></p> <ul style="list-style-type: none"> <li>• Meal in a Bag program, a monthly cooking demonstration offered at Franklin Court apartments in Bristol</li> <li>• LGBT+ Café offered monthly at Church of Transfiguration in Cranston as part of OHA nutrition program</li> </ul>	

## DOMAIN 5: Economic Security

### Objective

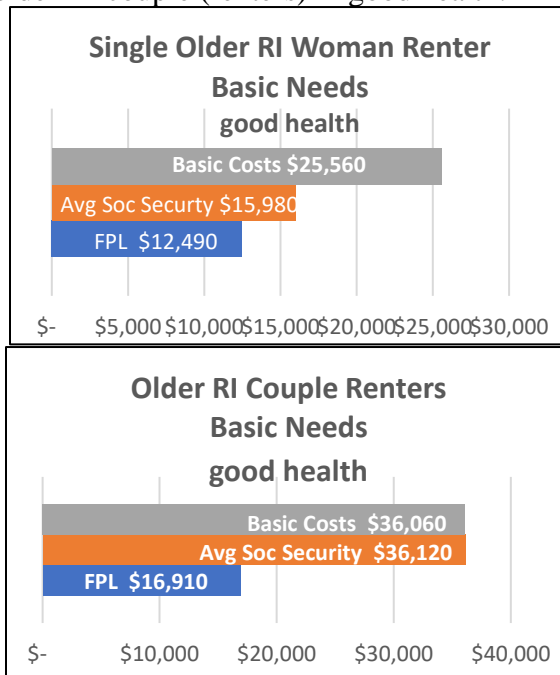
- **To assure that older Rhode Islanders are economically secure with sufficient income to meet basic expenses relating to housing, food, healthcare and personal needs**

Strategic Actions	Status/Result
<p><b>1. Increase resources to the state’s senior centers, THE POINT network, and Community Action agencies so that they can provide outreach counseling and enrollment assistance for benefit programs</b></p> <ul style="list-style-type: none"> <li>• \$400,000 added to OHA budget in FY2019 for local senior centers and programs for a total of \$800,000 for these programs.</li> <li>• OHA Resources for POINT Network to increase</li> </ul>	<p><b>Partially completed</b></p>
<p><b>2. Advocate for the expansion of the Medicare Premium Savings Program to redefine financial eligibility to assist low-income seniors meet healthcare costs</b> Legislation introduced in 2017 and 2018 to increase eligibility.</p>	<p><i>Heard &amp; Failed to pass</i></p>
<p><b>3. Advocate for the standardization of Medicaid eligibility for all Medicaid programs</b> 2018 Legislation introduced to increase Medicaid income eligibility for older adults/persons with disabilities to 133% of the FPL.</p>	<p><i>Heard, Did not pass.</i></p>
<p><b>4. Advocate for the indexing of the SSI benefits to inflation</b></p>	<p><b>No Action to date</b></p>

**5. Partner with academic institutions to conduct research on the income security of RI older adults**  
 AFRI Economic Security Work Group and OHA creating Older RI Standard of Need Brief based on The Elder Index™ [Public Dataset].  
 Boston, MA: Gerontology Institute, University of Massachusetts Boston.

Work in Progress

The Charts below show basic Standard of Need for a Single Older RI woman Renter in good health and an older RI couple (renters) in good health.



**5. Identify ways to better educate Rhode Island seniors in financial planning and retirement savings to help ensure economic security during retirement years**

Work in Progress

- AFRI & OHA working with RI DLT to create resource brochure for Older Workers
- OHA to partner with DLT to conduct Older Worker Employment Assistance and Opportunity Workshops in spring of 2020
- OHA to develop Retirement Planning program

### Related Economic Security Activity

- Economic Progress Institute & AFRI created brochure & webinar on Temporary Insurance Caregiver Program
- See Supports @ Home for additional activity

## DOMAIN 6: Healthcare Access

### Objective

- To assure that older adults have access to affordable, accessible, quality health care including behavioral health and oral health care that recognizes their unique needs

Strategic Actions	Status/Result
<p><b>1. Promote continuing education for primary care practitioners in geriatric- competent care</b></p> <ul style="list-style-type: none"> <li>• <b>Community Catalyst</b> funded Senior Agenda Coalition to promote geriatric=competent care in the state’s Duals Demonstration Program (Integrity). Training in areas of clinical practice focused on older adults was provided to Neighborhood Health Plan nurse case managers and staff by Geriatric Clinical Nurse Specialist.</li> <li>• <b>RI Geriatric Education Center offers 5-part Geriatrics and Palliative Care for Primary Care at:</b>  <a href="https://web.uri.edu/rigec/geripc-series/">https://web.uri.edu/rigec/geripc-series/</a></li> </ul>	<p><b>Completed + Ongoing</b></p>
<p><b>2. Support development of a state strategic plan for elder behavioral health underway by the Department of Behavioral Health, Developmental Disabilities and Hospitals’ work group</b></p> <p>The RI Elder Mental Health and Addiction Coalition is continuing this work. It meets monthly offering in-service programs and service coordination. A subgroup works with BHDDH and DHS senior staff on high-level policy and will work closely with Gov’s Commission on MH Subcommittee (PCCII) and RI College to determine the statewide BH needs of this population.</p>	<p><b>Ongoing</b></p>
<p><b>3. Develop plan to better address oral health needs of low-income older population</b></p> <p>Oral Health Subcommittee of the Long term Care Coordinating Council led by Dr. Samuel Zwetchkenbaum drafts State Oral Health Plan for Older Adults and Persons with Disabilities</p>	<p><b>Completed</b></p>

<p><b>4. Develop educational programs for healthcare professionals in care that is specific to older adults</b></p> <ul style="list-style-type: none"> <li>• RI College offers training for Certified Nursing Assistants on dealing with persons with behavioral health care needs</li> <li>• Geriatric Workforce Program at URI led by Dr. Phil Clark, received \$3.75 Million federal grant for 5-year project to train age-friendly and dementia-friendly healthcare workforce and improve health services for older adults. The goal is to educate more than 5,000 clinicians and future clinicians, doctors, nurses, pharmacists, social workers, and other professions during the project. To be housed at Healthcentric Advisers, project partners include: Brown University, Rhode Island College, Care New England Health System, Integra Community Care Network, Care New England Medical Group, Care Transformation Collaborative, RI Primary Care Physicians Corporation and the Alzheimer’s Association of Rhode Island. (Aug. 2019)</li> </ul>	<p><b>Completed + Ongoing</b></p>
<p><b>Other Activity Related to Healthcare Access</b></p> <ul style="list-style-type: none"> <li>• May 2017. 1st State Healthcare Workforce Transformation Report published followed by a Healthcare Workforce Summit. Link to report found at: <a href="http://www.eohhs.ri.gov/Initiatives/HealthcareWorkforceTransformation.aspx">http://www.eohhs.ri.gov/Initiatives/HealthcareWorkforceTransformation.aspx</a></li> <li>• State awards funds for Healthcare Workforce Transformation Projects to CCRI, RI College, URI, and the Department of Health. (As of July 2019, approximately \$3.8 million awarded) To view awards go to: <a href="http://www.eohhs.ri.gov/Initiatives/HealthcareWorkforceTransformation/HealthcareWorkforceTransformationProjects.aspx">http://www.eohhs.ri.gov/Initiatives/HealthcareWorkforceTransformation/HealthcareWorkforceTransformationProjects.aspx</a></li> <li>• Medicare Part B begins to allow billing for Behavioral Health in Integrated Practices (2018)</li> <li>• Care New England/Kent Hospital joins Institute for Healthcare Improvement Age-Friendly Health Systems</li> <li>• Care New England creates Acute Care for Elders Unit at Kent Hospital and establishes Geriatric-focused practice in Warwick</li> <li>• Butler Hospital initiates Intensive Outpatient Program for Older Adults (2019)</li> <li>• BH Link added Geriatric Coordinator to its staff (Oct. 2019)</li> <li>• Oak Street Health opens primary care site for Medicare enrollees in Warwick with additional 2 sites planned for Providence</li> </ul>	

# DOMAIN 7: Outdoor Spaces + Public Buildings

**Objective:**

- To create age-friendly communities that feature outdoor spaces and buildings, which include safe and accessible streets for pedestrians, safe and accessible public buildings, a clean environment, access to green spaces for physical exercise and recreation

Strategic Actions	Status/Result
<p><b>1. Support implementation of Complete Streets by RI Department of Transportation</b></p> <ul style="list-style-type: none"> <li>• RI DOT issued a Complete Streets report in 2015.</li> <li><b>Update needed</b></li> <li>• Central Falls enacted first Green and Complete Streets Ordinance (Jan 2018.)</li> <li>• Portsmouth has endorsed Complete Streets by Resolution (Feb 2019.)</li> <li>• Providence launched Complete Streets initiative called “Great Streets” (June 2019.)</li> </ul>	<p><b>Ongoing</b></p>
<p><b>2. Encourage municipalities to create local age-friendly volunteer committees to assess open spaces and public building features and recommend local action</b></p> <ul style="list-style-type: none"> <li>• 2018 Municipal Recreation grants awarded by DEM prioritize Healthy Aging and Accessibility; 2020 awards to promote accessibility</li> <li>• New restrooms are dropped in at Newport’s Miantonomi Park as part of \$100,000 recreation grant for park improvements (Aug. 2019)</li> </ul>	<p><b>Completed + Ongoing</b></p>
<p><b>3. Encourage municipal land trusts and conservation commissions to create maps of places appropriate for older adults to walk, exercise and enjoy recreation and leisure</b></p> <p>The Rhode Island Blueways Alliance and the Rhode Island Land Trust Council work together to maintain and update the ExploreRI website.</p> <p><a href="https://www.exploreri.org/">Link @ https://www.exploreri.org/</a></p>	<p><b>Completed</b></p>
<p><b>4. Assess location of bus stops in relation to the location of senior housing</b></p> <p>RIPTA listening sessions hear issues about bus shelter/bus stops</p>	<p><b>Work in Progress</b></p>

<p><b>5. Engage cities and towns in repairing sidewalks and promoting safe streets</b></p> <ul style="list-style-type: none"> <li>a. Providence announces Great Streets Master Initiative to guide the City’s efforts to ensure every street in Providence is safe, clean, healthy, inclusive and vibrant for everyone. (June 2019)</li> <li>b. Newport initiates survey to kick off its 1<sup>st</sup> Transportation Master Plan to manage development to make it easier for residents and visitors to navigate our streets and sidewalks</li> </ul>	<p>Ongoing</p>
<p><b>6. Create a map of parks and walking areas to identify space that would be appropriate for older adults walking, exercise, recreation and leisure</b></p> <p>RI Department of Environmental Management has <b>Great Outdoors</b> Interactive Map available @<a href="http://www.dem.ri.gov/maps/">http://www.dem.ri.gov/maps/</a></p>	<p>Completed</p>
<p><b>Related Outdoor Spaces and Public Building Activity</b></p> <ul style="list-style-type: none"> <li>• AARP worked with North Providence volunteers to conduct walkability audit of Centerville area</li> <li>• East Providence 2018 AARP Challenge grant funds used to install park benches and game tables and replace the tops and benches of existing picnic tables in the Central Avenue Park.</li> <li>• Pawtucket Leon Mathieu Senior Center 2019 AARP Challenge grant to create Outdoor Activity Center to include seating, planters and large-scale outdoor game stations, all designed to encourage older adults and community members to socialize, exercise, and enjoy nature</li> <li>• Newport selected by AARP for national program to establish FITLOTs in each state (July 2019)</li> <li>• Accessible ri, an online accessibility source for Rhode Island, is maintained by the MS Dream Center and offers an online Resource Guide to accessibility at <a href="https://access-ri.org">https://access-ri.org</a></li> </ul>	

**DOMAIN 8: Housing**

**Objective:**

- A wide range of affordable housing options will be available to meet seniors needs and preferences and allow them to safely age in the community

Strategic Actions	Status/Result
<p><b>1. Improve access to affordable housing opportunities through creation of centralized housing locator</b>            RI Housing operating a Housing Locator program for both renters and home buyers.            Go to: <a href="http://www.housingsearchri.org/">http://www.housingsearchri.org/</a></p>	<p><b>Completed</b></p>
<p><b>2. Increase awareness of available municipal property tax credits for seniors, veterans and persons with disabilities and the state Property Tax Relief Circuit Breaker program and advocate to increase the maximum credit amount in the state Property Tax Relief program</b>            2018 Legislation filed to increase property tax credit program to \$750 maximum and increase income eligibility from \$30,000 to \$35,000.</p>	<p><i>Hearings held. Did not pass</i></p>
<p><b>3. Develop models of community care and supportive housing, including innovative designs that fit the needs of aging adults</b>            Saint Elizabeth Community started a SASH program (Supports and Services at Home) at Saint Elizabeth Place in Providence with funding from Tufts Health Plan Foundation. AFRI and Housing Works RI conducting research on models of supportive housing and grant opportunities. In December 2019 Housing Works RI received a \$50,000 grant from Blue Cross RI Community Fund to support expanded research and knowledge on senior specific housing issues in R.I.</p>	<p><b>Completed + Ongoing</b></p>
<p><b>4. Identify and direct resources to support seniors in senior housing communities, such as training to support the role of resident services coordinators</b>            -Age-Friendly RI used grants funds from Tufts Health Plan Foundation and RI Foundation to pilot a program to provide behavioral health services to Charlesgate Senior housing residents in Providence using a social worker under contract with Community Care Alliance. The social worker provided training to resident services coordinators and referral information to resources.</p>	<p><b>Completed</b></p>



<ul style="list-style-type: none"> <li>-OHA providing funds to support staff at BH LINK to work with older adults to include working with residents living in senior housing and the community.</li> </ul>	
<p><b>5. Research and promote the development of alternative housing options such as intergenerational, co-housing, accessory dwellings and other models</b></p> <p>A R.I. 2017 law allows an owner of an owner-occupied single family home the right to build an accessory dwelling unit (ADU), for a family member age 62 or older without getting a special use permit from the city or town. Such units can allow older adults or persons living with a disability to be close to family for support while remaining independent. Housing Works RI at Roger Williams University worked with RWU students to bring Rlers information on ADUs. They created a report that includes drawings of various housing types and how an ADU could be adapted and the pros and cons of such units. Link at: <a href="https://www.housingworksri.org/Learning-Center/Learning-Center-Overview/ADU-II">https://www.housingworksri.org/Learning-Center/Learning-Center-Overview/ADU-II</a></p> <ul style="list-style-type: none"> <li>- AFRI contracted with Advocates for Human Potential consultants to research models of supportive housing</li> </ul>	<p><b>Completed</b></p>
<p><b>6. Promote “Village” type and neighborhood “hub” community programs</b></p> <p>The Providence Village received a 2-year state Community Enhancement grant to develop the Village Common, an administrative entity which would provide back-room administrative functions and training to communities seeking to develop Village programs. The goal is to have 2-3 new Villages up and running by end of 2020. The Providence Village has also received a 2019 Tufts Foundation Momentum grant and a Blue Cross RI Community grant to support this work.</p> <ul style="list-style-type: none"> <li>-The Central Providence Healthy Aging Network, also funded under a Community Enhancement grant and inspired by a “village” model, has been created. An advisory committee, on which OHA participates, has been established to drive the strategic planning and work forward.</li> <li>-A <i>Community Together</i> is providing village-type services to their members living in Narragansett and South Kingstown.</li> </ul>	<p><b>Completed</b></p>
<p><b>7. Create programs and/or identify funds to offer low-interest loans or tax credits for costs of home modifications</b></p> <p><a href="#">312 Livable Home Modification grants awarded (as of November)</a></p> <p>In 2017 the legislature provided \$250,000 in the state budget to</p>	<p><b>Completed</b></p>

<p>provide “livable home modification grants” to homeowners and renters to adapt or retrofit homes to make them accessible. The amount of funds was increased to \$499,397 in 2018. Initially the grants reimbursed 50% of the cost of the modification up to \$5,000. This cap decreased to \$4,000 in October 2019. The three (3) most common projects are: stair lifts, accessible bathrooms and ramps.</p>	
<p><b>8. Require 24-hour security/surveillance staff in elderly housing</b>  RI law requires all elderly housing complexes (public and private) to have security plans in place that include ongoing resident tenant security education on safety and use of cameras with continuously running or motion activated recorders for the main building entrance. Although security guards are not required they are recommended in accordance with area criminal activity. Security guards are required to meet minimal training standards, have a criminal background check prior to employment and be disqualified if certain offenses are found similar to those for nursing home attendants. OHA provides grants to assist with security in elderly housing and are used for such things as security cameras, IT upgrades. In 2019, 2-years grants totaling \$85,000 were awarded to six local Housing Authorities.</p>	<p><b>Completed</b></p>
<p><b>9. Consider policy change to allow subsidized housing just for older adults</b>  The Section 202 Supportive Housing for the Elderly program is used by non-profit sponsors to help expand the supply of affordable housing with supportive services for the elderly (age 62 and over.) It provides very low-income elderly with options to allow them to live independently but in an environment that provides support activities such as cleaning, cooking, transportation. HUD provides capital advances to finance the construction, rehab or acquisition of the facility. However, since 2013 no new funds have been available for capital advances.</p>	<p><b>Federal changes needed for this</b></p>
<p><b>Other Activities Related to Housing</b>  <b>Housing Bond.</b> Regulations for the Building Homes RI state bond fund program were amended to specify older adults as a special population. “Special Needs” for the purpose of this program means any population requiring specialized services and/or accommodations, including, but not limited to the homeless, disabled, veteran and elderly populations.” At least 30% of the funds will be used to benefits special needs households subject to viable applications being submitted for these subpopulations. Two applicants dealing with housing for the elderly received funding in Round 2 awards in 2019: Portsmouth Housing Authority to preserve 40 units of elderly apartments at Quaker Manor and to Valley Affordable Housing Corp for Reynolds Farm I in North Kingstown for 40 new units of age restricted housing. The Round III of Building Homes RI bond funds (approx. \$12 million) RFP was issued with responses</p>	

due September 19<sup>th</sup>. High priority will be given to Special Needs populations. Awards are expected to be announced in early 2020.

**Hoarding Task Force and Programs.** Helping persons who are hoarders remain living safely at home and avoid eviction from rental units or housing being condemned is an issue of concern for the aging network. The Money Follows the Person Program provided funds to support the volunteer state Hoarding Task Force and to provide a statewide conference and training for social workers to help persons deal with hoarding issues. A new state website offers resources and education about the issue. Go to: [www.rihoardingtf.ri.gov/](http://www.rihoardingtf.ri.gov/)

## DOMAIN 9: Supports to Remain At Home

### Objectives:

- **Maintain a stable home and community care workforce to meet the needs of seniors requiring assistance to remain at home**
- **Provide timely and affordable access to a range of home/community services based on client needs, goals and preferences**
- **Provide support services for unpaid “family” caregivers**

Strategic Actions	Status/Result
<p><b>1. Increase home care provider rates in state supported programs</b>  <b>2017</b> – FY2018 State Budget included \$4.4million (\$2.0 million in state funds) to provide a 7% increase in provider rates for home health aides and personal care attendants</p> <p><b>2018</b> - 10% rate increase for personal care aides and 20% increase for skilled nursing &amp; therapy services included in FY2019 budget with provision for annual COLA starting in FY2020.</p>	<p><b>Ongoing</b></p>
<p><b>2. Expand Co-Pay program hours for home care and days of adult day service</b></p>	<p><b>No Expansion to date</b></p>
<p><b>3. Expedite eligibility for home and community-based services</b>            OHA @ Home services processed in 5 days (can expedite in emergency);            DHS triaging new HCBS applications for quicker action</p>	<p><b>Ongoing</b></p>

<p><b>4. Explore ways to offer affordable homemaker and home repair/maintenance services</b>  Medicaid offers Preventive level of service that includes six hours of homemaking services; Office of Healthy Aging to look at feasibility of offering Homemaker services; the Providence Village offers minor home maintenance services to members; some communities offer funds/grants for home repairs primarily using Community Development Block Grant funding; Tufts Health Plan Foundation 2018 Momentum grant awarded to Catholic Social Services of RI to identify best practices/collaborations across the state regarding chore services programs that serve older adults and to issue a report due in early 2020.</p>	<p>Ongoing</p>
<p><b>5. Promote in-home medical visits for frail elders with complex needs</b>  In-home medical visits being done by several Health Insurers (ex. PACE program, Blue Cross RI, Neighborhood Health Plan RI) and Integra ACO</p>	<p>Ongoing</p>
<p><b>6. Promote telehealth technology</b>  RI law passed in 2017 to cover telehealth in commercial and Medicaid programs. Some insurers now offer telehealth (Ex. Blue Cross RI offers virtual doctor visits through <b>Doctors Online</b> and United Health through <b>amwell</b>)</p>	<p>Completed</p>
<p><b>7. Increase funding for Elder Respite</b>  \$185,000 added to FY2020 budget by legislature for Office of Healthy Aging Respite Services/Carebreaks program for a total of \$325,000  <b>Wait list for dozens of families ends</b></p>	<p>Completed</p>
<p><b>8. Develop and offer hands-on caregiver training programs including for those caring for persons with behavioral health issues and dementia</b></p> <ul style="list-style-type: none"> <li>- RI College developed curriculum for Nursing Assistants in caring for persons with behavioral health issues and dementia</li> <li>- With funds from an OHA federal grant, RI College Institute for Education in Healthcare is offering a 4-hour training for staff caring for older adults persons to build dementia knowledge.</li> <li>- The URI Geriatric Education Center offers a Supplemental Education program on Alzheimer’s Disease/Related Dementias for professionals.</li> </ul>	<p>Completed + Ongoing</p>

<p><b>9. Expand Temporary Caregiver Insurance law from four to six weeks</b>          Legislation filed in 2018+2019.</p>	<p><b>Heard/Failed to Pass</b></p>
<p><b>10. Promote telephone reassurance services</b>          Neighborhood Friendly Visitor program offered through Retired Senior Volunteer programs does telephone check in service including a “Telecare Buddy” through RSVP at West Bay CAP. There is also a Veterans’ Friendly Visitor program</p>	<p><b>Completed + Ongoing</b></p>
<p><b>11. Create partnerships with schools, colleges, churches and community service groups so adolescents and young adults could provide services to seniors living in the community</b>          OHA partners with 4 local nursing programs to train nursing students to provide respite care services and pair them with families in need. OHA plans to expand program to all 6 nursing programs.</p>	<p><b>Completed + Ongoing</b></p>
<p><b>Other Activity Related to Supports @ Home</b></p> <ul style="list-style-type: none"> <li>• <b>2017</b> - Governor’s 2018 budget included authority and funding to expand the DEA/OHA Home and Community cost share program from 200% of federal poverty level to 250%. <b>Status:</b> Not approved by legislature.</li> </ul> <p><b>Earned Paid Sick Leave Law</b> passes requiring businesses employing 18 or more workers to earn paid sick leave that can include time off to care for family members and domestic partners</p> <ul style="list-style-type: none"> <li>• <b>2019</b> – Governor included authority and funding in proposed 2020 budget, and legislation introduced to increase income eligibility for the DEA/OHA Home and Community cost share program from 200% of federal poverty level to 250% and include adults with dementia under age 65 in program. <b>Status:</b> Neither added funding or legislation approved by legislature</li> <li>• <b>2018</b> – <b>Family Caregiver Alliance formed</b>, website created (<a href="https://fcari.org">https://fcari.org</a>)</li> </ul> <p><b>Alzheimer’s Disease Program Initiative grant (ADPI)</b> awarded to Office of Healthy Aging to develop dementia capable state to include direct care services and training on evidence-based practices</p> <p><b>Long Term Care Performance Report law</b> passed to track spending on various long term care programming and to measure rebalancing goal.  <b>Status:</b> First report issued. Available @ <a href="http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/LTSS%20Legislative%20Performance%20Report.pdf">http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/LTSS%20Legislative%20Performance%20Report.pdf</a></p>	

**2018 RI 1st Memory Café begins.** Organized by Dementia Training 4 Life, Memory Cafes are at 13 locations in RI. Each has a partner co-sponsor. They offer opportunities for individuals with all forms of memory loss, and their care partners, to meet with others with similar concerns, socialize and learn new skills

**Independent Provider Legislation passed** to allow for new type of direct care service worker for persons on Medicaid who choose self-directed program. Training for these independent providers is now underway.

- **2019 Caregiving for Family Caregivers 1<sup>st</sup> Annual Conference** - June 10th

**1<sup>st</sup> Caregiver State Plan** planning begins

**Caregiver Assessment law expanded** to include annual reports on assessments performed and needs identified

**Updated Alzheimer's State Plan issued by Lt. Governor Dan McKee**

**Alzheimer's Disease Legislation Enacted** (sponsored by Rep. Shekarchi and Sen. Coyne) delegating the Department of Health with responsibility to annually update the Plan, require physicians and nurses complete a course on treatment and care of persons with dementia and for facilities to have plans for recognizing and managing persons with Alzheimer's disease and related dementias.

