SNHPC’s Age-Friendly Program

Designing communities for all ages

And Abilities

Funded by: Tufts Health Plan Foundation
Contributions: AARP & NH DOT
Collaboration: Alliance for Healthy Aging, MRACOA, EngAGING NH,NHSCOA, SNHU, InTown Manchester, and SNHPC Communities
Project Considerations

How are our communities preparing to serve the needs for the growing senior population?

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How can our region attract young adults?
Project Considerations

Do resident seniors/millennials know about the programs, services, and age-friendly businesses within their community and their region?
Project Considerations

Are there synergies and opportunities between these two populations?
Project Considerations

How can our region better unite to create collective solutions?
**SNHPC’s Age-Friendly Program Overview**

**Phase I: Community Assessments (July’16-June’17)**
- Review of town assets, opportunities and roadblocks focused on community infrastructure and programming for Millennials + Seniors

**Phase II: Pilot Programs (July ‘17- June ‘18)**
- Work with up to 3 SNHPC communities and 10 Businesses to utilize their assessment to create an Age-Friendly Strategic Plan

**Phase III: Pilots Cont. & Expand Scope (July ‘18- June ‘19)**
- Work with up to 3 more SNHPC communities on creating strategic plans and raise age-friendly awareness to other regional and statewide agencies

*SNHPC’s Age-Friendly Program Overview*

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Phase I: Assessments and Surveys

- **Community Conversations** – Stakeholder input
- **Resident Surveys** – partnered with AARP and based questions on their 8 domains of livability
- **Home-Building Industry Survey** - partnered with Alliance for Healthy Aging
- **Business Assessments** - partnered with SNHU, InTown Manchester, and local business organizations
- **Library Assessments** - partnered with MRACOA and their “Mystery Shoppers”
Community Assessments – Conversation

Focus Areas

- Housing: Trends, Needs, Diversity, & Zoning
- Transportation: Accessibility, & Connections
- Recreation & Engagement
- Businesses/ Economic Development

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SNHPC Becoming Age-Friendly

Background Info.  Where do you live?
Background Information: What is your age?

- 17% in the 15-25 age group
- 15% in the 25-35 age group
- 14% in the 36-50 age group
- 19% in the 51-65 age group
- 26% in the 66-80 age group
- 4% in the 80+ age group

SNHPC Region vs Survey Respondents
What concerns you the most about aging in your community?

- **Transportation**: Millennials (57%), Seniors (50%)
- **Recreation**: Millennials (50%), Seniors (51%)
- **Medical Services**: Millennials (24%), Seniors (47%)
- **Housing**: Millennials (50%), Seniors (47%)
- **Accessible Services**: Millennials (29%), Seniors (37%)
- **Family**: Millennials (24%), Seniors (29%)
- **Jobs**: Millennials (10%), Seniors (44%)

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How would you rate your community’s transportation options if you were unable to drive?

“If you don’t drive, you can’t exist in this town.” – Most Communities

- **Millennials**
  - Excellent: 0.9%
  - Good: 4.3%
  - Average: 21.4%
  - Poor: 34.6%
  - Very Poor: 11.5%
  - Other: 1.2%

- **Seniors**
  - Excellent: 1.2%
  - Good: 1.8%
  - Average: 26.5%
  - Poor: 29.9%
  - Very Poor: 37.0%
  - Other: 17.1%

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Rate how satisfied you are regarding accessibility to public buildings and parks in your community

- Avail. Sidewalks
- Parking Spaces
- Clear Signage
- Parks with benches
- Well-lit streets and sw
- Designated bike lanes
- Restrooms – HA Accessible
- Safe Winter Walkways
- WIFI Access

Millennials

Seniors

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What Works Well
Transportation Services

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Rate how dissatisfied you are regarding accessibility to public buildings and parks in your community

Millennials
Seniors

Avail. Sidewalks
Parking
Spaces
Clear Signage
Parks with benches
Well-lit streets and sw
Designated bike lanes
Restrooms–HA Accessible
Safe Winter Walkways
WIFI Access

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Library Assessment – Which accessible features does the library provide?

Flat entryway
Wheelchair accessible
Non-slip surface
Transportation Options
Delivery of library books
Curbside book-drop
Tactile surfaces
Easy-to-read signage
Braille signage
Accessible bathroom w/ bars

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Community Pilot Projects

- Focused Survey To Inform Planning Effort or Program
- Volunteer Driver Program
- Communications Strategy
- Assistance with Implementing Age-Friendly Project
- Identifying Zoning Ordinance Road Blocks
- Community Coordination for Transit Service Outreach
- Review of Capital Improvement Program

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Pilot Program Communities

Phase II
✓ Bedford
✓ Chester
✓ Goffstown

Phase III
✓ Derry
✓ Hooksett
✓ Weare

AF thru AARP
❖ Goffstown
❖ Londonderry
Goffstown – Pilot Example

Build on Existing Transportation Options

- Expand existing transit shuttle service in town
  - Explore recreational transportation services within town and to Manchester/Bedford
- Continue to foster partnerships with town departments and community service organizations
  - Increase awareness of transportation needs
Goffstown – Pilot Program

Transit Collaboration
Foster partnerships among Town Departments (Library, Parks and Rec, Manager, Planning) and YMCA, residents and local transit (Manchester Transit Authority - MTA)

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Goffstown Old Home Day – Pilot Program

Collaborating with community events, bringing the bus to residents
Phase II: Pilot Business Program Elements

- **Research:** Found examples of age-friendly businesses and communities endorsing age-friendly ideals

- **Outreach to Businesses:**
  - Invited businesses within SNHPC Region to take part in the SNHPC pilot program
  - Presented program at multiple venues including Londonderry/Derry Chamber
  - Conducted on-site business assessments

- **Created a model business age-friendly criteria checklist,** introducing the idea to stakeholders within region and state

**Becoming Age-Friendly**

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SNHPC’s Age-Friendly Business Criteria Checklist

- Design and Atmosphere
- Customer Service
- Products & Services
- Environmental Sustainability
- Employee Benefits
Design and Atmosphere

- Flat entry with easy-to-open doors
- Wide aisles throughout
- Easily accessible, universally-designed restroom open to all
Let’s Continue the Conversation

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AARP
Real Possibilities

TUFTS Health Plan Foundation

New Hampshire Department of Transportation

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