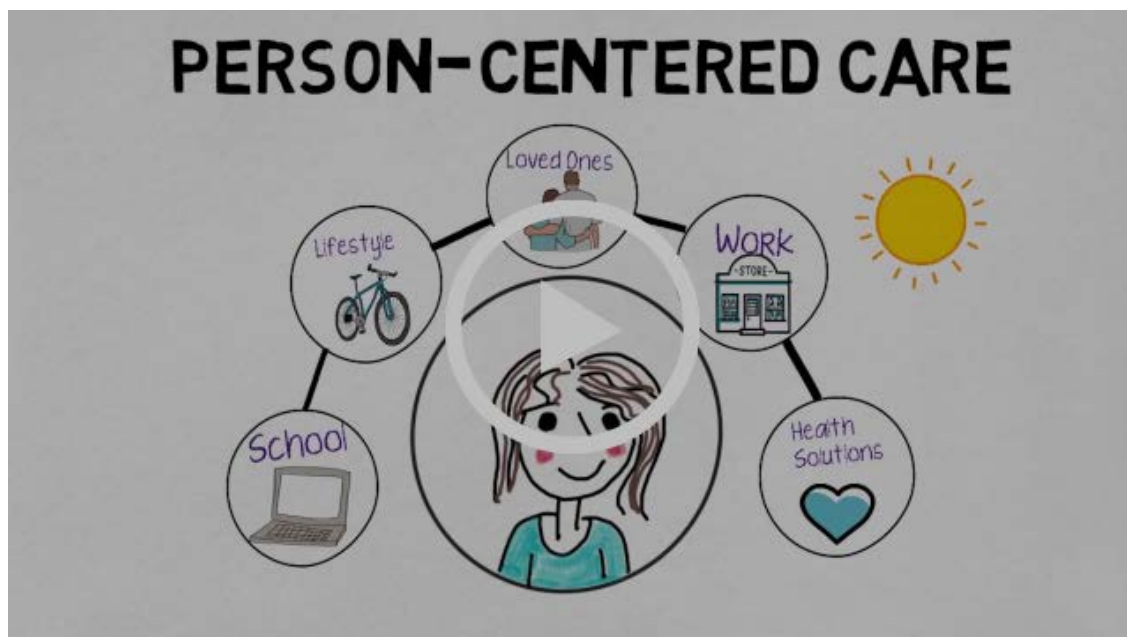


## Fall 2017 Newsletter

### PERSON-CENTERED PROVIDER TOOLKIT

CACL created a toolkit to educate medical providers on the importance of providing person-centered care. The toolkit includes a tip sheet for providers to display and a 4 minute video that teaches providers how to better provide person-centered care to their patients by taking a team approach, supporting choice, and communicating effectively. The video includes a short vignette about “Robin” and her person-centered care team.



[View the Person-Centered Care Video](#)

## FREE UNH COLLEGE COURSE: AGING, ADVOCACY, & ACTIVE LIVING

CACL's Faculty Fellow, Dr. Allison Wilder, is offering a new course for the 2018 Spring Semester titled *Aging, Advocacy, & Active Living*. The course focuses on exploring what active retirement looks like and how older adults can find adventure in re-entering the academic setting. Dr. Wilder stated, "Last fall I had a gentleman in my graduate *Philosophy of Leisure* class who was 'reinventing himself' and taking classes to see what he wanted to do next. He was in the process of retiring at age 68. Having him in the class was fantastic and I would welcome such students with open arms!" Contact the Registrars Office if you are interested in participating. For those age 65 and older and not enrolled in a degree program, the NH Senior Citizen Tuition Waiver allows NH residents to take a two credit-bearing courses per fiscal year at no cost.

### RMP 750/850 Aging, Advocacy, & Active Living Spring 2018- Wednesday Evenings 4:10-7pm

This is an exciting new course that introduces learners to the field of aging through hands-on, active, and engaged learning opportunities, both in and outside the classroom.

If you want to:

- 1) Understand what it takes to age well;
- 2) Develop skills as a community organizer/ service provider;
- 3) Improve your understanding of the aging network as a system;
- 4) Promote and engage in a variety of leisure experiences to enhance wellbeing;
- 5) Find an excellent course to fulfil your gerontology minor;
- 6) Explore social justice issues related to growing older;
- 7) Discover the unlimited possibilities for working with older adults in your career

**THIS** is the course for you! The course is open to graduate students & upper level undergraduates.

For additional information, please contact the instructor: Allison Wilder, PhD, CTRS/L at [Allison.wilder@unh.edu](mailto:Allison.wilder@unh.edu)



## CELEBRATING OVER A DECADE OF WORK

Since 2003, UNH Institute for Health Policy and Practice, Institute on Disability, and Center on Aging and Community Living has provided project management, technical assistance, and evaluation for the NH Department of Health and Human Services on the Aging and Disability Resource Center (ADRC) and No Wrong Door System to support Access for Long-Term Care Services and Supports Initiatives. During this time, activities ranged from supporting the initial piloting of the ADRC program, providing overall project evaluation and specific program evaluation (e.g., person-centered care transitions and options counseling), assisting with the evolution of person-centered options counseling training and certification, and aiding in developing partnership within the systems. This work supported the growth and development of the ServiceLink Aging and Disability Resource

Center Network and the No Wrong Door System of Access for Long-term Care Project known as NHCarePath. The list of endeavors and initiatives that CACL embarked on with NH DHHS included many partners and stakeholders such as Granite State Independent Living, Area Agencies for Developmental Disabilities, Community Mental Health Centers, and AARP NH.

This past September marked a significant change in the scope of work CACL will be involved with for the foreseeable future. As of October 2017, CACL will no longer be funded to directly serve the ServiceLink network.



While we look forward to continuing to support the role and functions of the Eligibility Coordinators under the NHCarePath program over the next year, at this moment, we wanted to reflect on thirteen years of shared work and accomplishments in creating a system of access for New Hampshire's older adults. This work has certainly matched our mission and vision in which "all New Hampshire residents have access to person-centered options to allow them to live and age in the communities of their choice."

## **CACL RESEARCH PROJECTS**

In our facilitator and research role, CACL has been convening the UNH Research Affinity Group since 2011. Last academic year, CACL was involved in data collection for an interdisciplinary research team investigating the role of technology, such as iPads, and its ability to assist caregivers. This academic year, CACL has been engaged in a research project with social work, recreation management and policy, occupational therapy, anthropology, and assistive technology exploring social and health service utilization among low-income individuals living in subsidized senior housing in New Hampshire and Maine. Investigators will be working with 6 to 10 subsidized housing sites to recruit participants. This research hopes to identify any gaps in or opportunities to improve senior housing, as well as inform policy and leadership efforts in the areas of aging and community living.

## **CACL INTERN REFLECTION**

As my time as an intern begins to wind down, I wanted to share some reflections on what has been an informative and enjoyable seven months at CACL. Coming from many years of work in the disability

services field at Granite State Independent Living, I have learned about the many parallels and similar needs that exist between individuals with disabilities and those who are aging. The desire of both groups to remain independent in whatever capacity they can is often made more difficult by a lack of resources, or difficulty accessing the community. A proper support system is crucial, but in order for caregivers to be effective in their work, taking care of their own needs is a must.



Unlike the majority of my classmates who are doing direct service work with individual clients, I have had the opportunity to engage in two macro, or systems level, internship placements. When I first came to CACL, and was still trying to wrap my head around the scope of the different types of work done here, Kate Crary told me, “we help the people who help the people”, a sentiment that truly resonated with me. When most people think of social work, they think of working with individuals, typically in a therapy setting. However, what I gravitate towards is the type of work done at CACL. Providing support to an individual can help them create change within themselves, but influencing and working to improve various systems, such as Medicaid or ServiceLink, allows providers to receive education, support, and technical assistance that they are able to use with their own clients. By working directly with systems and providers, CACL helps to create change on a much larger scale.

Just like anyone who is approaching graduation, next steps are on my mind. I want to continue systems level work, ideally in a medical setting. Until the right opportunity finds me, I will continue my advocacy work at Granite State Independent Living, in addition to a newly acquired per diem position providing support to domestic and sexual violence survivors, as well as the volunteer advocates who provide direct service on the 24 hour crisis hotline at HAVEN.

I want to thank all of the staff at both CACL and IHPP who have generously shared their experience and knowledge with me, and genuinely made me feel like a part of such an awesome team.

## STAFF MOMENTS

Laura Davie, CACL co-director and Melissa Mandrell, project director were featured in a [recent publication of Aging Today](#) highlighting their efforts to help community based organizations collaborate with healthcare entities.



## ITEMS OF INTEREST

- [ASA podcasts](#): The American Society on Aging is now offering this new way to access education through the Aging and Disability Business Institute web seminar series
- [WMUR highlights the shortage of nurses in NH](#)
- At the Monadnock Summer Lyceum Discussion, EngAGING NH interviewed author Ashton Applewhite about her book "This Chair Rocks: A Manifesto Against Ageism." Listen to a [recording of the lecture](#).
- The Associated Press Center for Public Affairs Research conducted a [long-term care poll around caregiving](#)
- CACL has partnered with NHPBS to develop a NH version of the documentary [Call to Care NH](#). This aired on NHPBS October 26<sup>th</sup>. There will also be a screening hosted by the Endowment for Health on December 6<sup>th</sup> at the Red River Theater in Concord. A panel of paid caregivers and those working in the long term care field will be discussing the film.

## EVENTS

- Save the Date – The New Hampshire Health & Equity Partnership presents: [Culturally Effective Organizations Framework Learning Forum for Organization Decision-Makers](#), November 16, 2017, Manchester
- Sign up for CACL's [Navigating Choice and Change: Frameworks for Implementing](#)

[Person-Centered Planning](#) on November 28<sup>th</sup> from 9 am to 4 pm.

- Save the Date – [TSLC Summit, Driving Community Home: What Does It Take to Build a Lifetime Community](#), November 28, 2017 at the Holiday Inn by the Bay, Portland, ME
- Save the Date-The NH Chapter of the National Association of Social Workers (NASW) will be holding an inaugural two-day conference on May 24<sup>th</sup> & 25<sup>th</sup>, 2018 at the Mountain View Grand Resort in Whitefield, NH. NASW has issued a [call for proposals](#) on a variety of topics.
- The Endowment for Health hosts a screening of the documentary [Call to Care NH](#) on December 6<sup>th</sup> at the Red River Theater in Concord. A panel of both paid caregivers and individuals working in the long term care field will be discussing the film.

Forward to a Friend

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