

# ReiMAgine Aging

Planning Together  
to Create an Age-Friendly  
Future for Massachusetts

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YEAR THREE PROGRESS REPORT



Published May 2022





Marylou Sudders, Secretary of Health and Human Services, and Elizabeth Chen, Secretary of Elder Affairs, celebrated Nutrition Month at the Pembroke Council on Aging.

Dear Friends,

I am pleased to submit the Commonwealth of Massachusetts' Year Three Age-Friendly Progress Report detailing our efforts in 2021 to advance our goal of becoming an age- and dementia-friendly state. The past two years have been tough. We have all suffered some degree of loss, disruption, confusion, anger, and isolation. The people, institutions, and communities of this Commonwealth have been tested. Time and time again we adjusted and responded. We collaborated, created, reimagined, and made the unbearable bearable.

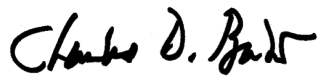
On so many issues, including the age- and dementia-friendly movement, the people of Massachusetts have led the way. We continued to see people coming together—older adults, caregivers, community leaders, and organizations—creating a path for a better today and a brighter future. People and partners connected in new ways to make our communities, programs, systems, and policies more age- and dementia-friendly. I am proud of what we accomplished in 2021 and in the three years since we embarked on this statewide effort.

As I reflect on the Commonwealth's progress since joining the AARP Network of Age-Friendly States and Communities in 2018, I am in awe. The age- and dementia-friendly movement continues to grow, reaching more people, communities, partners, and sectors than one could possibly imagine. More and more are understanding the importance of embedding age-friendly values in all policies and practices, and I am proud to see the number of leaders and advocates grow at a local, regional, and statewide scale.

While this is my last year championing this work as Governor, I know that the age- and dementia-friendly movement will continue to serve and guide us. The movement has always underscored our values and capitalized on our collective strengths—honoring the work of communities, leveraging cross-sector collaboration, and firmly believing that aging is an asset to all.

I am grateful to all the people, communities, and organizations who shape and lead this work. Let us continue to make the Commonwealth a great place to grow up and grow older together.

Sincerely,

A handwritten signature in black ink, reading "Charles D. Baker". The signature is fluid and cursive, with the first name "Charles" being the most prominent.

CHARLES D. BAKER, GOVERNOR

# Introduction

Last year's report, covering the entirety of 2020, demonstrated the impact of the Massachusetts age- and dementia-friendly movement during crisis. We still were grappling with the coronavirus pandemic and increasingly urgent calls to address racial injustice. These twin public health crises spotlighted the resilience and strength of communities and drew attention to significant disparities caused by structural prejudice and racism embedded in our systems.

The beginning of 2021 signaled hope amidst the trauma and loss. As COVID-19 vaccines became available, people were able to reexperience the joy of engaging in-person. We celebrated in our own way, making up for lost time and grateful for every moment. Many of us welcomed these familiar experiences and a sense of normalcy.

Yet, 2021 continued to test us. It was a year that challenged our optimism, resilience, and ability to adapt. COVID-19 continued to disrupt and define our lives. Leaders and organizations recognized the need to address deep-seated racial inequities that created disproportionate impacts in communities of color.

The Massachusetts age- and dementia-friendly movement continues to adapt. This past year underscored the importance of the movement's mission and the strengths built through the work — proximity to community and elevating older adults' voices, the ability to build trusted and authentic relationships, and a belief that the whole is greater than the sum of its parts.

These shared values have allowed us to stay agile, resilient, and compassionate despite our ever-shifting environment. They are, and will continue to be, our biggest asset and collective strength as we view the future with renewed hope and an opportunity to lead the Commonwealth towards greater inclusion, action, and systems change for people of all ages.

*In 2022, the Commonwealth lost a great leader. David was a life-long advocate for justice and a champion of the age- and dementia-friendly movement. His legacy lives on in this work.*

*"The past year has demonstrated the true resilience of the Age and Dementia Friendly movement. COVID-19 continued the isolation of older adults, food insecurity, increases in the number of people living with dementia, all in the context of structural racism and consequences of climate change, which made delivering services incredibly difficult. Yet, during this time, the Age and Dementia Friendly initiative expanded — using the new partnerships created to deliver services in new and innovative ways."*

DAVID P. STEVENS, 1954-2022

EXECUTIVE DIRECTOR, MASSACHUSETTS COUNCILS ON AGING

# Year Three (2021) Accomplishments and Lessons Learned

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## 1. Community: Steadfast, Resilient, and Adaptive

We are grateful to older adults, community leaders, local organizations, and volunteers who, despite the uncertainty of these times, continue to move forward, try something new, and are making their city or town a great place to grow up and grow old.

- Are a source of strength, consistency, and reliability.
- Championed the voices of older adults, advocated for and led change, and carried out age- and dementia-friendly values.
- Remained innovative and adaptive, not forgetting the lessons learned during 2020 — utilizing many tools in the toolbox and creating new ones.
- Community-based organizations deepened and grew local partnerships and coalitions, and allocated resources in a way that is equitable and reaches diverse older adults.

## 2. Partners: Flexible, Committed, and Engaged

We are inspired by our partners, both new and old, in their commitment to apply an equity lens and listen to communities, their continuous innovation, and how they have further integrated the age- and dementia-friendly movement into their work.

- Continue to listen and provide resources and support based on community needs. Partners in domains such as housing, transportation, and technology continued to embed age- and dementia-friendly principles and values into their work.
- Reflected on their values and role in this movement, by deepening and strengthening their engagement, advocacy, and impact on older residents.
- Used an equity lens in their age- and dementia-friendly work, by engaging with new and diverse communities and stakeholders, learning, and taking action to dismantle structural racism.

*"I love that my community encourages me to be involved in any way I can. I am mostly homebound, it hasn't been difficult to find ways to make my voice heard and to feel that I am contributing to my community."*

JEANNE, RESIDENT OF GREENFIELD, AGE 69





*"We are in a realm of information overload that is daunting especially for those in need. Our new name of Aging Services of North Central Massachusetts now resonates as the community based "go to" agency that provides comprehensive information and quality services so that older adults and their families are empowered to make personalized choices to ensure a life of dignity, safety, and respect. Be Empowered."*

LORI A. RICHARDSON, MBA, CAGS

CHIEF EXECUTIVE OFFICER, AGING SERVICES OF NORTH CENTRAL MASSACHUSETTS

### 3. Insights and Lessons Learned

This past year called on us to act. The following are examples of insights and lessons learned:

- Structural Racism:** We entered this year with heightened awareness of racial injustice and systemic inequities, and many of us are taking steps in our age- and dementia-friendly work to embed values of equity, access, and justice. There is still much to be done to dismantle structural racism.
- Mental and Behavioral Health:** We have all experienced trauma from the last two years. Moments of healing were strained by new COVID-19 variants, isolation and separation, acts of racial injustice, and threats to our democracy. We must continue to prioritize our mental and behavioral health and invest in supports to do so.
- Workforce:** The “Great Resignation” sent ripples throughout every sector and industry. As individuals reflected and redefined values, many opted to leave their jobs or demand more from employers with respect to financial security and flexibility. 2021 demonstrated the consequences of undervaluing care work by both direct care professionals and unpaid caregivers.
- Civic Engagement and Advocacy:** With heightened attention to voting rights and participation in democracy, local age- and dementia-friendly efforts continued to engage older residents and equip individuals with the tools to advocate. Local examples include the Senior Civic Academies of both the City of Boston Age Strong Commission and Waltham Connections for Healthy Aging.
- Digital Equity and Access:** While many have had the privilege of leveraging technology in new ways, there is still a significant need to close the digital divide for older adults. Concerns over broadband access, digital literacy, and internet safety are important to address as people of all ages continue to rely on digital access to engage in society. Digital access and equity are important social determinants of health.

*“One of the things I love about Waltham at this life stage is how easy it is to get involved with local organizations to continue to be an active contributor to the community... as well as to know about their services when we may need them ourselves!”*

CAROL, RESIDENT OF WALTHAM, AGE 73

*“What I love about my community is the source of connection and a sense of belonging.”*

BROTHER AL,  
RESIDENT OF SPRINGFIELD, AGE 64

# 2022 Priorities

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In many ways, the questions posed in last year's report remain the same. We are still listening, learning, and adapting to our ever-changing environment. In addition to trying to coexist with COVID-19, we are also healing from the last two years and trying to address the harm caused by a history of white privilege and structural racism.

We must continue to work collectively and answer these challenging questions, while also embedding sustainability principles into aging efforts:

- What lessons have we learned, and what practices do we want to carry forward to sustain and grow?
- How do we support communities as they continue to coexist with COVID-19, while also reflecting and recovering?
- How do we leverage unprecedented levels of federal support to further embed age- and dementia-friendly in our systems and policies? How can older adults engage in this process?
- How do we address systemic issues and barriers, including structural racism and digital equity and access?
- How do we continue to listen, learn, and respond in real-time to support communities and older adults in realizing the vision of age- and dementia-friendly for all?

We look forward to continuing to learn from older residents, family caregivers, local communities, and partner organizations to inform our age- and dementia-friendly future. Whether you are new to this work or deeply steeped in the movement, we encourage you to please engage with us through the online forum or email at [Aging.Conversation@mass.gov](mailto:Aging.Conversation@mass.gov).

We encourage individuals and organizations to connect with us to:

- Provide feedback, questions or comments regarding the content of the progress we report in this document and priorities for the next year.
- Learn more about the age- and dementia-friendly movement or specific initiatives and practices cited here, including ways to augment and participate in this work.
- Share local, regional or statewide practices so that we may all continue to learn from one another.

We also wish to acknowledge that this is the final progress report for the [2019 Massachusetts Age-Friendly Action Plan titled ReiMAgine Aging](#). 2022 priorities focus on the immediate work needed to continue and strengthen the movement and also consider how the plan should be updated to be most responsive to the environment while underscoring sustainability.

*"Salem is a wonderful place to age because there is such a strong sense of community here. I think the key takeaway about growing old in Salem is that someone is always there for you, and that's an incredible thing."*

JOAN, RESIDENT OF SALEM, AGE 63





*"In Barnstable, we believe that age-friendly communities are great places to grow up and grow old and that implementing age-friendly practices is an investment in the future health, vitality, and sustainability of the town. This process will ensure that every community member has the opportunity to thrive, regardless of age or ability."*

MADELINE NOONAN  
DIRECTOR OF COMMUNITY SERVICES, TOWN OF BARNSTABLE

# GOAL 1

# Community

Deepen and strengthen age- and dementia-friendly efforts to be inclusive of all communities and populations.

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## GOAL AT A GLANCE

### **The age- and dementia-friendly movement expanded and built momentum throughout the Commonwealth:**

- Communities continued to join the age- and dementia-friendly movement. 21 communities joined the age-friendly movement in 2021, including Gateway Cities such as Framingham and Greenfield, and smaller communities with populations under 1,000 such as Leyden, New Salem, Warwick, and Wendall. By the end of 2021, 83 had signed a Dementia Friendly Pledge.
- Regional efforts grew in 2021, including those in the Franklin County and North Quabbin regions, the 13 communities represented by the Minuteman Advisory Group on Interlocal Coordination (MAGIC), Martha's Vineyard, and the region associated with the Pioneer Valley Planning Commission.
- The Massachusetts Advisory Council on Alzheimer's Disease and All Other Dementias released the [Massachusetts State Plan on Alzheimer's Disease and Related Dementias](#) and its [first annual report](#) in April 2021.

### **Diverse funding streams supported immediate community needs:**

- [Point32Health Foundation](#) engaged more than 100 community leaders, organizational representatives, and healthy aging champions to understand community needs for resources and services and help inform its Momentum Fund process, in which [10 Massachusetts organizations were awarded grants](#).
- The Massachusetts Department of Transportation (MassDOT) [Shared Streets and Spaces Grant Program](#)

continued to provide grants to communities, with bonus points awarded to applications that prioritized older adults and age- and dementia-friendly spaces. More than \$1.16 million was awarded to age- and dementia-friendly related projects.

- Age- and dementia-friendly best practices continued to be included in the [Community Compact Best Practices Program](#), a state program offering funds to local municipalities implementing age- and dementia-friendly activities. To date, six communities have completed age- and dementia-friendly best practice compacts; four have projects underway. In addition, Ludlow and Pittsfield received Community Compact IT grants to support older adults with technology access.

### **New resources and tools promote community innovation and age- and dementia-friendly practices:**

- The [Massachusetts Task Force to End Loneliness and Build Community](#) created resources to support communities, including a [resource guide](#) to strengthen technology access and programming for older adults, and a report titled, [Promising Little Things to Strengthen Social Connections](#), that outlines how cities and towns might replicate promising ideas in their own communities.
- New tools, including [Age-Friendly Bus Stops: Creating Bus Stops for People of All Ages](#) and the accompanying Massachusetts Healthy Aging Collaborative (MHAC) [resource page](#), as well as the [Dementia Friendly Design Considerations for Shared Streets and Spaces](#) by the Massachusetts Advisory Council on Alzheimer's Disease and All Other Dementias and its Physical



Infrastructure workgroup, helped communities create age- and dementia-friendly physical spaces.

- Age- and dementia-friendly practices were highlighted in various publications from sectors outside of aging, including the American Planning Association Massachusetts Chapter highlighting *age-friendly winter spaces*, and MassINC including Councils on Aging (COAs) as a resource in its digital equity *research brief*.

**Equity in aging took on greater focus, and urgency was placed on efforts to engage with and learn from diverse communities:**

- MHAC partnered with AARP Massachusetts and the Public Health Institute of Western Massachusetts to form the Equity in Aging Committee and create/host an ongoing webinar series to highlight issues, ideas, and solutions around creating inclusive age-and dementia-friendly communities, policies, and programs.
- The *Healthy Aging for All Guide*, which is informed by diverse community leaders and focused on embedding access, equity, and inclusion into the age-and dementia-friendly movement, was piloted in three Massachusetts communities: Framingham, Lowell, and Pioneer Valley.
- The 32 awardees of the 2020 *Massachusetts Community Health and Healthy Aging Funds* continued to lead efforts to address the root causes of health inequities by disrupting systemic barriers to health and tackling institutional and structural racism.
- The *University of Massachusetts Boston Gerontology Institute (UMB)* released a report, *Aging Strong for All: Examining Aging Equity in the City of Boston*, that

documents disparities across three dimensions that impact quality of life—economic security, health, social engagement—and identifies opportunities for stakeholders to ensure an environment in which “aging strong” is possible for all Boston residents.

**New and existing forums were used to share promising practices and identify solutions to common challenges:**

- A two-day virtual *ReiMAGine Age and Dementia Friendly Summit* occurred in September 2021. Hosted by AARP Massachusetts, the Executive Office of Elder Affairs (EOEA), Dementia Friendly Massachusetts (DFM), Point32Health Foundation, and the University of Massachusetts Boston Gerontology Institute, the summit brought together age- and dementia-friendly champions statewide.
- In summer 2021, EOEA held the first COA Service Incentive Grant (SIG) Learning Collaborative, where COA directors and staff shared innovative programs and services provided using SIG funding with their peers. These events and meetings have prompted the sharing of best practices and lessons learned throughout the network.
- DFM continued to engage dementia-friendly communities and provide technical assistance in both group and one-on-one settings. Sessions included guest speakers, resource sharing, and advancement of regional strategies.
- Massachusetts Councils on Aging (MCOA) supported local COAs and senior centers through regional meetings and a new technology platform, MyMCOA, that encourages directors and staff to pose questions and share promising practices.



## DETAILED PROGRESS

## STRATEGY

**Continue to promote and increase visibility of the age- and dementia-friendly movement by engaging with communities**

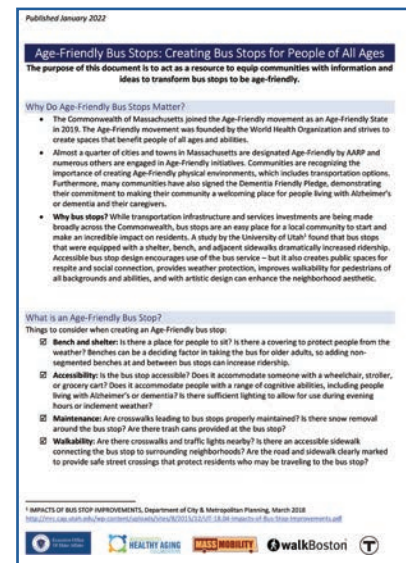
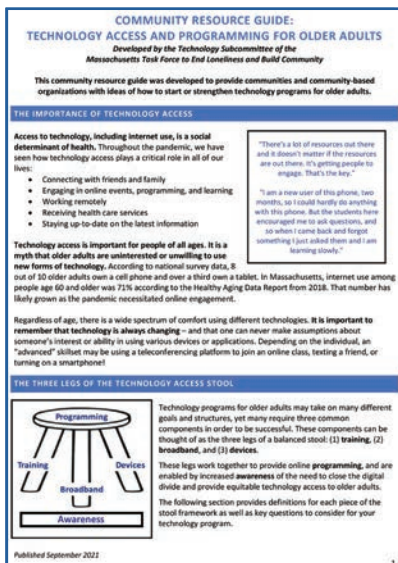
## STATUS &amp; ACCOMPLISHMENTS

- 21 communities joined the age- and dementia-friendly movement, including cities such as Framingham and Greenfield, smaller communities such as Leyden and Warwick, and regions such as Franklin County.
- Over 135 communities have been designated as Age-Friendly by AARP or the World Health Organization. 83 have signed a Dementia Friendly Pledge. 37 communities are designated both Age- and Dementia-Friendly.
- The Massachusetts Advisory Council on Alzheimer's Disease and All Other Dementias released the [Massachusetts State Plan on Alzheimer's Disease and Related Dementias](#) and its [first annual report](#) in April 2021.
- With funding from Point32Health Foundation, Pioneer Valley Planning Commission (PVPC) continued the [Age and Dementia Friendly Pioneer Valley Initiative](#) by launching a website and advancing work in individual communities such as Agawam, Belchertown, and Ware.
- Organizations such as MHAC and MCOA hosted regular community forums to promote mutual learning, sharing ideas and promising practices.



**Provide communities with more resources and tools so they can initiate and expand age- and dementia-friendly initiatives**

- [The Jewish Family & Children's Service \(JF&CS\) Memory Café Percolator](#) continued to meet quarterly in order to provide technical support and enable cafés to exchange ideas about in-person, virtual and hybrid memory café formats. JF&CS developed [free toolkits](#) on launching and running an in-person or virtual/hybrid memory café.
- The [Massachusetts Task Force to End Loneliness and Build Community](#) published the [Community Resource Guide: Technology Access and Programming for Older Adults](#), a guide for communities looking to start or strengthen technology access and programming for older adults. The guide includes resources, examples, and practical tips based on the belief that successful technology programs include access to broadband, devices, and digital literacy training.
- The Massachusetts Task Force to End Loneliness and Build Community released an update to its community resource guide, [Promising Little Things to Strengthen Social Connections](#), that outlines how cities and towns might replicate promising ideas in their own communities.
- New tools, including [Age-Friendly Bus Stops: Creating Bus Stops for People of All Ages](#), created by MHAC, EOEa, WalkBoston, the Massachusetts Bay Transportation Authority (MBTA), and MassMobility, were created to help communities promote the creation of age- and dementia-friendly physical spaces.
- MHAC created a [webpage](#) of local advocacy resources to help age-friendly communities identify local policy options to accomplish their goals.



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**Focus on diverse communities to initiate age- and dementia-friendly efforts, including Gateway Cities, rural communities, and other underrepresented communities**

- MHAC partnered with AARP Massachusetts and the Public Health Institute (PHI) of Western Massachusetts to form the [Equity in Aging Committee](#) and an ongoing webinar series to highlight issues, ideas, and solutions around creating inclusive age- and dementia-friendly communities, policies and programs. The Committee also co-hosted the [Caring for Those Who Care webinar series](#) with the Diverse Elders Coalition.
  - Members of the MHAC Equity in Aging Committee presented to staff for the state legislature's Committee on Racial Equity, Civil Rights and Inclusion. Presenters included individuals from the Alzheimer's Association of Massachusetts/New Hampshire, Elder Health Care Disparities Coalition, Inc. in Roxbury, Massachusetts Association for the Blind and Visually Impaired (MABVI), and PHI of Western Mass.
  - The [32 awardees](#) of the 2020 [Massachusetts Community Health and Healthy Aging Funds](#) continued to lead efforts to address the root causes of health inequities by disrupting systemic barriers to health and tackling institutional and structural racism.
  - MHAC's [Healthy Aging for All Guide](#), which is focused on embedding access, equity, and inclusion into the age- and dementia-friendly movement, was piloted in three Massachusetts communities — Framingham, Lowell, and Pioneer Valley — using funding from the Healthy Aging Fund. The guide was also included in the [Justice in Aging Advancing Equity in Aging Toolkit](#).
  - The Executive Office of Health and Human Services (EOHHS) and EOEA developed and launched the first in the nation [online LGBT Aging Training](#) for service providers in June of 2021. The training is an asynchronous interactive course for providers of aging services in Massachusetts that strives to prevent and eliminate discrimination based on sexual orientation and gender identity and expression of older adults.
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**Focus on diverse communities to initiate age- and dementia-friendly efforts, including Gateway Cities, rural communities, and other underrepresented communities (cont.)**

- UMB released a report, [Aging Strong for All: Examining Aging Equity in the City of Boston](#), that documents disparities across three dimensions that impact quality of life — economic security, health, social engagement — and identifies opportunities for stakeholders to ensure an environment in which “aging strong” is possible for all Boston residents.
  - Black faith communities hosted [Memory Sunday New England](#) in June 2021, an annual faith-based collaboration of local, city, and state-level leaders focused on expanding dementia awareness.
  - PHI of Western Massachusetts released a report, [Healthy Aging with a Criminal Record in Hampden County, MA](#), that reveals barriers to affordable housing and healthy aging for older adults with criminal records based on crimes committed up to 40 years prior.
  - MCOA continued its ongoing training to educate COA staff and Board members about the need to create “Welcoming Communities” for all through unconscious bias training.
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**Align, amplify, and address gaps in funding streams to better support all communities**

- Point32Health Foundation engaged more than 100 community leaders, organizational representatives, and healthy aging champions to understand community needs for resources and services and help inform its Momentum Fund process, in which [\*10 Massachusetts organizations were awarded grants\*](#).
- MassDOT [\*Shared Streets and Spaces Grant Program\*](#) continued to provide grants to communities, with bonus points awarded to those that prioritized older adults and age- and dementia-friendly spaces. More than \$1.16 million was given to age-friendly projects in 2021.
- Age- and dementia-friendly best practices continued to be included in the [\*Community Compact Best Practices Program\*](#), a funding mechanism for local municipalities to implement age- and dementia-friendly activities. To date, six communities have completed age-friendly best practice compacts, and four have projects underway. Ludlow and Pittsfield also received [\*Community Compact Information Technology \(IT\)\*](#) grants — Ludlow for an older adult technology access program, and Pittsfield for a downtown Wi-Fi network that includes the local Council on Aging and senior housing.
- MassDOT awarded funding for 30 projects through the annual [\*Community Transit Grant Program\*](#), a competitive funding opportunity that awards federal and state funds for projects that expand mobility for older adults and people with disabilities.
- Four [\*AARP Community Challenge grants\*](#) were awarded to Massachusetts organizations in 2021, including Urban Farming Institute of Boston, City of Lynn, City of Boston, and Clear Path for Veterans New England in Middlesex County. One of the grantees, the Urban Farming Institute of Boston, received funds to build and install raised “Grow Boxes” for residents impacted by the COVID-19 pandemic so they can grow fresh, healthy food.



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**Share best practices and celebrate age- and dementia-friendly communities to encourage other cities and towns to participate**

- AARP Massachusetts, EOEA, Dementia Friendly Massachusetts, Point32Health Foundation, and the University of Massachusetts Boston Gerontology Institute partnered to host a two-day virtual *ReiMagine Age and Dementia Friendly Summit* in September 2021.
  - At the 2021 MCOA Virtual Fall Conference, Secretary of the Executive Office of Elder Affairs Elizabeth Chen, PhD, MBA, MPH, recognized over 60 communities who signed Dementia Friendly Pledges.
  - MHAC participated in forums hosted by public health systems, broadband providers and digital equity advocates, and others to amplify awareness of age- and dementia-friendly practices and encourage others to support the mission of this movement.
  - In summer 2021, EOEA hosted the first COA Service Incentive Grant (SIG) Learning Collaborative, where COA directors and staff shared innovative programs and services provided using SIG funding with their peers. These events and meetings have prompted the sharing of best practices and lessons learned throughout the network.
  - PVPC hosted quarterly regional meetings to share knowledge and bring expert presentations to assist communities with age- and dementia-friendly issues including housing and transportation. Communities used this forum to workshop challenges and share promising practices, resources, and funding opportunities.
  - The state and its partners elevated Massachusetts age-and dementia-friendly best practices through speaking engagements and panel conversations with other states, including a webinar by the Center for Health Care Strategies and SCAN Foundation titled *Getting Started with a Master Plan for Aging* featuring California, Illinois, Massachusetts, and Texas.
  - The Babson College FutureLab presented its work on connectivity and technology access for older adults during a panel presentation at the 2021 Annual Conference of Grantmakers in Aging.
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## GOAL 2

# Information and Communication

Communicate information in an accessible and user-friendly manner to residents, organizations, and municipalities.

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## GOAL AT A GLANCE

### **New methods and modalities were used to engage people, share information, and promote social connection:**

- Aging services providers re-invented programs to pair meals, important information, at-home activities, and opportunities for connection in innovative ways. For example, HESSCO, one of the [Aging Services Access Points \(ASAPs\)](#), hosted the Age Well with HESSCO Drive-Thru Event at the Norwood Senior Center in September 2021 to share important resources with local residents. Over 150 people visited 15 different information stations.
- By providing opportunities for older adults to pick up food and other resources, Councils on Aging (COAs) developed new relationships with older adults who had not attended COAs in the past and are now continuing to provide services to this new and often younger audience.
- Two ASAPs rebranded to better articulate their roles, responsibilities, and service offerings to their communities. In July 2021, Montachusett Home Care [rebranded to Aging Services of North Central Massachusetts \(ASNCM\)](#). In December 2021, the recently merged [Elder Services of Merrimack Valley and North Shore rebranded to AgeSpan](#).

### **Partners in diverse communities were engaged to share information and resources, and information was tailored to be accessible and culturally competent:**

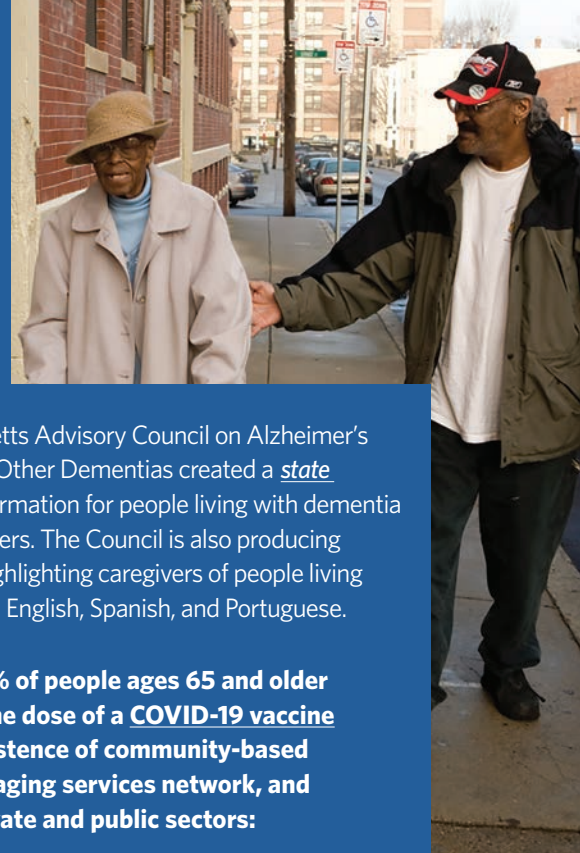
- Jewish Family & Children's Service (JF&CS) released a [Memory Café Public Service](#)

[Announcement](#) video in English and Spanish to promote awareness of Memory Cafés for people living with dementia and their care partners. JF&CS also increased language access of the Dementia Friends program to include Arabic, Chinese, Haitian Creole, Portuguese, Russian, Spanish, and Vietnamese.

- Culturally tailored materials to increase awareness of dementia were created by communities of color with support from the Massachusetts Councils on Aging (MCOA). Asian Women for Health held focus groups to develop materials and began to create a learning module about dementia for people learning English. Representatives of the Black community in Chelsea, supported by the 60+ Veterans Group and 902 Consulting, developed materials to help educate the Black community about dementia.
- The Elder Services of Worcester Area (ESWA) [LGBT Elder Network](#) updated the [LGBT Resource Guide](#) for local LGBT older adults. The guide includes local LGBT-friendly services and providers including medical, legal, and social services.

### **Technology was used in new ways to keep people informed, connected, and engaged, and hybrid became more commonplace:**

- Community organizations, including Little Brothers Friends of the Elderly, Newton at Home, 2Life Communities and Ethos, piloted technology access programs distributing devices, internet connectivity, and training to older adults at risk for social isolation.



- The aging services network and partners in the age- and dementia-friendly movement transitioned to hybrid programming, with options for both in-person and virtual participation. Tools have been created, including the [\*Massachusetts Aging Network Guide for Hybrid Programs and Services\*](#) and [\*supplement to the JF&CS Memory Café Toolkit\*](#) that provides guidance on running virtual, hybrid, and outdoor cafes.
- COAs across Massachusetts, including Duxbury, Hingham, and Martha's Vineyard have created new programs or adapted existing programs to be hybrid, encouraging both in-person and virtual participation. Many other programs, such as Waltham's Senior Civic Academy and the Osher Lifelong Learning Institute at Berkshire Community College pivoted to virtual as well.

**Partners and community-based organizations strived to bring attention to caregiving, increase self-identification, and provide support:**

- Governor Baker issued a [\*proclamation\*](#) in November 2021 for Family Caregivers Month to celebrate and acknowledge the commitment of family caregivers throughout the Commonwealth. Throughout the aging services network and the [\*Family Caregiver Support Program \(FCSP\)\*](#), caregivers were celebrated and recognized during the month.
- ARCHANGELS, the Massachusetts Technology Collaborative, and Blue Cross Blue Shield of Massachusetts launched the [\*Any Care Counts campaign\*](#) to honor caregivers and link them to helpful resources, including [\*MassOptions\*](#).
- Additional awareness was brought to grandparents or other relative caregivers raising grandchildren through the work of the [\*Commission on the Status of Grandparents Raising Grandchildren\*](#), the aging services network, and other local and statewide partners.

- The Massachusetts Advisory Council on Alzheimer's Disease and All Other Dementias created a [\*state website\*](#) with information for people living with dementia and their caregivers. The Council is also producing a video series highlighting caregivers of people living with dementia in English, Spanish, and Portuguese.

**Approximately 99% of people ages 65 and older received at least one dose of a COVID-19 vaccine thanks to the persistence of community-based organizations, the aging services network, and partners in the private and public sectors:**

- The Commonwealth removed barriers for older people to get vaccinated, including the development of the COVID-19 Vaccine Scheduling Resource Line (2-1-1), the in-home vaccination program, and onsite mobility and transportation assistance.
- Vaccination clinics at Skilled Nursing Facilities, Assisted Living Residences (ALR), affordable senior housing, and trusted organizations in community helped make the COVID-19 vaccine more readily accessible to older adults.
- Vaccine education and outreach were conducted with an equity lens, with support from the Baker-Polito Administration in the form of the [\*COVID-19 Vaccine Equity Initiative\*](#). Community organizations working to increase vaccine education outreach and awareness in communities of color received grants from Point32Health Foundation.
- COAs booked more than a quarter of a million older adult vaccine appointments in four months. In addition, 2,000 COVID-19 vaccination clinics were held at COAs and more than 175,000 people received a COVID-19 vaccine at one of these clinics.

## DETAILED PROGRESS

## STRATEGY

**Create an age- and dementia-friendly communication plan to disseminate information to residents and organizations**



## STATUS &amp; ACCOMPLISHMENTS

- New methods and modalities were used to engage people in order to optimize communication to residents and their families, as well as continue to promote connection to community. Aging services providers re-invented their programs to include grab-and-go meals and drive-thru programming. Meals, important information, at-home activities, and opportunities for connection were combined in innovative ways.
- MassAccess and local cable programming allowed for people to stay connected through new and different ways. For example, MCOA provided regular programming on Cooking as Self-Care, and public service announcements developed by JF&CS and the Task Force to End Loneliness and Build Community were shared for distribution.
- Vaccination clinics at Skilled Nursing Facilities, ALR, affordable senior housing, and trusted organizations in community helped make the COVID-19 vaccine more readily accessible to older adults.
- The Baker-Polito Administration launched the [COVID-19 Vaccine Equity Initiative](#) in 20 cities and towns most disproportionately impacted by COVID-19 to support enhanced awareness and equitable vaccination of community residents.
- The Massachusetts Association for the Blind and Visually Impaired (MABVI) launched a vaccine awareness outreach campaign that reached over 1,000 people and helped blind and visually impaired individuals navigate barriers such as website access, transportation, and the need for sighted guides.
- The Massachusetts Healthy Aging Collaborative (MHAC) and Massachusetts Adult Immunization Coalition (MAIC) partnered with CIC Health to distribute 10,000 informational [flyers](#) at COVID-19 vaccine clinics in Boston, Chelsea, Fall River, and New Bedford to encourage older adults to receive additional vaccinations and link to aging services resources in their area.
- SEIU1199 and AARP Massachusetts partnered with the Commonwealth to hold tele-town halls for direct care professionals and older people respectively related to the COVID-19 vaccine to share information about the safety of the vaccine, how to get appointments and other information.



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**Identify and inventory information sources and materials on resources, programs, and services**

- Salem for All Ages (SFAA) worked in collaboration with North Shore Medical Center, North Shore Physicians Group, and other practices in the community to develop a public information campaign, including the local newspaper, cable access, online videos, and social media, focused on educating older adults about how to utilize telehealth tools.
  - The Alzheimer's Family Support Center of Cape Cod continued to serve as a communications hub for Cape Cod families, disseminating updated information in daily email outreach and creating dementia-friendly public service announcement videos on their website.
  - COAs created resource guides to help older adults and families navigate available resources to meet their needs. For example, the Milton Council on Aging assembled a list of COVID-19 resources in their [COVID-19 Senior Resource Guide](#) that includes information such as local technology support, options for home-delivered groceries, and transportation services.
  - The aging services network took steps to better articulate their role, responsibilities, and service offerings. Two ASAPs rebranded for better public awareness and community access: [Aging Services of North Central Massachusetts](#) and [AgeSpan](#) (formerly Montachusett Home Care Corporation and Elder Services of Merrimack Valley and North Shore, respectively).
  - EOEa supported the aging services network with COVID-19 planning and response, including a [Planning Tool for Aging Services Network: New Normal and Reopening](#) in April 2021 to serve as a centralized source of existing guidance from the Center for Disease Control and Prevention (CDC), Department of Public Health (DPH), and other sources. EOEa also released a [job aid on vaccine distribution](#) for aging services professionals.
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**Make information accessible  
and culturally competent to  
all consumers**

- JF&CS released a [Memory Cafe Public Service Announcement video](#) in English, Spanish, and Portuguese to promote awareness of Memory Cafes for people living with dementia and their care partners.
  - The Alzheimer’s Association Massachusetts/New Hampshire (MA/NH) Chapter provided the *Ten Warning Signs* in Spanish in collaboration with Dementia Friendly Worcester in October 2021.
  - ESWA [LGBT Elder Network](#) updated the [LGBT Resource Guide](#) for local LGBT older adults. The guide includes local LGBT-friendly services and providers including medical, legal, and social services.
  - DPH released [COVID-19 and vaccine information](#) in 10 languages, including a flyer on Coping with Stress During Infectious Disease Outbreaks.
  - MassOptions strengthened the user experience for people seeking assistance in a language besides English. The telephone prompt menu was altered to prompt for interpreter services more readily.
  - The aging services network and partners in the age- and dementia-friendly movement transitioned to hybrid programming, with options for both in-person and virtual participation. Tools were created to assist with this new method of programming, including the [Massachusetts Aging Network Guide for Hybrid Programs and Services](#) and the [JF&CS Memory Cafe Toolkit and Virtual/Hybrid Supplement](#) that provides guidance on running virtual, hybrid, and outdoor cafes.
  - COAs and other organizations created new programs or adapted existing programs to be virtual or hybrid and purchased new technologies to allow for simultaneous in-person and virtual participation. For example, the Berkshire Eagle published an [article](#) on the Osher Lifelong Learning Institute (OLLI) at Berkshire Community College’s successful pivot to Zoom programming, which engaged approximately 1,400 older adults.
  - The Metropolitan Area Planning Council (MAPC) created a [Hybrid Engagement Hub](#) for municipalities to continue civic engagement virtually.
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### Improve self-identification of caregivers and awareness of resources

- The Baker-Polito Administration declared November 2021 as Family Caregivers Month in Massachusetts. Throughout the aging services network, caregivers were celebrated and recognized. Coastline, for example, mailed Caregiver Relief Packages to caregivers in the program, while Old Colony Elder Services partnered with Bridgewater Council on Aging to host a free caregiver breakfast to honor family caregivers in the area.
  - The caregiver webinar series — [Caring for the Caregiver](#) — was launched in 2021 by EOEA, Mass Home Care, and Massachusetts Technology Collaborative to help family caregivers in Massachusetts find information and resources regarding their caregiver responsibilities, as well as tips to care for themselves.
  - Partners and community-based organizations strived to bring attention to caregiving, increase caregivers' self-identification, and provide support. For example, ARCHANGELS, the Massachusetts Technology Collaborative, and Blue Cross Blue Shield of Massachusetts partnered to launch the [Any Care Counts campaign](#) to recognize and support caregivers and link them to resources.
  - Additional awareness was brought to grandparents or other relative caregivers raising grandchildren. For example, to celebrate National Grandparents Day, [Age Strong Boston](#), [United Healthcare](#), and [United Way of Massachusetts Bay](#) partnered to host the "Grow Every Day, Every Way" free event for grandparents and grandchildren at the Boston Museum of Science in September 2021.
  - The [Commission on the Status of Grandparents Raising Grandchildren](#) provided virtual workshops to grandparents and relative caregivers throughout the pandemic covering topics such as "Understanding Trauma" and "Caring for the Caregiver." Over 500 grandparents participated in these workshops in 2021. In addition, over 30 service providers were trained to deliver support groups for grandparents and relative caregivers.
  - The [JF&CS Memory Café Percolator](#) worked with national organization [Dementia Action Alliance](#) to help cafés find new ways for people living with dementia to take on design and leadership roles in memory cafés.
  - The Alzheimer's Association MA/NH Chapter continued to bring critical information, guidance, and support to residents of the Commonwealth. In 2021, over 4,340 individuals received assistance through the [24/7 Helpline \(800-272-3900\)](#). Over 5,200 participated in caregiver support groups.
  - Increased federal funding from a variety of sources, including the Coronavirus Aid, Relief, and Economic Security (CARES) Act and American Rescue Plan Act (ARPA), created opportunities for increased respite and supports for family caregivers. Both pieces of legislation bolstered the Commonwealth's FCSP and its ability to provide information, referral, and direct support to people caring for loved ones.
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# GOAL 3

## Framing

Change the conversation about aging from a “challenge” to an “asset”, increase literacy about issues related to aging, and eliminate ageist images and expressions in language across social, print and other media

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### GOAL AT A GLANCE

#### **Reframing Aging Training continued to increase community capacity to address ageism by reaching new audiences across sectors:**

- Point32Health Foundation continued to conduct Reframing Aging training and presentations to a variety of audiences, including the Massachusetts Department of Public Health Bureau of Substance Use and Addiction Services and the Massachusetts Aging and Disability Resource Consortia (ADRC). In addition, Point32Health Foundation conducted a training in collaboration with the Office of Health Equity at the Massachusetts Department of Public Health (DPH) at the *ReiMagine Age and Dementia Friendly Summit*.
- The University of Massachusetts Boston Gerontology Institute (UMB) has begun working on a Reframing Aging module to help dispel misperceptions about aging and older people. They will pilot this with health profession students with an eye toward expanding to other departments and educational institutions. UMB will document how this curriculum influences student attitudes about older people and whether it reduces implicit ageism.
- AARP Massachusetts and the Massachusetts Healthy Aging Collaborative (MHAC) conducted two Reframing Aging presentations with the Massachusetts Board of Library Commissioners to bring awareness and tools to eliminate ageism to library staff across the state.

#### **Public awareness campaigns called attention to older adult needs and promoted opportunities for healthy aging:**

- The *Reach Out Massachusetts Campaign* led by the Massachusetts Task Force to End Loneliness and Build Community continued to mobilize individuals, communities and organizations to address social isolation, including an update of the *Promising Little Things to Strengthen Social Connections* report and an *interview between former University of Massachusetts Boston Gerontology Institute Director Len Fishman and Executive Office of Elder Affairs Secretary Elizabeth Chen* that aired on MassAccess.
- The *#BeANutritionNeighbor campaign* addressed factors such as social isolation, food insecurity, and the impact of malnutrition on older adults of all shapes and sizes. The messages addressed older adults and their caregivers as well as the wider community.
- In May 2021, Executive Office of Elder Affairs (EOEA) and partners in the aging services network celebrated Older Americans Month and the release of the *ReiMagine Aging Year Two Progress Report*. Partners gathered virtually to celebrate the strength of communities, hear from community leaders in the age- and dementia-friendly movement, and view highlights from the report.



**Partners and the media amplified stories demonstrating the strength and resilience of older adults and family caregivers:**

- The *Boston Globe* Opinion Section in partnership with the Massachusetts Institute of Technology (MIT) AgeLab launched *The Longevity Hub*, an ongoing series seeking to spark Greater Boston's transition into the Silicon Valley of aging.
- Media outlets across the Commonwealth shed light on the strength and resilience of older people, including the *Boston Globe's* opinion piece *I'm Old, and I Know Things* and the column in the *Salem News* authored by AARP MA State Director Mike Festa *Salem: the Model of an Age-Friendly City*, highlighting the work of Salem for All Ages.
- Former *Boston Globe* reporter and award-winning author, Greg O'Brien continues to educate people about Early-Onset Alzheimer's and his journey with the disease. O'Brien—in conjunction with UsAgainstAlzheimer's—a podcast, "*On Pluto*," from Cape Cod. He was diagnosed with Alzheimer's at 56 years old.
- The Plymouth Center for Active Living partnered with PACTV on a documentary: *Our Seniors Speak: Resilience in Hard Times* which premiered in August 2021 to share the stories and resilience of older residents of Plymouth.

**Communities continued to reduce stigma associated with aging and disability through local volunteerism, education, and intergenerational efforts:**

- The *Dementia Friends* movement continued to grow in Massachusetts, from 7,400 Dementia Friends and 540 Dementia Friends Champions in

2020 to over 10,000 Friends and 753 Champions as of January 2022. Dementia Friends sessions were hosted online and in-person to help educate people about dementia and provide tips for communication and engagement.

- Dementia Friendly Massachusetts (DFM) partnered with the Alzheimer's Association of Massachusetts/New Hampshire (MA/NH) Chapter and MassMobility to train more than 350 paid and volunteer drivers to help them recognize the signs of dementia and learn how to communicate with people living with the condition.
- EOEa was awarded a demonstration grant from the US Department of Labor for the *Senior Community Service Employment Program (SCSEP)* to train older workers in remote employment. Training began for the *Remote Employment Skills Training Program* in September 2021 for 60 older adults in three cohorts will participate in a 20-week program, including computer skills and a career pathway training.
- Intergenerational programs, such as those offered by Little Brothers Friends of the Elderly (LBFE) in Boston, helped build meaningful connections across ages to benefit both older adults and younger generations in the Boston area.

## DETAILED PROGRESS

## STRATEGY

**Educate thought leaders, policymakers, and community influencers on issues related to aging, ageism, and older people**

## STATUS &amp; ACCOMPLISHMENTS

- Point32Health Foundation continued to conduct Reframing Aging training and presentations to a variety of audiences, including the Massachusetts Department of Public Health Bureau of Substance Use and Addiction Services and the Massachusetts Aging and Disability Resource Consortia (ADRC). In addition, Point32Health Foundation conducted a training in collaboration with the Office of Health Equity at the Massachusetts DPH at the *ReiMAgine Age and Dementia Friendly Summit*.
- MHAC and AARP Massachusetts conducted two Reframing Aging presentations with the Massachusetts Board of Library Commissioners which included library staff from across the Commonwealth.
- UMB began working on a Reframing Aging module to help dispel misperceptions about aging and older people. They will pilot this with health professions students with an eye toward expanding to other departments and educational institutions. UMB will document how this curriculum influences student attitudes about older people and whether it reduces implicit ageism.

**Support a media literacy and awareness campaign on aging**

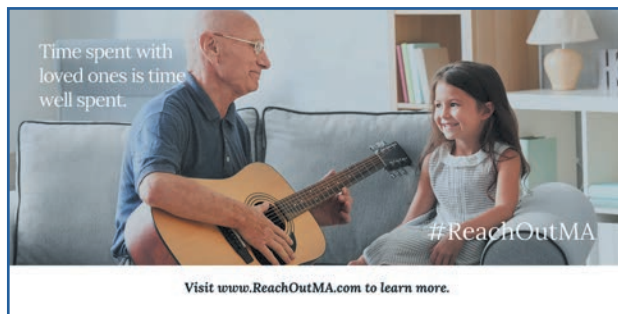
- Public awareness campaigns helped call attention to issues related to aging and the needs of older adults. For example, the [Reach Out Massachusetts campaign](#) led by the Massachusetts Task Force to End Loneliness and Build Community continued to mobilize individuals, communities, and organizations to address social isolation, including an update of the [Promising Little Things to Strengthen Social Connections](#) report and an interview between former University of Massachusetts Boston Gerontology Institute Director Len Fishman and Executive Office of Elder Affairs Secretary Elizabeth Chen that aired on MassAccess stations across the Commonwealth.





**Support a media literacy and awareness campaign on aging (cont.)**

- The [#BeANutritionNeighbor](#) social media campaign addressed factors such as social isolation, food insecurity, and the impact of malnutrition on older adults of all shapes and sizes. The messages addressed older adults and their caregivers as well as the wider community.
- In May 2021, EOEA and partners in the aging network held a virtual celebration for Older Americans Month and the release of the [ReiMAgine Aging Year Two Progress Report](#). Partners gathered virtually to celebrate the strength of communities, heard from community leaders in the age- and dementia-friendly movement, and saw highlights from the report.



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**Conduct reframing training with the technology and innovation community**

- EOEa participated in the judging process for the first [Massachusetts Digital Health COVID-19 Recovery Challenge](#) focused on digital health innovations in caregiving. The aim of the challenge was to find digital health solutions that support caregivers in facing new challenges to caring for loved ones and that help them return to work. The winner, Kinto, received a \$100,000 grant to work with MITRE, a member of the Massachusetts Digital Health Sandbox Network.
- Executive Office of Health and Human Services (EOHHS) agencies—the Department of Developmental Services (DDS), Massachusetts Commission for the Blind (MCB), and EOEa—were champions for the 2021 [MassChallenge HealthTech \(MCHT\)](#) program. EOEa served as champion to two startups focused on caregiving: Kinto and Caregather.
- Forums such as the Massachusetts Task Force to End Loneliness and Build Community started cross-sector workgroups, such as the Intergenerational and Technology Subcommittees, to bring new collaborations and problem-solving to significant issues.

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**Develop a story corps to broaden and change the narrative on aging**

- Media outlets across the Commonwealth shed light on the strength and resilience of older people, including the *Boston Globe's* opinion piece [I'm Old, and I Know Things](#) and the column in the Salem News authored by AARP Massachusetts State Director Mike Festa, [Salem: The Model of an Age-Friendly City](#), highlighting the work of Salem for All Ages.
  - The Plymouth Center for Active Living partnered with Plymouth PACTV on a documentary, [Our Seniors Speak: Resilience in Hard Times](#), which premiered in August 2021 to share the stories and resilience of older adults of Plymouth.
  - The *Boston Globe* Opinion Section in partnership with the Massachusetts Institute of Technology's (MIT) AgeLab launched [The Longevity Hub](#), an ongoing series seeking to spark Greater Boston's transition into the Silicon Valley of aging.
  - Aging Services of North Central Massachusetts filmed videos of family caregivers sharing their personal stories and released them on social media during Family Caregiver Month in November 2021. In her video, [Meet Clara: Caregiving in North Central Massachusetts](#), Clara talks about her experience caring for her mother who is living with dementia, and how she was able to use a caregiver scholarship from the Family Caregiver Support Program to purchase a ramp and other equipment she needed to care for her mother.
  - AgeSpan published an article in the North Shore Chamber of Commerce [Impact Magazine](#) about the demands placed on family caregivers.
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**Reduce stigma associated with aging and disability, including cognitive impairment**

- The [Dementia Friends](#) movement continued to grow in Massachusetts, from 7,400 Dementia Friends and 540 Dementia Friends Champions in 2020 to over 10,000 Friends and 753 Champions as of January 2022. Dementia Friends sessions now hosted virtually or in-person, and available in 9 languages, help educate people about dementia and illustrate ways to help those living with the disease.
- Age & Dementia Friendly Cape Ann, an initiative of SeniorCare, Inc., hosted [The Day After Yesterday: Portraits of Dementia](#), a photographic exhibit by Joe Wallace that destigmatizes dementia, using empathy as a means for connection and understanding.
- EOEA was awarded a demonstration grant from the United States Department of Labor for the [Senior Community Service Employment Program \(SCSEP\)](#) to train older workers in remote employment. Training began for the [Remote Employment Skills Training Program](#) in September 2021 for 60 older adults in 3 cohorts who will participate in a 20-week program, including computer skills and a career pathway training.
- Massachusetts Councils on Aging (MCOA), MassMobility, and the Alzheimer's Association (MA/NH) Chapter hosted a special session of the Dementia-Friendly Transportation Training program to drivers of all types to recognize and work with people living with dementia. This session was targeted to volunteer drivers who provide transportation to older adults, COAs that run van services using paid drivers or volunteers, and transit drivers who drive buses and paratransit.
- Intergenerational programs, such as those offered by LBFE in Boston, helped build meaningful connections across ages to benefit both older adults and younger generations in the Boston area.





# GOAL 4

# Policy and Practice

Encourage the adoption of age-friendly policies and practices in all sectors.

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## GOAL AT A GLANCE

### Partners across the state and within communities adopted age- and dementia- friendly principles and values and applied them to their work:

- First launched in 2020, the partnership between Aging Service Access Points (ASAPs) and the Registry of Motor Vehicles (RMV)—*RMV Senior Days*—continued in 2021. Staff from local ASAPs were available for older adults renewing their license during designated weekly hours to obtain useful information on supports and services.
- Federal American Rescue Plan Act (ARPA) funding is being used in accordance with age- and dementia-friendly values in a variety of ways. For example, \$965 million is being used to enhance, strengthen, and expand home- and community-based services. \$300 million is being used for production of housing for veterans and older people, including supportive services.
- Regional planning agencies, including the Central Massachusetts Regional Planning Commission (CMRPC), Metropolitan Area Planning Council (MAPC), Franklin Regional Council of Governments (FRCOG), and Pioneer Valley Planning Commission (PVPC), have incorporated age- and dementia-friendly practices into their immediate work and long-range plans.

### Technology became a heightened focus with efforts to increase access to broadband, devices, and training for older adults and caregivers:

- Community coalitions focused on digital equity formed in the Pioneer Valley and Martha's

Vineyard. These regional efforts are pursuing policy and practice change that make technology accessible to older adults, especially people of color and those with low incomes.

- In a *presentation to the Massachusetts Broadband Equity Commission*, the Massachusetts Healthy Aging Collaborative (MHAC) shared a statewide perspective on older adults and digital equity, advocating for technology to be considered a social determinant of health for all individuals, including older adults.
- Both Pittsfield and Ludlow received a *Community Compact IT best practices* grant to strengthen digital equity for older adults in their geographic regions.
- The aging services network, local villages, and community-based organizations helped older adults access and learn to use devices and internet, and in many cases, saw growing demand for such support.

### Partners across the Commonwealth placed greater emphasis on creating and strengthening age- and dementia-friendly physical spaces:

- The Massachusetts Department of Transportation (MassDOT) continued to provide *Shared Streets and Spaces Grant Program* funding to municipalities, including \$1.16 million for age- and dementia-friendly related efforts.
- WalkBoston continued to promote age-friendly walking by conducting virtual and in-person walk audits. For example, WalkBoston joined Way Finders

and 15 local community members to complete an in-person walk audit in Springfield, with emphasis on accessibility and Americans with Disabilities Act (ADA) compliance.

- As part of the Massachusetts Advisory Council on Alzheimer's Disease and All Other Dementias, the Physical Infrastructure Workgroup, comprised of state agencies, organizations serving older adults, and architectural firms explored options for incorporating age- and dementia-friendly principles into state procurement processes. The Workgroup also published *Dementia Friendly Design Considerations for Shared Streets and Spaces* on the MassDOT website.

### **Communities and organizations found new ways to address loneliness and isolation for older adults, people living with dementia, and caregivers:**

- Councils on Aging (COAs) and villages continued to provide essential services and opportunities for connection by conducting their operations in-person, virtually, or through a hybrid approach. Examples include delivering care packages, hosting programming remotely, sponsoring walking groups, and working with local schools to support intergenerational connection.
- Three new Elder Mental Health Outreach Teams (EMHOTS) were created at the Lowell Council on Aging, Mystic Valley Elder Services, and Tri-Valley Elder Services, with a mission to increase behavioral health supports for diverse communities. There are now 10 EMHOT programs operating in approximately one third of the cities and towns of the Commonwealth.
- Communities found creative ways to reduce loneliness and isolation. For example, Bridgewater celebrated *National Good Neighbor Day* by dedicating a public bench to become a chat bench to promote social connectedness in community. The New Bedford Museum used its art mobile to bring curated art kits and classes to older adults.

### **Opportunities to enhance civic engagement and volunteerism for older adults were pervasive:**

- The *Waltham Senior Civic Academy*, a program of Waltham Connections for Healthy Aging, hosted a 20-hour workshop to familiarize participants with the structure, functions, and activities of city, state, and federal governments.



- Way Finders, with support from Point32Health Foundation, is continuing to work with community advocates to advance age-friendly policies in Springfield. The multi-year project provides Community Advocate training for older adults in Springfield's historically underserved neighborhoods.
- Discovery Centers, funded by the Massachusetts Councils on Aging (MCOA), continued to help people ages 55 and older gain a stronger sense of purpose by engaging with community. For example, local peer Transition Navigators help older adults navigate from part- or full-time employment to meaningful volunteer opportunities.
- Encore Boston Network provided intergenerational and older adult peer-to-peer opportunities to heighten awareness and address issues such as racial injustice, the evacuation of Afghanistan, and climate change.

## DETAILED PROGRESS

## STRATEGY

**Establish and update state policies to be inclusive of older adults and caregivers**

## STATUS &amp; ACCOMPLISHMENTS

- First launched in 2020, the partnership between Aging Service Access Points (ASAPs) and the Registry of Motor Vehicles (RMV)—[RMV Senior Days](#)—continued in 2021. Staff from local ASAPs were available for older adults renewing their license during designated weekly hours to obtain useful information on supports and services.
- Following the zoning change regulations that were passed as part of the state's housing choice legislation in January 2021, Salem and Arlington passed affordable accessory dwelling unit (ADU) ordinances in 2021. Under the ordinances, local homeowners are able to divide housing units into small ADU units that can be sublet at a reduced rate.
- The Commonwealth implemented policies to increase vaccine access for older adults. This included providing onsite clinics in affordable senior housing, launching the COVID-19 Vaccine Scheduling Resource Line (2-1-1), facilitating an in-home vaccination program, and supporting communities in providing mobility and transportation assistance.
- To ease access to COVID-19 vaccinations at Mass Vaccination Sites, the Commonwealth implemented a policy in February 2021 to allow caregivers accompanying individuals over 75 to also receive the vaccine.





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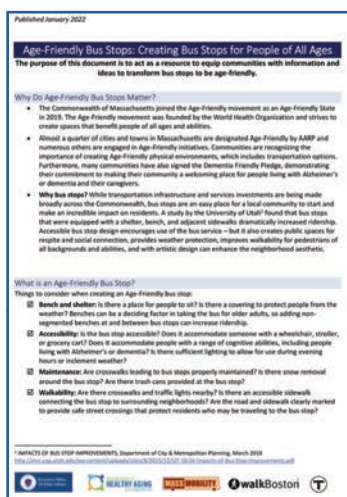
**Establish age-friendly standards and designations in various sectors**

- As of January 2022, eight Massachusetts hospitals were recognized as [\*Age-Friendly Health Systems\*](#) by the Institute for Healthcare Improvement (IHI), in addition to 37 ambulatory care settings and five nursing homes.
  - There has been growing interest and designations for various employer programs, including the AARP Employer Pledge Program and the Age Friendly Foundation's Certified Age Friendly Employer (CAFE) program. A total of 78 employers committed to the AARP Employer Pledge Program as of 2021.
  - MassDOT awarded bonus points for communities that included older adult planning activities in their [\*Shared Streets and Spaces Grant Program\*](#) funding application. \$1.16 million was awarded to advance age- and dementia-friendly efforts.
  - The Salem for All Ages Taskforce instituted an [\*Age-Friendly Business Certification\*](#) for local Salem businesses. In order to earn this certification, Salem businesses need to meet criteria established by the Taskforce as well as participate in the new "How to Communicate with Older Adults" training.
  - In 2021, the Massachusetts Gerontology Association (MGA) announced its endorsement of the Age-Friendly University (AFU) initiative and the 10 AFU principles that reflect a pioneering international effort intended to highlight the role higher education can play in responding to the needs and interests of an aging population.
  - AFU partners, University of Massachusetts Boston (UMB) and Lasell University, completed work on a national study, *Taking the Pulse of Age-Friendliness in Higher Education in the U.S. Today* and are beginning work on a second study. As part of its AFU efforts, the MGA also held a series of virtual events in collaboration with MCOA to promote student internships as pathways to careers in aging.
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## Change how we plan for and maintain the built environment to encourage people to age in community

- As part of the Massachusetts Advisory Council on Alzheimer's Disease and All Other Dementias, the Physical Infrastructure Workgroup, comprised of state agencies, organizations serving older adults, and architectural firms explored options for incorporating age- and dementia-friendly principles into state procurement processes. The Workgroup also published [Dementia Friendly Design Considerations for Shared Streets and Spaces](#) on the MassDOT website.
- WalkBoston continued to promote [age-friendly walking](#) in various cities, towns, and regions, including Springfield and the Hilltowns, by conducting virtual and in-person walk audits, convening groups of participants to discuss local walking environments and help develop recommendations for improving walking conditions throughout the Commonwealth.
- The Executive Office of Elder Affairs (EOEA), MHAC, WalkBoston, MassMobility, and the Massachusetts Bay Transportation Authority (MBTA) created the [Age-Friendly Bus Stops: Creating Bus Stops for People of All Ages](#) guide to equip communities with information and ideas to transform bus stops to be age-friendly.
- Partners across the Commonwealth placed greater emphasis on creating and strengthening age- and dementia-friendly physical spaces as reflected in strategic plans. For example, age-friendly is embedded in the [Franklin Regional Council of Governments](#) (FRCOG) [Regional Pedestrian Plan](#) and the state [Department of Conservation and Recreation Master Plan](#), while age- and dementia-friendly is embedded in the town of Sterling's [Master Plan](#) and has already led to sidewalk improvements.
- MCOA, the Alzheimer's Association MA/NH Chapter, and MassMobility partnered on a virtual driver training on assisting passengers who are living with dementia. Over 200 drivers participated.
- Responding to requests from COAs to learn about what types of transportation scheduling systems are available, MCOA and MassMobility partnered in December 2021 on a peer-sharing event. Seven COAs, each using a different scheduling system, each briefly highlighted what system they use and why it works for them.



**Address social determinants and upstream factors that are critical to successful aging**

- The City of Boston provided \$478,900 in funding for the [City of Boston Digital Equity Fund](#) grants for 19 Boston-based non-profit organizations working to increase digital equity in 2021, including \$150,000 from the Age Strong Commission.
- Community coalitions focused on digital equity formed in the Pioneer Valley and Martha's Vineyard. These regional efforts are pursuing policy and practice change that make technology accessible to older adults, especially people of color and those with low incomes.
- The Alliance for Digital Equity shared best practices for connecting older adults with technology in their report, [The Digital Divide and Challenges to Digital Equity in Hampden, Hampshire, and Franklin Counties, Massachusetts](#).
- Multiple regional planners incorporated age- and dementia-friendly practices into their immediate work and long-range plans. For example, CMRPC and MAPC are incorporating age- and dementia-friendly into their 2050 regional plans, and FRCOG incorporated age- and dementia-friendly principles into their [regional pedestrian plan](#). PVPC is supporting communities in a [regional approach](#).
- The MBTA conducted a procurement to establish an expanded version of The RIDE paratransit service eligibility determination center. The new Mobility Center will include information and referral to other transportation services and supports, including travel instruction and training on how to utilize other modalities.



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**Promote civic participation by older adults, individuals with disabilities and family caregivers**

- Waltham Connections for Healthy Aging continued the [Waltham Senior Civic Academy](#) remotely for another cohort of adult learners in 2021. 13 students graduated in March 2021.
  - The Massachusetts Association of Community Development Corporations (MACDC) and Mel King Institute for Community Building continued its training program for residents of affordable housing to help them learn about state regulations and tenant protections, how to build a strong tenant organization, and how to successfully resolve conflicts.
  - 2Life Communities co-hosted the [Candidate Forum: A Vision for Boston Seniors](#) forum in October 2021 where Boston mayoral candidates answered questions from older adults in advance of the upcoming mayoral election.
  - Way Finders, with support from Point32Health Foundation, is continuing to work with community advocates to advance age-friendly policies in Springfield. The multi-year project provides Community Advocate training for older adults in Springfield's historically underserved neighborhoods.
  - Discovery Centers, funded by the MCOA, continued to help people ages 55 and older gain a stronger sense of purpose by engaging with community. For example, local peer Transition Navigators help older adults navigate from part- or full-time employment to meaningful volunteer opportunities.
  - Encore Boston Network provided intergenerational and older adult peer-to-peer opportunities to heighten awareness and address issues such as racial injustice, the evacuation of Afghanistan, and climate change.
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**Address social isolation and loneliness through cross-sector collaboration and increased awareness at the community, regional, and state levels**



- The Massachusetts Association for the Blind and Visually Impaired (MABVI) engaged in awareness work around social isolation, the digital divide, and other systematic barriers that affect community participation for older adults who are blind or visually impaired.
- Partners instituted new programs to help bridge the digital divide for older adults in the community. For example, AgeSpan partnered with Fidelity House Human Services and Career Resources Corporation of Haverhill to offer the free [Digital Access Program](#), which enables people to tap a wide variety of online resources. LBFE also launched the [Digital Dividends Program](#) in Fall 2021, a program to bridge the digital divide and provide technology access and training for older adults living in senior housing by creating relationships with college students.
- The Massachusetts Task Force to End Loneliness and Build Community conducted a second year of its Reach Out Massachusetts (#ReachOutMA) campaign to mobilize individuals, communities, and organizations to address social isolation. The Task Force also released a second report titled [Promising Little Things to Strengthen Social Connections](#) that outlines how cities and towns might replicate promising ideas in their own communities.
- [AARP Massachusetts](#) participated in a panel discussion at the premiere of [All the Lonely People](#) in December 2021, a documentary on social isolation and loneliness.
- Three new EMHOTs were created at the Lowell Council on Aging, Mystic Valley Elder Services, and Tri-Valley Elder Services, with a mission to increase behavioral health supports for diverse communities. There are now 10 EMHOT programs operating in approximately one third of the cities and towns of the Commonwealth.
- Communities found creative ways to bring awareness to reducing loneliness and isolation and promoting connection. For example, Bridgewater celebrated National Good Neighbor Day by dedicating a public bench to become a chat bench to promote social connectedness in community. A new [Spanish Immersion Program](#) in Brookline connects isolated Spanish-speaking older adults with local students to improve their speaking and communication skills.
- COAs and villages continued to provide essential services and opportunities for connection by conducting their operations in-person, virtually, or through a hybrid approach, depending on the needs of their communities. Grafton Senior Center, for example, hosted Parking Lot Bingo with the local Recreation Department in which residents were able to stay socially distanced in their cars as the letters and numbers were called.



# GOAL 5

# Economic Security

Take specific actions to improve economic security of older adults and caregivers.

## GOAL AT A GLANCE

### **Food security continued to be a priority with partners and communities working together to safely provide nutritious meals and groceries to older adults:**

- During the pandemic, the Executive Office of Elder Affairs' (EOEA's) home-delivered meals increased by almost 30% to approximately 43,000 a day. Home-delivered meals continued to not only provide food security but also social connection with friendly volunteers and sometimes an option for connecting with other participants on the phone or videoconference.
- Many community organizations continued to collaborate and provide food security for older residents. Organizations serving older adults maintained relationships with restaurants, food vendors, pantries, and mobile markets to provide a reliable supply of meals and groceries.
- Beginning in June 2021, Massachusetts residents who participated in the Supplemental Nutritional Assistance Program (SNAP) were able to use EBT SNAP benefits to buy fresh food and pantry staples online from participating stores for delivery or pick-up.

### **New investments and tools promoted housing security to help older people thrive in community, including co-location of health care and supportive services:**

- The Baker-Polito Administration announced a \$2.8 billion plan to support economic recovery for communities hardest hit by the pandemic.

Part of the plan includes a \$300 million investment in production of housing for veterans and older people, including supportive services.

- Health care and supportive services co-located in senior housing continued to expand. For example, EOEA funded 10 new supportive housing sites statewide, 2Life is redeveloping sites in Brighton and Lynn to include on-site Programs for All-Inclusive Care for the Elderly (PACE), and WestMass Eldercare plans to build an Adult Day Health Center inside new mixed-income apartments in Ludlow.
- Housing Navigator Massachusetts—a public-private partnership supported by state affordable housing funders, property owners, and housing advocates—launched an affordable housing search tool to make learning about available housing options much easier.

### **Trainings and supports were provided to older job seekers with an emphasis on remote and hybrid work readiness and awareness of Age-Friendly Employers:**

- As part of a US Department of Labor grant, EOEA launched a remote skill training and professional placement program in collaboration with MassHire, the University of Massachusetts Boston (UMB), and Operation ABLE of Greater Boston. The first cohort was recruited in 2021, and the goal is to train and place 60 people in remote or hybrid jobs in 2022.

- The Massachusetts Councils on Aging (MCOA) continued to operate its 50+ Job Seekers in Massachusetts Statewide Networking Groups online, which provides older job seekers with strategies and guidance to network and navigate through a successful job search. 2021 participants secured jobs in a variety of industries.
- In September 2021, Encore Boston Network hosted Get to Know Age-Friendly Employers, a forum featuring four employers who specifically recruit people over age 50. Encore Boston Network has also connected hundreds of older job seekers to employers certified by the Age-Friendly Institute and that have signed the AARP Employer Pledge.

**Direct care professionals were recognized as a critical workforce with increased training, and job placement opportunities available:**

- The Commonwealth invested approximately \$471M of federal American Rescue Plan Act (ARPA) Home- and Community-Based Services (HCBS) funding to provide payment enhancements for direct care professionals starting in July 2021 through December 2022. In addition to this funding, the state plans to launch a Call to Care workforce recruitment campaign to increase the number of direct care professionals available to help people age in community.
- In 2021, EOE's Personal and Home Care Aide State Training (PHCAST) was converted from an in-person-only format to online. At the end of the year, 1,253 students registered and 675 (54%) completed the course and are now credentialed to be professional homemakers. Furthermore, the AfterDark Vocational Program at Springfield's Roger L. Putnam Vocational Technical Academy adopted PHCAST as part of its curriculum.
- In February 2021, Governor Baker released a message thanking all essential human services workers as part of The Caring Force's campaign. The direct care workforce continues to serve as essential workers during the COVID-19 pandemic and is responsible for keeping countless older adults safe, healthy, and connected.



## DETAILED PROGRESS

## STRATEGY

**Support older adults in working longer by helping people plan for longer lives and understand the benefits of working beyond traditional retirement years**

## STATUS &amp; ACCOMPLISHMENTS

- As part of a US Department of Labor (DOL) grant, EOEA launched a remote skill training and professional placement program in collaboration with MassHire, UMB, and Operation ABLE of Greater Boston. The first cohort was recruited in 2021, and the goal is to train and place 60 individuals in remote or hybrid jobs in 2022.
- MCOA continued to operate its [50+ Job Seekers in Massachusetts Statewide Networking Groups](#), which provides older job seekers with strategies and guidance to network and navigate through a successful job search. [2021 participants](#) secured jobs in a variety of industries.
- In September 2021, Encore Boston Network hosted *Get to Know Age-Friendly Employers*, a forum featuring four employers who specifically recruit people over age 50. The event was moderated by the Institute for Healthcare Improvement's Alice Bonner and featured H&R Block, Human, Sodexo, and Wahve.
- Several news articles, including [Next Avenue's 5 Ways to Find an Age-Friendly Employer](#) and the [Boston Globe's Massachusetts Lays a Solid Foundation for Engaging Older Workers](#) brought increased attention to the values of older workers and age-friendly employers.
- [The Founders Over 55 Club](#), which includes the Encore Boston Network, AGENCY and the Carroll School of Management, continued to meet to support older entrepreneurs, and expanded to new geographies as a result of virtual programming and global outreach.

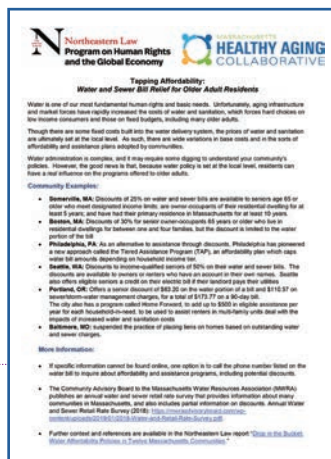




## Strengthen the pipeline of the direct care workforce and support them through professional development

- The Commonwealth invested approximately \$471M of federal [American Rescue Plan Act \(ARPA\) Home- and Community-Based Services \(HCBS\)](#) funding to provide payment enhancements for direct care professionals starting in July 2021 through December 2022. In addition to this funding, the state plans to launch a *Call to Care* workforce recruitment campaign to increase the number of direct care professionals available to help people age in community.
- In 2021, EOE's [Personal and Home Care Aide State Training \(PHCAST\)](#) was converted from an in-person only format to online. At the end of the year, over 1,300 students registered and 730 completed the course and are now credentialed to be professional homemakers. Furthermore, the [AfterDark Vocational Program at Springfield's Roger L. Putnam Vocational Technical Academy adopted the online PHCAST training as part of its curriculum](#). In 2022 PHCAST online will be available in Spanish and Haitian Creole.
- In February 2021, Governor Baker released a [message thanking all essential human services workers](#) as part of The Caring Force's campaign. The direct care workforce continues to serve as essential workers during the COVID-19 pandemic and is responsible for keeping countless older adults safe, healthy, and connected.

## Increase awareness of existing programs that assist people to stay in their homes



- The Massachusetts Healthy Aging Collaborative (MHAC) created a [resource page focused on advocacy](#) by older adults. Part of the page includes resources related to economic security, such as the [Tapping Affordability](#) fact sheet regarding water and sewer rate exemptions and information about [property tax deferral](#) and [property tax work-off programs](#).
- The Department of Housing and Community Development (DHCD) launched the [Emergency Rental Assistance Program](#) (ERAP) in April 2021, a new funding mechanism to disburse state and federal funding resources for tenants and landlords to avoid evictions and maintain household stability throughout the COVID-19 emergency.
- The Baker-Polito Administration filed a [comprehensive tax proposal](#) in January 2022 to provide relief related to housing and childcare costs. The proposal will provide \$700 million in tax relief to low-income families and residents. Part of the proposal includes doubling the maximum Senior Circuit Breaker Credit to lower the overall tax burden for more than 100,000 lower-income homeowners aged 65 and older.



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**Promote awareness of eligibility for discounts and other benefits**

- During the pandemic, EOE's home-delivered meals increased by almost 30% to approximately 43,000 a day. Home-delivered meals continued to not only provide food security but also social connection with friendly volunteers and sometimes an option for connecting with other participants on the phone or videoconference.
  - Beginning in June 2021, Massachusetts residents who participated in SNAP were able to [use EBT SNAP benefits to buy fresh food and pantry staples online](#) from participating stores for delivery or pick-up.
  - Many Aging Services Access Points (ASAPs) and Councils on Aging (COAs) collaborated with local restaurants, grocery stores, and farmers markets to address food insecurity. For example, [LifePath partnered with the Orange Farmers Market](#) to distribute coupon booklets for fresh food, and 51 COAs in Western Massachusetts utilized "[The Brown Bag: Food for Elders Truck](#)" program supported by Barnhardt Manufacturing Co. and the Food Bank of Western Massachusetts.
  - The Open Door Mobile Market increased its capacity to distribute healthy food across the Cape Ann and North Shore region. The new [Mobile Market Farmers Truck debuted at Cape Ann Veterans Services](#) in November 2021 and includes sites in underserved neighborhoods, senior centers, schools, and colleges.
  - AARP, AmeriCorps, aging services organizations, and other groups mobilized volunteers to provide free tax preparation services at local senior centers and other convenient locations.
  - The Massachusetts Consumer Affairs Department of Telecommunications and Cable presented at multiple forums, including MHAC meetings and COA convenings, to share information about federal broadband programs.
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**Continue to increase affordable housing options for older adults, including service enriched housing, assisted living, in-home services, villages, etc.**

- The Baker-Polito Administration announced a \$2.8 billion plan to [\*support economic recovery for communities hardest hit by the pandemic\*](#). Part of the plan includes a \$300 million investment in production of senior and veteran housing, including supportive services.
  - Health care and supportive services co-located in senior housing continued to expand. For example, EOEA funded 10 new supportive housing sites statewide, 2Life is [\*redeveloping sites in Brighton and Lynn\*](#) to include on-site PACE, and WestMass Eldercare plans to build an Adult Day Health Center inside [\*new mixed-income apartments in Ludlow\*](#).
  - Housing Navigator Massachusetts—a public private partnership supported by state affordable housing funders, property owners, and housing advocates—launched an [\*affordable housing search tool\*](#) to make learning about available housing options much easier.
  - In May 2021, Salem’s City Council adopted an [\*accessory dwelling unit \(ADU\) ordinance\*](#) as a way to expand affordable, age-friendly, and low-impact housing.
  - In December 2021, 2Life officially announced the development of [\*Opus Newton\*](#), a unique middle income housing options for adults aged 62 and older after receiving unanimous approval from the Newton City Council. The Opus model encourages community engagement, volunteering, and access to onsite health care services.
  - Hebrew SeniorLife’s [\*Right Care, Right Place, Right Time \(R3\) program\*](#), which embeds a nurse and social worker in senior housing sites, continued to demonstrate positive clinical and financial outcomes. Outcomes have encouraged new partnerships with a focus on sustainability.
  - The Villages movement continued to grow in 2021 with 29 Villages registered in Massachusetts with the national Village to Village Network and 4 in development. Villages community-based, nonprofit, grassroots organizations formed through a cadre of caring neighbors who want to change the paradigm of aging. Villages build a sense of community and offer resources, services, programs and activities to foster healthy aging in community.
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### Increase education and awareness of identity theft and related financial scams



- Leaders from the Treasurer's Office of Economic Empowerment, the Massachusetts Councils on Aging, and the Office of Consumer Affairs and Business Regulation hosted a discussion on financial literacy, how to recognize and avoid scams, and available consumer resources.
- The [Caring for the Caregiver](#) webinar series, hosted by EOE, Mass Home Care, and the Massachusetts Technology Collaborative, launched in 2021 and featured a [webinar in July focused on fraud, scams, and financial abuse](#) featuring Middlesex District Attorney, Marian Ryan, and a panel of Adult Protective Services professionals from Elder Services of Worcester Area, EOE, SeniorCare, and Springwell.
- MHAC created a [Digital Equity Resources Webpage](#) on its website that features fraud and scam resources related to internet and technology use, including from the Attorney General's Office, Office of the State Treasurer, and Office of Consumer Affairs and Business Regulations.
- EOE's Adult Protective Services department completed a training for workers on financial exploitation, including recognizing scams.

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### Help caregivers plan for themselves and the future of their care recipients

- The [Caring for the Caregiver](#) webinar series, hosted by EOE, Mass Home Care, and the Massachusetts Technology Collaborative, launched in 2021 and featured a variety of topics to help caregivers find support and plan for themselves and their care recipient.
  - The Massachusetts Healthy Aging Collaborative hosted a [webinar featuring the Diverse Elders Coalition](#) to share insights into the experiences, needs, and preferred service delivery methods of diverse family caregivers. The introductory webinar was followed by six specialized trainings for service providers and family caregivers.
  - In 2021, the Executive Office of Health and Human Services (EOHHS), EOE, and Coalition for Serious Illness Care continued the Medical Order for Life-Sustaining Treatment (MOLST) to electronic Portable Order for Life-Sustaining Treatment (ePOLST) initiative to strengthen goals of care conversations, create a single source of truth e-registry, and update the MOLST to be consistent with national standards.
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**Improve access and affordability of health care coverage for older residents**

- Stakeholders and partners from various sectors, including health care, housing, transportation, and state and municipal government rapidly came together to increase access to the COVID-19 vaccine, resulting in [99% of people ages 65 and older receiving at least one dose by the fall of 2021.](#)
  - The [SHINE \(Serving the Health Insurance Needs of Everyone\) program](#) continues to provide free access to health insurance counseling offered by a statewide network of over 650 trained volunteers. This includes 88 bilingual counselors who speak 21 languages and dialects. SHINE is often offered at Councils on Aging (COAs). In 2021, 278 of 350 COAs provided SHINE services to older adults.
  - In 2021, three new EMHOTs were formed at the Lowell Council on Aging, Mystic Valley Elder Services, and Tri-Valley Elder Services, resulting in a total of 10 EMHOT programs operating in nearly a third of the Commonwealth's cities and towns.
  - EOHHS released the [Roadmap for Behavioral Health Reform](#), including a variety of policies and strategies targeting care financing, delivery, and workforce to improve access to and utilization of services.
  - As part of its [proposal](#) to the Center for Medicaid and Medicare Services (CMS) for use of ARPA HCBS funding in July 2021, EOHHS proposed modernization and expansion of [PACE](#).
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# GOAL 6

# Sustainability

Create a sustainable infrastructure to guide and support the work of Age-Friendly Massachusetts and partner initiatives.

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## GOAL AT A GLANCE

**Despite the continued uncertainty and adjustment to the COVID-19 pandemic, the Age-Friendly Massachusetts Action Plan remained relevant and grounded in community needs and voices, often informed and owned by local partner organizations:**

- Local age- and dementia-friendly efforts, including newer entrants such as Franklin County, Hopkinton, and Easton, as well as sustained initiatives such as Boston, Martha's Vineyard, and Salem, continued to inform statewide priorities and strategies.
- Regular forums, such as those hosted by AARP Massachusetts, Executive Office of Elder Affairs (EOEA), Massachusetts Councils on Aging (MCOA), and the Massachusetts Healthy Aging Collaborative (MHAC), maintained a pulse on community initiatives, challenges, and promising practices.
- Learnings from the Area Agencies on Aging (AAAs) community needs assessments were used to inform the work of the statewide age- and dementia-friendly movement as well as the [\*Massachusetts State Plan on Aging\*](#) published in October.

**Recognizing that accumulated experiences with racism and inequities deeply impact older people of color, the age- and dementia-friendly movement continued to strengthen its engagement with diverse communities to listen, learn, and address long-standing systemic racism:**

- Many local communities took steps to authentically engage and learn from the lived experience of

diverse older adults. For example, the Bridgewater Council on Aging (COA), Bridgewater State University, and Bridgewater Communities for Civil Rights hosted an aging and social justice event featuring older residents of color.

- MHAC established an [\*Equity in Aging Committee\*](#) co-chaired by AARP Massachusetts and the Public Health Institute of Western Mass.
- The [\*Healthy Aging for All Guide\*](#), published last year, was piloted in several communities by leaders of organizations that serve racially and ethnically diverse older adults. As a result, AgeWell Framingham embedded equity into their mission and vision, and other age-friendly efforts are taking steps to broaden community engagement.
- The Massachusetts Department of Public Health (DPH) awarded [\*\\$14.7M in Community Health and Healthy Aging Fund grants\*](#) to create long-lasting, community-driven policy, systems, and environmental changes that reduce health inequities. These [\*32 awards\*](#) impact 163 cities and towns across Massachusetts.

**The age- and dementia-friendly movement continued to deepen relationships with existing partners and welcome new collaborations:**

- Partners in the academic, business, housing, technology, and transportation and mobility sectors continued to apply an aging lens to their work, thereby creating a broader impact and sustaining the goals and values of this movement.
- The Commonwealth's libraries have continued to be critical partners. For example, the Goodnow

Library in Sudbury presented on the role of libraries in the implementation of age- and dementia-friendly initiatives and is supporting library networks with Dementia Friends.

- Regional planning agencies, including the Franklin Regional Council of Governments (FRCOG), Metropolitan Area Planning Council (MAPC), and Pioneer Valley Planning Commission (PVPC), have directly supported age- and dementia-friendly efforts and included this work as part of long-range strategic plans.
- Massachusetts continues to play a strong role in the longevity economy with partners such as the MIT AgeLab promoting the Longevity Hub that exists here.

**Backbone organizations and funders remained critical to statewide, regional, and local age- and dementia-friendly efforts. These organizations continued virtual engagement started as a result of the COVID-19 pandemic and have increased opportunities for collaboration and relationship-building:**

- MHAC continued to play an essential role as convener to local, regional, and statewide age- and dementia-friendly efforts. Regular Advisory Council meetings provided a forum to learn and collectively address barriers.
- Statewide partners in the aging network, such as MCOA and Mass Home Care, continued forums for learning and sharing among members. MCOA's various membership meetings and other forums have been key to keeping COAs staff, outreach workers, and volunteers informed and able to collaborate on issues.
- AARP's new [\*Age-Friendly Portal\*](#) launched to spur discussion across communities, share resources, and meet other age-friendly leaders to learn from and support each other.

**This past year has continued to demonstrate the importance of strengthening and sustaining the age- and dementia-friendly movement and the impact statewide, regionally, and locally. With changes to governmental leadership at multiple levels, we recognize that it is time to define the next chapter and continue to educate and engage others in this work:**

- With the end of this initial action plan, the state and its partners have begun to evaluate and plan



for the continuation of [\*ReiMAgine Aging, the Massachusetts Age-Friendly Action Plan\*](#). Dementia Friendly Massachusetts is undergoing a program evaluation by the Rutgers School of Social Work, funded by the national Alzheimer's Association.

- The state and its partners plan to use the next year as an opportunity to showcase age- and dementia-friendly work, progress made in the last three years, and the impact to older residents across the Commonwealth.
- Statewide organizations, such as MCOA, have embedded age- and dementia-friendly principles in the association's work. For example, MCOA is developing a manual for COA Board members to educate them on the movement and underscore their importance as participants and leaders.
- The statewide movement will continue to draw influence from local initiatives and practices from other states as AARP Massachusetts, Dementia Friendly Massachusetts, MHAC and other partners engage in national or statewide learning opportunities.

## DETAILED PROGRESS

## STRATEGY

**Gather stakeholders and funding streams to support Age-Friendly Massachusetts planning and implementation**

## STATUS &amp; ACCOMPLISHMENTS

- The Age-Friendly State Designation steering group—including members from AARP Massachusetts, Dementia Friendly Massachusetts (DFM), EOEA, Healthy Living Center of Excellence (HLCE), MCOA, MHAC, Point32Health Foundation, and University of Massachusetts Boston Gerontology Institute—continued to meet virtually to discuss progress and strategies for maintaining momentum.
- MHAC used its website, weekly newsletter, and quarterly Advisory Council meetings to track opportunities for collaboration and funding from various sectors that can support age- and dementia-friendly activity.
- AARP Massachusetts convened quarterly stakeholder meetings as a mechanism to share information and promote transparency among many different aging services providers, community-based organizations, and advocacy groups.
- State partners embedded an aging lens in funding opportunities. Examples include the [Massachusetts Department of Public Health Community Health and Healthy Aging Funds](#), the [Massachusetts Department of Transportation Shared Streets and Spaces Grant Program](#), and the [Commonwealth's Community Compact Best Practices Program](#).



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**Create an implementation plan and governance model to drive this work forward**

- Principles of diversity, equity, and inclusion were institutionalized in how statewide age- and dementia-friendly work is conducted. For example, MHAC established an [Equity in Aging Committee](#) co-chaired by AARP Massachusetts and the Public Health Institute of Western Massachusetts.
- Statewide and regional partners adjusted how age- and dementia-friendly work was supported to be more equitable and responsive to community preferences. For example, Point32Health Foundation maintained the changes to their grantmaking process to be more flexible and open.
- With support from organizations including AARP Massachusetts, DFM, and MHAC, communities took a regional approach to age- and dementia-friendly efforts to leverage economies of scale, learn from others, and build momentum.
- The Commonwealth and statewide partners sought opportunities to bring local age- and dementia-friendly success to new audiences. For example, AARP Massachusetts wrote a [feature on Salem for All Ages in The Salem News](#) and showcased the importance of Salem's age-friendly work on COVID-19 response and community resilience.
- Now three years into the [ReiMAgine Aging Age-Friendly State Action Plan](#), the Commonwealth and Age-Friendly State Designation steering group began to reflect on this work and ways to enhance sustainability.

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**Continuously engage with older adults and caregivers throughout the Commonwealth to understand our effectiveness in meeting their needs**

- Various advocacy organizations, coalitions, and trade groups, including the Alzheimer's Association Massachusetts/New Hampshire (MA/NH) Chapter, Home Care Aide Council, LeadingAge Massachusetts, Massachusetts Aging and Mental Health Coalition, MCOA, Mass Home Care, and Mass Senior Action Council, informed age- and dementia-friendly work at the state, regional, and local level.
  - EOEA continued to solicit input from stakeholder organizations and residents through an [online form on the Mass.gov age- and dementia-friendly webpage](#). Input received through the form was regularly monitored by EOEA staff and brought to the attention of the Age-Friendly State Designation steering group.
  - New forums such as the [Caring for the Caregiver](#) webinar series, hosted by EOEA, Mass Home Care, and the Massachusetts Technology Collaborative, as well as virtual town halls hosted by AARP Massachusetts, created channels for engagement with residents of the Commonwealth.
  - Learnings from AAA community needs assessments were used to inform the work of the statewide age- and dementia-friendly movement as well as the [Massachusetts State Plan on Aging](#) published in October.
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**Amplify cross-sector collaboration and partnership and harness the longevity economy**

- Cross-sector collaboration has become the norm in making advances in age- and dementia-friendly work. At the statewide level, this is demonstrated through relationships between advocates, aging services organizations, the business community, government, and private philanthropy, and various non-profit organizations.
  - MHAC, as a “backbone” organization central to the statewide movement and local initiatives, has developed relationships with partners new to age- and dementia-friendly to embed aging in all policies and practices. [\*MHAC’s Digital Equity Resources is one example.\*](#)
  - The MIT AgeLab supported an opinion series in the *Boston Globe*—[\*The Longevity Hub\*](#)—emphasizing Boston as an innovation ecosystem for the longevity economy. The series featured topics relevant to age- and dementia-friendly, including health care, the aging workforce, caregiving, transportation, and housing.
  - EOEa served as a champion in the [\*2021 MassChallenge HealthTech\*](#) (MCHT) program and worked with two startups, Caregather and Kinto—both focused on supporting family caregivers.
  - Regional planning agencies such as the FRCOG, MAPC, and PVPC have directly supported age- and dementia-friendly efforts and included this work as part of long-range strategic plans.
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**Evaluate Age-Friendly Massachusetts initiatives, share progress, and continuously gather feedback throughout the state**

- In partnership with Rutgers University, DFM underwent an evaluation of community initiatives and is currently applying the evaluation’s findings to guide its strategies and technical assistance.
  - In summer 2021, EOEa hosted the first COA Service Incentive Grant (SIG) Learning Collaborative, where COA directors and staff shared innovative programs and services provided using SIG funding with their peers. These events and meetings have prompted the sharing of best practices and lessons learned throughout the network.
  - Massachusetts has promoted its age- and dementia-friendly action plan and progress on the national stage by speaking at conferences such as the ADvancing States Home- and Community-Based Services Conference, and also contributing to national toolkits on the Master Plan for Aging process, including [\*Building a Master Plan for Aging: Key Elements from States Planning for an Aging Population.\*](#)
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# Appendix A: Partner Organizations

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This work would not be possible without the leadership, advocacy, resources, and contributions from partners across various sectors and domains. Please note that this list is always growing as the age- and dementia-friendly movement grows.

## **AARP Massachusetts**

AARP Massachusetts supports community service programs that have a positive impact on individuals and in communities around the Commonwealth. The organization advocates for older Massachusetts residents and their families on issues such as health care, prescription drug affordability, long-term care, and economic security.

## **Age-Friendly Institute**

The Age-Friendly Institute elevates age-friendly initiatives and provides a first of its kind platform for capturing feedback about them from older adults.

## **AGENCY**

AGENCY's mission is to enable millions of elders and their families to thrive, and to help professionals, communities, and institutions flourish in the worldwide longevity economy. They help foster innovation, grow companies, and scale ideas that build an age-friendly world. AGENCY is a powerful combination of premium co-working space, high touch programming, and concierge ecosystem connections at Cambridge Innovation Center (CIC) international innovation hubs.

## **Aging Services Access Points (ASAPs)**

ASAPs are private non-profit agencies with governing boards that serve and represent 5% of people age 60 and older. ASAPs were established under Chapter 19A of Massachusetts General Laws and there are 25 statewide.

## **Alliance for Digital Equity**

The Alliance for Digital Equity is a coalition of organizations, governmental bodies, and individuals in Hampden, Hampshire and Franklin counties of Massachusetts that care about the issue of digital equity. The region includes urban, suburban, and rural communities.

## **Alzheimer's Association: Massachusetts/ New Hampshire Chapter**

The Alzheimer's Association is a voluntary health organization in Alzheimer's care, support and research. Their mission is to eliminate Alzheimer's disease through the advancement of research, to provide and enhance care and support for all affected, and to reduce the risk of dementia through the promotion of brain health. The Alzheimer's Association operates through local chapters, including the Massachusetts/New Hampshire chapter.

## **The Alzheimer's Family Support Center of Cape Cod**

The Alzheimer's Family Support Center of Cape Cod helps families and individuals live their fullest lives. Created by caregivers for caregivers, the Alzheimer's Center provides an array of personalized services and pragmatic counseling to the 10,000 families, individuals, and caregivers on Cape Cod currently living with Alzheimer's and other dementia-related illnesses.

## **American Planning Association (APA) Massachusetts Chapter**

APA Massachusetts Chapter enhances and supports planning in Massachusetts through education, advocacy, outreach, communication, and provision of services & resources to members and the larger planning community, in a manner that maximizes diversity, equity, and inclusion.

### AmeriCorps

AmeriCorps is an independent federal agency dedicated to improving lives, strengthening communities, and fostering civic engagement through service and volunteering.

### ARCHANGELS

ARCHANGELS is a national movement and a platform that is reframing how caregivers are seen, honored, and supported using a combination of data and stories, through public and private partnerships. Their Caregiver Intensity Index (CII) provides each caregiver with a 'score' that not only validates their experience, but crosswalks them over to the resources.

### Babson College FutureLab

Started in spring 2019, the FutureLab is a collaboration between Babson College and the Toyota Mobility Foundation. Students in this program work with faculty to identify real-world mobility issues facing a local community and create a sustainable plan that would address that challenge. The partnership is aimed at accelerating the development of creative mobility solutions that could be deployed in communities in the United States and beyond.

### Blue Cross Blue Shield of Massachusetts

Blue Cross Blue Shield of Massachusetts is a state licensed nonprofit private health insurance company under the Blue Cross Blue Shield Association. It aims to provide high quality, accessible, and affordable health care for their patrons in the Commonwealth.

### Caregather

Caregather's mission is to make the life surrounding health bolder and brighter by better connecting patients to their closest care circle and their broader network. Their technology platform helps mobilize a community of support. Caregather was a part of the 2021 MassChallenge HealthTech start-up cohort.

### Center for Health Care Strategies

The Center for Health Care Strategies (CHCS) is a national non-profit organization dedicated to strengthening the U.S. health care system with a goal of ensuring better and more equitable outcomes, especially for those

served by publicly financed care like Medicaid and Medicare. In order to achieve its goals CHCS works with state and federal agencies, health plans, and providers to design and implement cost-effective and efficient strategies to improve health care quality.

### City of Boston Age Strong Commission

Formerly known as the Commission on Affairs of the Elderly, the City of Boston Age Strong Commission also serves as the local Council on Aging and Area Agency on Aging. The Commission uplifts and celebrates older adults and encourages us all to "age strong". In 2017, the City published its [Age-Friendly Boston Action Plan](#), which outlined priorities and strategies to transform Boston into an environment where older adults are celebrated and thrive. The Age-Friendly Boston project has since published two annual reports.

### Commission on the Status of Grandparents Raising Grandchildren

On July 8, 2008, the Child Advocate bill was signed into law which included the establishment of the Commission on the Status of Grandparents Raising Grandchildren. The purpose of this Commission is to be a resource to the Commonwealth on issues affecting grandparents raising grandchildren, and relatives, other than parents, raising kin.

### Corporation for National and Community Service Senior Corps

Volunteers age 55+ have been serving their communities through Senior Corps programs, led by the Corporation for National and Community Service, the federal agency for service, volunteering, and civic engagement. Each year, Senior Corps engages more than 200,000 older adults in volunteer service through its Foster Grandparent, Senior Companion, and RSVP programs, enriching the lives of the volunteers and benefiting their communities.

### Councils on Aging

Councils on Aging and Senior Centers are the 350 municipal agencies that provide local outreach, social and health services, advocacy, information and referral for older adults, their families, and caregivers.

### **Dementia Friendly Massachusetts (DFM)**

Dementia Friendly Massachusetts is a grassroots movement that aims to make communities safe, inclusive and respectful for people living with Alzheimer's disease or a related dementia.

### **Department of Housing and Community Development (DHCD)**

The Department of Housing and Community Development provides affordable housing options, financial assistance, and other support to Massachusetts communities. The DHCD oversees different types of assistance and funding for consumers, businesses, and non-profit partners.

### **Department of Transitional Assistance (DTA)**

The Department of Transitional Assistance (DTA) assists and empowers low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long term economic self-sufficiency. DTA serves one in nine residents of the Commonwealth with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.

### **Elder Mental Health Collaborative**

The Elder Mental Health Collaborative is a public-private partnership and subcommittee of the State Mental Health Planning Council. The Collaborative is focused on identifying the behavioral health needs of older adults, identifying service gaps, and exploring best practices to improve service delivery, fill gaps and replicate and fund similar programs in Massachusetts.

### **Encore Boston Network**

Encore Boston Network encompasses more than 50 non-profits, employers, program operators, matchmakers, government agencies, advocates, academics, journalists & others who work together to strengthen communities in Eastern Massachusetts by engaging the talents of adults 50+.

### **Equity in Aging Committee**

Continuing the legacy started in Greater Boston by the Multicultural Coalition on Aging, the Equity in Aging Committee of the Massachusetts Healthy Aging Collaborative reflects a statewide presence that aims to raise

awareness and build partnerships to advance inclusive age- and dementia-friendly communities.

### **Essex County Community Foundation (ECCF)**

Essex County Community Foundation inspires philanthropy that strengthens the communities of Essex County by managing charitable assets, strengthening, and supporting nonprofits, and engaging in strategic community leadership initiatives.

### **Executive Office of Elder Affairs (EOEA)**

The Executive Office of Elder Affairs is the state's unit on aging. Their mission is to promote the independence, empowerment, and well-being of older adults, individuals with disabilities, and their caregivers. Through the statewide aging services network, the Executive Office of Elder Affairs provides a variety of programs and services, including home care, caregiver support, nutrition, protective services, SHINE (health insurance) counseling, dementia and mental health services, and a variety of other programs.

### **The Fenway Institute**

The Fenway Institute is an interdisciplinary center for research, education, training and policy development with a pioneering history of community and academic collaborations. Its mission is to optimize health and well-being for sexual and gender minorities (SGM) and those affected by HIV.

### **Frameworks Institute**

The Frameworks Institute is a nonprofit think tank that advances the mission-driven sector's capacity to frame the public discourse about social and scientific issues. It designs, conducts, and publishes multi-method, multi-disciplinary framing research to prepare experts and advocates to expand their constituencies, to build public will, and to further public understanding. One of Frameworks' focus areas is on [aging](#) and framing the language used to talk about issues, opportunities, and demographic change related to aging.



### Governor's Council to Address Aging

On April 12, 2017, Governor Charles D. Baker signed Executive Order 576 establishing the Governor's Council to Address Aging in Massachusetts. The Council, comprised of 24 members from various sectors, released their [final recommendations](#) in December 2018. Since then, the Council continues to meet semi-annually to discuss progress.

### Health Resources in Action (HRiA)

Health Resources in Action is a non-profit consulting organization serving government, non-profits, philanthropy, and communities across the U.S. Their mission is to help people live healthier lives and create healthy communities through prevention, health promotion, policy, and research.

### Healthy Living Center of Excellence (HLCE)

The Healthy Living Center of Excellence represents a unique collaboration of community-based organizations, aging service providers, health care systems, governmental agencies, and healthcare payers. Led by a medical care provider (Hebrew SeniorLife), a community-based organization (AgeSpan), and an Advisory Committee representing diverse community stakeholders, HLCE represents an integrated delivery system which leverages the expertise and resources of the community to achieve better care, better health and lower costs.

### Hebrew SeniorLife

Hebrew SeniorLife is an integrated, eight-site system of health care, housing, research and teaching that serves thousands of seniors in the Greater Boston area and beyond. This unique and comprehensive system is aimed at expanding choices for adults as they age and improving their quality of life.

### Home Care Aide Council

The Home Care Aide Council implements best practice initiatives and evidence-based training curricula for home care agency and community-based organization members. The Council is committed to enhancing quality of care throughout the home care industry by focusing on the advancement of the home care aide workforce.

### Housing Navigator Massachusetts

Founded in 2019, Housing Navigator Massachusetts is a nonprofit dedicated to combating the housing challenges facing individuals throughout the Commonwealth by developing technology and data that promotes housing equity and brings transparency to the housing market.

### Jewish Family & Children's Service (JF&CS)

Jewish Family & Children's Service helps individuals and families build a strong foundation for resilience and well-being across the lifespan. Through an integrated portfolio of more than 40 programs, JF&CS focuses on meeting the needs of new parents and their children, older adults and family caregivers, children and adults with disabilities, and people experiencing poverty, hunger, or domestic abuse.

### Kinto

Kinto provides personal care coaching to family caregivers to support and guide them through one of life's most challenging journeys. The platform offers Care Coaching, Care Planning, and Group Learning and Support.

### LeadingAge Massachusetts

LeadingAge Massachusetts is the only organization representing the full continuum of mission-driven, not-for-profit providers of health care, housing, and services for older persons in Massachusetts. Members of LeadingAge Massachusetts provide housing and services to more than 25,000 older persons in the Commonwealth each year.

### 2Life Communities

Formerly known as Jewish Community Housing for the Elderly, 2Life Communities works with older adults from all backgrounds and enables aging in communities prioritizing engagement, connection, and purpose. By providing superior housing that is broadly affordable, continually evolving supportive services to meet the needs of diverse residents, and building connections and community, 2Life promotes aging in community as a first choice for older adults.

### **Little Brothers Friends of the Elderly (LBFE) Boston**

Since opening their Boston doors in 1979, LBFE Boston has been working to improve the lives of older adults who are without the benefit of family or adequate social contacts. Priority is given to elders living independently at, or below, the poverty line.

### **MassAccess**

MassAccess is the umbrella organization for community access TV in Massachusetts. It is a resource for stations, managers, employees, and viewers.

### **Mass Home Care**

Mass Home Care is the non-profit trade association that represents the Commonwealth's network of 28 Aging Services Access Points (ASAPs) and Area Agencies Aging (AAAs). The mission of Mass Home Care is to help individuals live at their highest level of functioning possible, in the least restrictive setting possible, for as long as possible.

### **Massachusetts Adult Immunization Coalition (MAIC)**

The Massachusetts Adult Immunization Coalition is a collaborative statewide partnership dedicated to increasing adult immunizations through education, networking, and sharing innovative and best practices.

### **Massachusetts Advisory Council on Alzheimer's Disease and All Other Dementias**

The Council is charged with advising the Executive Office of Health and Human Services and the Legislature on Alzheimer's disease policy. The Council is comprised of the Secretary of the Executive Office of Elder Affairs and a diverse panel of public health professionals, clinicians, health care providers, researchers, legislators, dementia advocates, and caregivers.

### **Massachusetts Association for the Blind and Visually Impaired (MABVI)**

The Massachusetts Association for the Blind and Visually Impaired (MABVI) is a social service organization that supports individuals living with vision loss. MABVI provides vision rehabilitation and support services to adults and seniors through programs that teach strategies for independence, provide advocacy and resources

for adjusting to vision loss, promote healthy living through innovative initiatives, expand assistive technology, and increase digital accessibility.

### **Massachusetts Association for Mental Health (MAMH)**

The Massachusetts Association for Mental Health (MAMH) is a public policy and legislative advocacy organization that advances mental health and well being by promoting prevention, early intervention, effective treatment, and recovery.

### **Massachusetts Association of Regional Planning Agencies (MARPA)**

The Massachusetts Association of Regional Planning Agencies (MARPA) represents the Commonwealth's 13 regional planning agencies that serve the local governments and citizens within their planning districts by dealing with issues and needs that cross city, town, county, and even state boundaries through planning, policymaking, communication coordination, advocacy, education, analysis, and technical assistance.

### **Massachusetts Attorney General's Office**

The Massachusetts Attorney General's Office is an advocate and resource for the people of Massachusetts in many ways, including protecting consumers, combating fraud and corruption, investigating and prosecuting crime, and protecting the environment, workers, and civil rights.

### **Massachusetts Board of Library Commissioners (MBLC)**

The Massachusetts Board of Library Commissioners (MBLC) is the agency of state government with the statutory authority and responsibility to organize, develop, coordinate, and improve library services throughout the Commonwealth. The nine commissioners set policy and conduct official business. The MBLC staff administer a wide array of statewide programs and services for libraries and residents.

### **Massachusetts Broadband Equity Commission**

Established through legislation, the Massachusetts Broadband Equity Commission is charged with studying equity and access to telecommunications services, including but not limited to broadband internet, for students and families in the Commonwealth and to make recommendations to address inequity and the digital divide.

### **Massachusetts Business Roundtable (MBR)**

The Massachusetts Business Roundtable (MBR) is a public policy organization comprised of Chief Executive Officers and Senior Executives from some of the state's largest employers. MBR's mission is to strengthen the state's economic vitality. MBR engages with public and private leaders to develop public policy solutions that enhance Massachusetts' long-term competitive position and make it a highly desirable place to do business within a global economy.

### **Massachusetts Caregiver Coalition**

A collaboration that includes employers from diverse industry sectors working with the state to assess and address the needs of family caregivers in Massachusetts. The Massachusetts Caregiver Coalition officially launched in November 2019 and encourages additional employers to join the Coalition to support the caregivers in their workforce.

### **Massachusetts Coalition for Serious Illness Care**

The Massachusetts Coalition for Serious Illness Care is a diverse set of organizations committed to ensuring that health care for everyone in the Commonwealth reflects their goals, values and preferences in all stages of life and care.

### **Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)**

The Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) is the principal agency in the Commonwealth on behalf of people of all ages who are deaf and hard of hearing.

### **Massachusetts Commission on Falls Prevention**

The Massachusetts Commission on Falls Prevention was established in 2006 to raise awareness about the serious problem of older adult falls and associated injuries and promote the availability of successful prevention strategies to help reduce falls rates in Massachusetts.

### **Massachusetts Consumer Affairs Department of Telecommunications and Cable**

Massachusetts Consumer Affairs Department manages telecommunications and complaints for the Department of Telecommunications and Cable. The department facilitates communication and resolutions between customers and providers.

### **Massachusetts Councils on Aging (MCOA)**

Massachusetts Councils on Aging is a nonprofit, membership association of the 350 municipal Councils on Aging and senior centers. COAs are the first stop on the continuum of care. They support the 1.5 million older adults, 60 and older in Massachusetts, in leading healthy, purposeful lives.

### **Massachusetts Department of Public Health (DPH)**

The Massachusetts Department of Public Health promotes the health and well-being of all residents by ensuring access to high-quality public health and health-care services, focusing on prevention and wellness, and health equity for all. DPH also oversees a wide range of healthcare-related professions and services.

### **Massachusetts Department of Revenue (DOR)**

The Massachusetts Department of Revenue (DOR) oversees all rulings and regulations, tax policy analysis, communications, and legislative affairs for the Commonwealth. Additionally, the DOR manages state taxes and child support, helps cities and towns manage their finances, and administers the Underground Storage Tank Program.

### **Massachusetts Department of Transportation (MassDOT)**

The Massachusetts Department of Transportation aims to provide the nation's safest and most reliable transportation system to strengthen our economy and quality of life. The department partners with cities and towns, public agencies, and private sector businesses to deliver transportation services that also support the economic, quality of life, and environmental goals of the Commonwealth. It also oversees the operation of the Massachusetts Registry of Motor Vehicles (RMV).

### **Massachusetts Gerontology Association (MGA)**

The Massachusetts Gerontology Association convenes researchers, educators, practitioners, and public policy makers in Massachusetts to create dialogue on critical issues related to aging and to facilitate the transfer of knowledge from academic research to day-to-day practice.

### **Massachusetts Healthy Aging Collaborative (MHAC)**

The Massachusetts Healthy Aging Collaborative is a network of leaders in community, health and wellness, government, advocacy, research, business, education, and philanthropy who have come together to advance healthy aging ("age-friendly", "dementia-friendly"). Their mission is to create strong and healthy communities that include people of all ages and abilities.

### **Massachusetts Municipal Association (MMA)**

The Massachusetts Municipal Association (MMA) is a nonprofit, nonpartisan association that provides advocacy, training, publications, research and other services to Massachusetts cities and towns. MMA brings municipal officials together to establish unified policies, to advocate these policies, and to ensure the effective delivery of services to residents.

### **Massachusetts Office of Consumer Affairs and Business Regulation**

The Office of Consumer Affairs and Business Regulation protects and empowers consumers through advocacy and education and ensures a fair playing field for the Massachusetts businesses its agencies regulate.

### **Massachusetts Public Health Association (MPHA)**

The Massachusetts Public Health Association (MPHA) is a nonprofit organization that promotes a healthy Massachusetts through advocacy, community organizing, and coalition building, with a focus on prevention and health equity. The organization promotes policies that impact the major drivers of health outcomes, such as access to healthy food, safe affordable housing, and transportation.

### **Massachusetts (Mass) Senior Action Council**

Massachusetts (Mass) Senior Action Council is a multiracial, grassroots organization led by seniors that empowers its members to collectively address key public policy and community issues that affect their health and well-being.

### **Massachusetts State Police**

The Massachusetts State Police is an agency of the Commonwealth of Massachusetts' Executive Office of Public Safety and Security, responsible for criminal law enforcement and traffic vehicle regulation across the state.

### **Massachusetts Task Force to End Loneliness and Build Community**

The mission of the Massachusetts Task Force to End Loneliness and Build Community is to ensure that every older adult in Massachusetts feels connected to the community and enjoys strong social well-being. The task force mobilizes aging service organizations, healthcare providers, schools, nonprofits, and other partners to implement best practices for healthy living and age inclusion.

### **Massachusetts Technology Collaborative (MassTech)**

MassTech is a public agency that supports business formation and growth in the state's technology sector, helping Massachusetts lead in the global digital economy. Their divisions include the Massachusetts Broadband Institute (MBI), MassCyberCenter, the Massachusetts eHealth Institute (MeHI), The Innovation Institute, and the Massachusetts Center of Advanced Manufacturing.



### **MassChallenge HealthTech (MCHT)**

MassChallenge HealthTech is a digital health innovation hub founded by the City of Boston, MeHI, MACP, and MassChallenge, with the goal of supporting digital health startups. The leaders of MassChallenge HealthTech believe that when entrepreneurs and the community come together to solve problems, they will accelerate innovation and transform healthcare. The Massachusetts eHealth Institute and agencies within the Executive Office of Health and Human Services have participated in the program as “champions” to startups over the last several years.

### **MassHire**

MassHire creates and sustains powerful connections between businesses and jobseekers through a statewide network of employment professionals.

### **MassHousing**

MassHousing is an independent, quasi-public agency created in 1966 and charged with providing financing for affordable housing in Massachusetts. The agency raises capital by selling bonds and lends the proceeds to low and moderate-income homebuyers and homeowners, and to developers who build or preserve affordable and/or mixed-income rental housing. Since its inception, MassHousing has provided more than \$22 billion for affordable housing.

### **MassINC**

MassINC is a non-profit evidence-based think tank that aims to encourage and support civic engagement through nonpartisan research and journalism.

### **MassMATCH**

MassMATCH is the Commonwealth of Massachusetts's initiative to Maximize Assistive Technology (AT) in consumers' hands. Its mission is to promote the use of assistive technology and AT services to enhance the independence of people with disabilities, enabling equal participation in all of life's activities.

### **MassMobility**

MassMobility is an initiative within the Executive Office of Health and Human Services that aims to increase mobility for older adults, people with disabilities, veterans, low-income commuters, and others who lack transportation access in Massachusetts. While MassMobility does not provide transportation directly, they offer information to help consumers find transportation services in their area.

### **Memory Sunday New England**

Memory Sunday New England is a faith-based collaboration made up of leaders at the local, city and state levels focused on raising awareness about memory loss, aging and Alzheimer's Disease in the African American community.

### **Metropolitan Area Planning Council (MAPC)**

The Metropolitan Area Planning Council is the regional planning agency serving the people who live and work in the 101 cities and towns of Metro Boston.

### **MIT AgeLab**

The MIT AgeLab is a multidisciplinary research program that works with business, government, and NGOs to improve the quality of life of older people and those who care for them. The AgeLab applies consumer-centered systems thinking to understand the challenges and opportunities of longevity and emerging generational lifestyles to catalyze innovation across business markets.

### **Operation ABLE**

Operation ABLE, Inc. provides job seekers with training, programs, and employment services. Operation ABLE empowers the community of job seekers, the underemployed, those in career transition, and military veterans who need job support services to re-enter the workforce.

### **Osher Lifelong Learning Institute (OLLI)**

Part of the UMass Boston's [\*Gerontology Institute\*](#), the Osher Lifelong Learning Institute (OLLI) at UMass Boston provides lifelong learning, trips, and social activities for those over age 50. The institute is affiliated with the national network of learning in retirement programs organized by the Bernard Osher Foundation.

### **Pioneer Valley Transit Authority**

The Pioneer Valley Transit Authority oversees and coordinates public transportation in the Pioneer Valley of Western Massachusetts.

### **Point32Health Foundation**

Point32Health Foundation builds on the rich tradition of service and giving demonstrated by Harvard Pilgrim Health Care Foundation and Tufts Health Plan Foundation. Point32Health Foundation is working with communities in Connecticut, Maine, Massachusetts, New Hampshire, and Rhode Island to support, advocate and advance healthier lives for everyone.

### **Public Health Institute (PHI) of Western Massachusetts**

The Public Health Institute of Western Massachusetts builds measurably healthier and more equitable communities through community engagement, collaborative partnerships, research and evaluation, and policy advocacy.

### **Regional Planning Agencies**

The twelve Massachusetts regional planning agencies are public organizations that encompass a multi-jurisdictional regional community. Many of the regional planning agencies are partners in this work, including but not limited to the Central Massachusetts Regional Planning Commission, Franklin Regional Council of Governments, Metropolitan Area Planning Council, and Pioneer Valley Planning Commission.

### **Registry of Motor Vehicles**

The Massachusetts Registry of Motor Vehicles (RMV) offers a wide variety of in-person and online services to help individuals manage their driving and vehicular management needs.

### **Rutgers School of Social Work**

Rutgers School of Social Work is dedicated to research, education, and training that advances social and economic justice and strengthens individual, family, and community well-being.

### **SCAN Foundation**

The SCAN Foundation is an independent public charity devoted to improving the quality of health and life for older adults. It aims to transform care for older adults with a focus on preservation of dignity and independence.

### **UMass Boston Gerontology Institute**

The Gerontology Institute carries out basic and applied social and economic research on aging and engages in public education on aging policy issues, with an emphasis in five areas including income security, long-term services and supports, healthy aging, age-friendly communities, and social and demographic research on aging. Key research areas include the [Healthy Aging Data Reports](#) and [Economic Security and the Elder Index](#).

### **UMass Chan Medical School**

UMass Chan Medical School is the commonwealth's first and only public academic health sciences center. The school's mission is to advance the health and wellness of diverse communities throughout Massachusetts and across the world by leading and innovating in education, research, health care delivery and public service.

### **Village to Village Network**

The Village to Village Network is membership-based organization that brings Villages together to create a "Village commons." Established in 2010, the Network evolved as a way for Villages to share best practices, provide expert guidance, resources and support to help communities establish and maintain their Villages. What started as a concept has led the way for a positive, forward-thinking model for aging.

### **WalkBoston**

WalkBoston makes walking safer and easier in Massachusetts to encourage better health, a cleaner environment and more vibrant communities. Their Statewide Action Plan is a three-year plan offering a framework on how to Make Massachusetts More Walkable. It builds on nearly 30 years of advocacy in more than 100 cities and towns.

# Appendix B:

# Glossary of Terms

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## **AARP Network of Age-Friendly States and Communities**

The AARP Network of Age-Friendly States and Communities was established in April 2012 as an independent affiliate of the World Health Organization Global Network for Age-Friendly Cities and Communities.

## **Accessory Dwelling Units (ADUs)**

An accessory dwelling unit includes having a second small dwelling right on the same grounds (or attached to) a single-family home. Examples include an “in-law suite”, apartment over a garage, a basement apartment, or a tiny house in the backyard.

## **AfterDark Vocational Program**

Offered by the Roger L. Putnam Vocational Technical Academy, their AfterDark program encourages students at the High School of Science and Technology to pursue academic classes by day and a vocational trade by night.

## **Age-Friendly Health System**

Age-Friendly Health Systems is an initiative of The John A. Hartford Foundation and the Institute for Healthcare Improvement (IHI), in partnership with the American Hospital Association and the Catholic Health Association of the United States. An Age-Friendly Health System commits to reliably providing a set of four evidence-based elements of high-quality care, known as the “4Ms,” to all older adults in their system: Medication, Mentation, Mobility, and What Matters.

## **Age-Friendly University (AFU)**

The Age-Friendly University (AFU) global network consists of institutions of higher education who have endorsed the 10 AFU principles and committed themselves to

becoming more age-friendly in their programs and policies. The 10 AFU principles include encouraging participation of older adults in all core activities of the university, promoting personal and career development in the second half of life, and promoting intergenerational learning and reciprocal sharing of expertise among learners of all ages, among others.

## **Aging and Disability Resource Center (ADRC)**

ADRCs provide services to the elderly and people with disabilities including physical disabilities, serious mental illness, and/or developmental/intellectual disabilities. The goal of the ADRCs is to help all people with long-term care needs regardless of their age or disability.

## **Caregiver**

Simply stated, a caregiver is someone who helps care for another person. In the aging field, this can mean caring for an older adult or individual living with a disability, or being a grandparent raising a grandchild. Caregivers can be paid staff (the direct care workforce) or unpaid family members (family caregivers). Caregivers are critical to helping older people thrive and maintain independence as they assist with Activities of Daily Living.

## **Community Compact**

The Community Compact is a voluntary, mutual agreement entered into between the Baker-Polito Administration and individual cities and towns of the Commonwealth. In a Community Compact, a community will agree to implement at least one best practice that they select from across a variety of areas. Once approved, the written agreement will be generated and signed by both the municipality and the Commonwealth.

### COVID-19 Vaccine Equity Initiative

Massachusetts' COVID-19 Vaccine Equity Initiative works with the populations and communities hardest hit by COVID-19 to increase awareness and acceptance of the vaccine, access to vaccination locations, and vaccine administration rates.

### Dementia Friends

Dementia Friends go through a one-hour information session to learn more about dementia, including what it is like to live with dementia. By being a Dementia Friend, individuals can turn their new understanding of dementia into practical actions that can help people living with dementia in their community.

### Emergency Rental Assistance Program (ERAP)

ERAP is a federal program that makes funding available to assist households that are unable to pay rent or utilities.

### Founders Over 55 Club

The Founders Over 55 Club is an inclusive member-led club that welcomes entrepreneurs of all ages, stages, and backgrounds. The club hosts events, fosters community, and facilitates connections to help entrepreneurs build their companies. Organizing members include the Encore Boston Network, AGENCY and the Carroll School of Management.

### Gateway Cities

Gateway Cities are midsize urban centers that anchor regional economies. For generations, these communities were home to industry that offered residents good jobs and a "gateway" to the American Dream. As industry changed, these cities are now repositioning and reinventing, capitalizing on existing infrastructure and connections to transportation networks, hospitals, universities and other major institutions.

### LGBT Aging Online Training

In September 2020, EOEA launched the LGBT Aging Online Training, an asynchronous interactive course for all providers of aging services in Massachusetts that strives to prevent and eliminate discrimination based on sexual orientation and gender identity and expression of older adults.

### The Longevity Economy

A term representing the growing older market as both producers and consumers worth approximately \$8 trillion in the United States and climbing.

### Massachusetts Family Caregiver Support Program

The Massachusetts Family Caregiver Support Program is statewide program focused on supporting the needs of caregivers in particular. The overall goal of the program is to enhance the ability of family caregivers to keep elders at home in a safe and supportive environment.

### MassOptions

A service provided through the Executive Office of Health & Human Services. MassOptions connects older people, individuals with disabilities and their caregivers with agencies and organizations that can best meet their needs through phone, email or with an online specialist.

### Medical Orders for Life-Sustaining Treatment (MOLST)

Medical Orders for Life-Sustaining Treatment (MOLST) is a standardized medical order form for use by clinicians caring for patients with serious advancing illnesses.

### Memory Cafés

A memory café is a welcoming place for people with forgetfulness or other changes in their thinking and for their family and friends. Memory cafés meet at a variety of places including coffeehouses, museums, or community organizations. Each memory café is different. Some cafés invite guest artists, some offer education about memory changes, and some are just for relaxing and conversation.

### Memory Sunday

Memory Sunday, the second Sunday in June, is a designated day within congregations serving African Americans that increases education and awareness of Alzheimer's and dementia. Topics discussed include prevention, treatment, research and caregiving. In Massachusetts, Memory Sunday New England hosts an annual event.



### **Opus Communities (from 2Life)**

A unique approach to senior living that incorporates options for middle-income residents by increasing proximity amenities and care and encouraging community volunteerism.

### **Pandemic EBT Benefits (P-EBT)**

P-EBT is a federal program that provides food supports to help families with children who were receiving free and reduced-price school meals pay for food.

### **The Personal and Home Care Aide State Training (PHCAST)**

The Personal and Home Care Aide State Training (PHCAST) is an online video course that prepares individuals to work as an agency-based homemaker.

### **Property Tax Deferral Program**

The property tax deferral program, known as Clause 41A, allows people 65 or older to defer their property taxes until their home is sold or conveyed. The Clause 41A program is a tax deferral, not a tax exemption.

### **Remote Employment Skills Training Program**

A program supported by a US Department of Labor demonstration grant received by the Massachusetts Executive Office of Elder Affairs that provides training to low-income older workers (55 years and older) to prepare them for remote or hybrid employment.

### **Right Care, Right Place, Right Time (R3) Program**

Started and operated by Hebrew SeniorLife (HSL), the R3 initiative embeds wellness teams comprising coordinators and nurses in affordable housing and builds on an “eyes-on” approach, where all staff are well-trained to share observations and contribute to care coordination efforts.

### **Senior Community Service Employment Program (SCSEP)**

The Senior Community Service Employment Program (SCSEP) helps low-income job seekers age 55 and older develop the skills and self-confidence to get jobs and become financially self-sufficient. Interested individuals can apply to the SCSEP program at their local MassHire Career Center.

### **Service Incentive Grant (SIG)**

The Service Incentive Grant is included in a portion of the Executive Office of Elder Affairs annual budget and is intended to assist municipal Councils on Aging (COAs) in developing services and programs. Throughout the last several years, SIG has funded a variety of different domains, including transportation, outreach, and family caregiver support.

### **SHINE (Serving the Health Insurance Needs of Everyone) Program**

The SHINE Program provides free health insurance information, counseling, and assistance to all Massachusetts residents with Medicare.

### **Travel Training/Instruction**

Travel training or instruction is the practice of teaching people to travel independently on public transportation. This service is often provided by public transportation authorities, aging services providers, community-based organizations, and mobility managers.

### **World Health Organization (WHO) Global Network for Age-friendly Cities and Communities**

Cities and communities around the world are working towards becoming more age-friendly. The WHO Global Network consists of more than 830 cities and communities in 41 countries, working to improve their physical and social environments to become better places in which to grow old.

# Appendix C: Acronyms

<b>ADRC</b>	Aging and Disability Resource Center	<b>MAMH</b>	Massachusetts Association for Mental Health
<b>ALR</b>	Assisted Living Residence	<b>MAPC</b>	Metropolitan Area Planning Council
<b>ARPA</b>	American Rescue Plan Act	<b>MARPA</b>	Massachusetts Association of Regional Planning Agencies
<b>ASAP/AAA</b>	Aging Services Access Point/Area Agency on Aging	<b>MassDOT</b>	Massachusetts Department of Transportation
<b>ADUs</b>	Accessory Dwelling Units	<b>MBLC</b>	Massachusetts Libraries Board of Library Commissioners
<b>CDC</b>	Centers for Disease Control and Prevention	<b>MBR</b>	Massachusetts Business Roundtable
<b>CIC</b>	Cambridge Innovation Center	<b>MCB</b>	Massachusetts Commission for the Blind
<b>COA</b>	Council on Aging	<b>MCOA</b>	Massachusetts Councils on Aging
<b>DDS</b>	Department of Developmental Services	<b>MCHT</b>	MassChallenge HealthTech Program
<b>DFM</b>	Dementia Friendly Massachusetts	<b>MeHI</b>	Massachusetts eHealth Institute
<b>DHCD</b>	Department of Housing & Community Development	<b>MHAC</b>	Massachusetts Healthy Aging Collaborative
<b>DPH</b>	Department of Public Health	<b>MIT</b>	Massachusetts Institute of Technology
<b>DTA</b>	Department of Transitional Assistance	<b>MMA</b>	Massachusetts Municipal Association
<b>EOEA</b>	Executive Office of Elder Affairs	<b>MOLST</b>	Medical Orders for Life-Sustaining Treatment
<b>EMHOT</b>	Elder Mental Health Outreach Team	<b>MSP</b>	Medicare Savings Program
<b>EMOT</b>	Elder Mobile Outreach Team	<b>OLLI</b>	Osher Lifelong Learning Institute
<b>ePOLST</b>	Electronic Portable Order for Life-Sustaining Treatment	<b>P-EBT</b>	Pandemic Electronic Benefits Transfer Benefits
<b>ERMA</b>	Emergency Rental and Mortgage Assistance	<b>PHCAST</b>	The Personal and Home Care Aide State Training
<b>FRCOG</b>	Franklin Regional Council of Governments	<b>PHI</b>	Public Health Institute
<b>HCBS</b>	Home and Community-Based Services	<b>PVPC</b>	Pioneer Valley Planning Commission
<b>HLCE</b>	Healthy Living Center of Excellence	<b>RMV</b>	Massachusetts Registry of Motor Vehicles
<b>JF&amp;CS</b>	Jewish Family and Children's Service	<b>SCSEP</b>	Senior Community Service Employment Program
<b>LBFE</b>	Little Brothers Friends of the Elderly	<b>SIG</b>	Service Incentive Grant
<b>MABVI</b>	Massachusetts Associations for the Blind and Visually Impaired	<b>SNAP</b>	Supplemental Nutrition Assistance Program
<b>MAGIC</b>	Minuteman Advisory Group on Interlocal Coordination	<b>UMass</b>	University of Massachusetts

# Appendix D:

# Resources & Reports

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## 1. Access, Equity, and Cultural Inclusion

### TOOLKITS, GUIDES & DOCUMENTS

- [\*LGBT Resource Guide\*](#), Elder Services of Worcester Area (ESWA) LGBT Elder Network
- [\*Healthy Aging with a Criminal Record in Hampden County, MA\*](#), Public Health Institute of Western Massachusetts, LiveWell Springfield
- [\*Memory Cafe Public Service Announcement\*](#), Jewish Family & Children's Service (JF&CS)
- [\*Healthy Aging for All: A Guide for Promoting Inclusion in Age- and Dementia-Friendly Communities\*](#), Massachusetts Healthy Aging Collaborative (MHAC)
- [\*Massachusetts State Plan on Alzheimer's Disease and Related Dementias\*](#), Massachusetts Advisory Council on Alzheimer's Disease and All Other Dementias
- [\*Annual Report of the Alzheimer's Advisory Council\*](#), Massachusetts Advisory Council on Alzheimer's Disease and All Other Dementias

### PROGRAMMING

- [\*The Day After Yesterday: Portraits of Dementia\*](#), Joe Wallace
- [\*Equity in Aging Twitter Chat\*](#), Massachusetts Healthy Aging Collaborative (MHAC)
- [\*Introduction to Equity in Aging Webinar\*](#), Massachusetts Healthy Aging Collaborative

### RESEARCH

- [\*Aging Strong for All: Examining Aging Equity in the City of Boston\*](#), UMass Boston Gerontology Institute

### FUNDING

- [\*Massachusetts Community Health and Healthy Aging Funds\*](#), Massachusetts Department of Public Health (DPH) and Executive Office of Elder Affairs (EOEA)

## 2. Outdoor Spaces and Buildings

### TOOLS, GUIDES & DOCUMENTS

- [\*Dementia Friendly Design Considerations for Shared Streets and Spaces\*](#), Massachusetts Healthy Aging Collaborative (MHAC), Dementia Friendly Massachusetts, Massachusetts Councils on Aging (MCOA)

### FUNDING

- [\*Shared Streets and Spaces Grant Program\*](#), Massachusetts Department of Transportation

## 3. Housing

### TOOLS, GUIDES & DOCUMENTS

- [\*Housing Navigator Massachusetts\*](#), Massachusetts Department of Housing and Community Development (DHCD), Massachusetts Housing Partnership (MHP), MassHousing, MassDevelopment

## 4. Social Inclusion and Participation

### TOOLKITS, GUIDES & DOCUMENTS

- [\*I'm Old, and I Know Things\*](#), Boston Globe
- [\*Promising Little Things to Strengthen Social Connections\*](#), UMass Boston Gerontology Institute, Massachusetts Task Force to End Loneliness and Build Community
- [\*Reach Out Massachusetts Campaign\*](#), Massachusetts Task Force to End Loneliness and Build Community

### PROGRAMMING

- [\*Our Seniors Speak: Resilience in Hard Times\*](#), The Center for Active Living

## 5. Mobility & Transportation

### TOOLS, GUIDES & DOCUMENTS

- [\*Age-Friendly Bus Stops: Creating Bus Stops for People of All Ages\*](#), Massachusetts Executive Office of Elder Affairs (EOEA), Massachusetts Healthy Aging Collaborative (MHAC), MassMobility, WalkBoston, Massachusetts Bay Transportation Authority (MBTA)

### PROGRAMMING

- [\*RMV Senior Days\*](#), Massachusetts Registry of Motor Vehicles

### FUNDING

- [\*Community Transit Grant Program\*](#), Massachusetts Department of Transportation

## 6. Civic Participation and Employment

### TOOLS, GUIDES & DOCUMENTS

- [\*Local Government Advocacy Resources for Age and Dementia Friendly Communities\*](#), Massachusetts Healthy Aging Collaborative (MHAC)
- [\*Tapping Affordability: Water and Sewer Bill Relief for Older Adult Residents\*](#), Massachusetts Healthy Aging Collaborative (MHAC), Northeastern Law Program on Human Rights and the Global Economy

### PROGRAMMING

- [\*AARP Employer Pledge\*](#), AARP
- [\*Certified Age Friendly Employer Program\*](#), Age-Friendly Institute
- [\*Remote Employment Skills Training Program\*](#), Massachusetts Executive Office of Elder Affairs, MassHire Department of Career Services, Operation ABLE, and UMass Boston Gerontology Institute

## 7. Communication and Technology

### TOOLS, GUIDES & DOCUMENTS

- [\*Community Resource Guide: Technology Access and Programming for Older Adults\*](#), Massachusetts Task Force to End Loneliness and Build Community
- [\*Massachusetts Aging Network Guide for Hybrid Programs and Services\*](#), Massachusetts Executive Office of Elder Affairs (EOEA), Massachusetts Councils on Aging (MCOA), Massachusetts Healthy Aging Collaborative (MHAC)
- [\*The Digital Divide and Challenges to Digital Equity in Hampden, Hampshire, and Franklin Counties, Massachusetts\*](#), Alliance for Digital Equity



- [Virtual/Hybrid Supplement to the JF&CS Memory Cafe Toolkit](#), Jewish Family & Children's Service (JF&CS)
- [Hybrid Engagement Hub](#), Metropolitan Area Planning Council (MAPC)

#### PROGRAMMING

- [Massachusetts Healthy Aging Collaborative Presentation to the Broadband Equity Commission](#), Massachusetts Healthy Aging Collaborative (MHAC)

## 8. Services (Business, Health, and Community)

#### TOOLKITS, GUIDES & DOCUMENTS

- [Roadmap for Behavioral Health Reform](#), Massachusetts Executive Office of Health and Human Services
- [The Longevity Hub Series](#), Boston Globe

#### TRAININGS

- [Personal and Home Care Aide State Training \(PHCAST\)](#), Massachusetts Executive Office of Elder Affairs

## 9. Public Safety

#### TOOLKITS, GUIDES & DOCUMENTS

- [COVID-19 Vaccination Flyer](#), Massachusetts Healthy Aging Collaborative (MHAC), Massachusetts Adult Immunization Coalition (MAIC), CIC Health
- [Multilingual Resources on COVID-19](#), Massachusetts Executive Office of Health and Human Services

#### PROGRAMMING

- [COVID-19 Vaccine Equity Initiative](#), Massachusetts Executive Office of Health and Human Services

## 10. Caregiving Support

#### TOOLKITS, GUIDES & DOCUMENTS

- [Information for People Living with Dementia and Their Caregivers](#), Massachusetts Executive Office of Elder Affairs

#### PROGRAMMING

- [Equity in Aging Webinar Series: Caring for Those Who Care](#), Massachusetts Healthy Aging Collaborative (MHAC) Equity in Aging Committee, Diverse Elders Coalition (DEC)
- [Caring for the Caregiver Webinar Series](#), Massachusetts Executive Office of Elder Affairs (EOEA), Mass Home Care, Massachusetts Technology Collaborative
- [Any Care Counts Campaign](#), ARCHANGELS, Blue Cross Blue Shield of Massachusetts, Massachusetts Caregiving Initiative

## 11. Cross-Cutting

#### FUNDING

- [Community Compact Best Practices Program](#), Governor's Office
- [Momentum Fund](#), Point32Health Foundation
- [AARP Community Challenge Grants](#), AARP

# Appendix E:

# Photo Credits

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**Page 1** | Clockwise from left: FriendshipWorks, Newton Council on Aging, Little Brothers Friends of the Elderly (LBFE) Boston

**Page 2** | Massachusetts Executive Office of Elder Affairs and Pembroke Council on Aging

**Page 6** | Cambridge Senior Center

**Page 9** | FriendshipWorks

**Page 11** | Newton Council on Aging

**Page 12** | Lawrence Senior Center

**Page 15** | Newton Council on Aging

**Page 16** | Coastline Senior Scope

**Page 19** | Coastline Senior Scope, Grandparents Raising Grandchildren (left), FriendshipWorks (right)

**Page 20** | Hebrew SeniorLife, Maureen Holland Photography

**Page 21** | Hebrew SeniorLife, Maureen Holland Photography

**Page 25** | JF&CS, Dementia Friends Information Session at Inquilinos Boricuas en Action

**Page 27** | Plymouth Center for Active Living

**Page 29** | JF&CS, Dementia Friends Information Session

**Page 31** | Healthy Aging Martha's Vineyard (top), Marlborough Council on Aging (bottom)

**Page 32** | Massachusetts Association for the Blind and Visually Impaired (both left and right)

**Page 35** | Ashland Council on Aging (left), Southwick Council on Aging (right)

**Page 36** | Milford Council on Aging

**Page 37** | Massachusetts Association for the Blind and Visually Impaired (top), Bridgewater Council on Aging (bottom)

**Page 39** | Mystic Valley Elder Services (top and bottom), Massachusetts Association for the Blind and Visually Impaired (middle)

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**Page 42** | Mystic Valley Elder Services (left), Cambridge Neighbors (right)

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**Page 47** | Wakefield Council on Aging

**Page 48** | Little Brothers Friends of the Elderly (LBFE) Boston

## What does age- and dementia-friendly mean to you?

*"I think Sturbridge is an especially great place for seniors due to its extensive trail system where people can exercise and get outdoors."*

ROCCO, RESIDENT OF STURBRIDGE, AGE 69

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*"I love the diversity of Salem and that so many collaborate to make it a welcoming and accessible community."*

JEFF, RESIDENT OF SALEM, AGE 65

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*"Just the act of making others feel not so alone and helpless at this time — is an example of how Cambridge Neighbors has been able to come to the aid of so many in the community."*

MARCIA, RESIDENT OF SOMERVILLE, AGE 75

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## ReiMAging Aging

Planning Together  
to Create an Age-Friendly  
Future for Massachusetts

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YEAR THREE PROGRESS REPORT