Executive Summary

Governor Baker signed Executive Order 576 establishing the Governor’s Council to Address Aging in Massachusetts on April 12, 2017. According to the Order “the Council shall be responsible for advising the Governor on the development of governmental policies, community resources, best practices, and informal supports that will promote healthy aging in the Commonwealth. The Council will formulate a plan to achieve the goal of making Massachusetts the most age-friendly state for people of all ages.”

This initial blueprint draws on the work of the past nine months and outlines opportunities for the Council’s continued work to make the Commonwealth the most age-friendly state for all people. These opportunities include:

- **Improve economic security**
- **Ensure access and affordability of health and supportive services necessary to maintain maximum independence**
- **Promote age-friendly communities**
- **Facilitate connection and engagement**

The Council identified **promoting access, equity, cultural competency and inclusion**, as well as **leveraging innovation and technology** as important cross-cutting themes informing all recommendations.

Massachusetts continues to lead the country in aging services. The Commonwealth benefits from the involvement, experience and knowledge of older people in every aspect of our community and economy. The Council provides a platform to elevate the conversation, think beyond public programs, and to draw on expertise in technology, health care, business, and innovation sectors.

During its second year the Council will establish workgroups and develop specific plans for implementing recommendations.
Overview
Our Future View

Future State

All Massachusetts communities are considered age-friendly

Most view aging as an asset. Aging is embedded in all policies

Massachusetts is the Silicon Valley of innovation in aging and exports knowledge and services

Continuum of long-term care services is reimagined and integrated

People of all ages have access to health and social supports and disparities are reduced

People proactively plan for a 100-year life

Every resident has the resources to live a meaningful life in the community they choose

Programs in my town are not inclusive of my needs

I want to live in my community and have services available here

Aging is viewed as a burden

I live alone and feel isolated

I am unable to find the information and available services

I do not have the resources needed to live to be 100 years old
Overview

Create an Age-Friendly Commonwealth

Access, Equity, Inclusion

Improve Economic Security

Facilitate Connection & Engagement

Ensure Access & Affordability of Services

Promote Age-Friendly Communities
The Council’s recommendations are guided by the following beliefs:

- People want to age in community
- We must leverage public-private-community partnerships
- Massachusetts values access, equity, cultural competency and inclusion for all its residents
- Our innovation and technology sectors are key strengths
- We honor community and leverage best practices
- Embedding aging in all policies benefits residents of all ages
- We use community as the unit of analysis
- We must reframe the conversation: aging is an asset and something that you have to plan for
Overview
The Importance of Language

**Problem based:**
- Tsunami
- Challenge and burden of aging
- Aging
- Deficits
- Elderly
- Cost to taxpayers and a drain on society
- Burden

**Asset based:**
- Momentum
- Wisdom, experience
- Optimal aging
- Longevity
- Life stage
- Older adult
- Resource
- Solutions for society
- Part of a vibrant intergenerational community
Overview
What the Council Heard

Over nine months the Council held five working meetings and convened four listening sessions throughout the state in addition to collecting public comment online. The result was input from more than 500 Massachusetts residents.

Further Information:
Background – Appendix A (Slides 20-34)
Blueprint

Strengthening the Commonwealth’s foundation to support aging in community
Blueprint
Plan and Process

Year One
- Held 5 in-person meetings including 4 expert panels
- Reviewed documents and data from thought leaders
- Held 4 listening sessions across the state
- Invited input and recommendations via web portal
- Heard from over 500 individuals across the Commonwealth
- Drafted initial blueprint

Year Two
- Establish working groups to research, develop and explore potential initiatives
- Provide recommendations to Governor Baker
- Establish a plan for communications of the Council’s work and reports
- Develop metrics to evaluate outcomes and measure success

Further Information:
Background – Appendix A (Slides 20-34)
Future Considerations – Appendix B (Slides 35-36)
Blueprint
Create an Age-Friendly Commonwealth

- Improve Economic Security
- Ensure Access & Affordability of Services
- Facilitate Connection & Engagement
- Promote Age-Friendly Communities
# Blueprint

## Increase Economic Security

### Recommendations to Improve Economic Security

<table>
<thead>
<tr>
<th>Promote employment of older workers</th>
<th>Create options for affordable senior housing</th>
<th>Increase savings and leverage assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Support training for older workers and career centers to better serve older job seekers</td>
<td>- Increase supply of affordable and supportive housing</td>
<td>- Increase awareness and participation in employee sponsored retirement plans</td>
</tr>
<tr>
<td>- Establish an age-friendly employer recognition program</td>
<td>- Support new, innovative pilots and models</td>
<td>- Promote access to home equity with modernization of municipal property tax deferral programs</td>
</tr>
<tr>
<td>- Promote the benefits of hiring and retaining mature workers</td>
<td>- Consider options for new housing production</td>
<td>- Explore work to save plans, such as the Massachusetts CORE Plan, for those who do not have employer-sponsored savings plans</td>
</tr>
<tr>
<td></td>
<td>- Replicate successful models that pair health and social services with housing</td>
<td>- Promote earlier life planning through innovative programs for young adults</td>
</tr>
<tr>
<td></td>
<td>- Target initiatives to increase accessibility of age-friendly housing through home improvement programs</td>
<td></td>
</tr>
</tbody>
</table>
# Blueprint

## Ensure Access and Affordability of Services

### Recommendations to Ensure Access and Affordability of Services

<table>
<thead>
<tr>
<th>Promote services that support aging in community</th>
<th>Explore new and innovative ways to improve transportation</th>
<th>Augment capacity and quality of workforce</th>
<th>Promote integration of all services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Reimagine the continuum of in-home and facility-based services for long-term care needs</td>
<td>• Harness technology to improve access to transportation</td>
<td>• Leverage technology to support and extend workforce</td>
<td>• Promote and support programs that are inclusive for special populations (e.g., deaf, hard-of-hearing, blind, low vision, LGBT, etc.)</td>
</tr>
<tr>
<td>• Support older adults and caregivers with an information and awareness campaign that addresses all income levels, and diverse communities</td>
<td>• Scale existing pilots and best practices in new communities</td>
<td>• Support training, educational and career ladder programs to promote professional workforce development</td>
<td>• Ensure that health care, behavioral health and long term services are integrated</td>
</tr>
<tr>
<td></td>
<td>• Leverage public, private and community partnerships for innovative, cost effective options</td>
<td>• Explore innovations and models using telehealth and telecare</td>
<td>• Promote diversity, cultural competency and inclusion in all programs and policies</td>
</tr>
<tr>
<td></td>
<td>• Ensure racial, ethnic and geographic (urban/rural) equity in access and reduce disparities</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Further Information:
- Background – Appendix A (Slides 20-34)
- Future Considerations – Appendix B (Slides 35-36)
Blueprint
Promote Age-Friendly Communities

Recommendations to Promote Age-Friendly Communities

Replicate and scale local best practices
• Include age-friendly best practices in Community Compacts
• Leverage partnerships to support best practices in the design of community and the delivery of community and health services

Establish a state-wide initiative
• Enroll Massachusetts as an AARP-designated age-friendly state
• Leverage the accomplishments of existing organizations to increase number of communities
• Review all policies and embed aging where possible

Ensure communities are dementia capable
• Build on current national movement for Dementia-Friendly communities
• Establish additional memory cafes throughout the state

Change perceptions of aging and support inclusivity
• Promote language and communication training to change public perceptions on aging
• Ensure all community and health services, as well as the community design are accessible, inclusive, culturally competent and equitable
• Promote and expand successful older adult discount programs

Further Information:
Background – Appendix A (Slides 20-34)
Future Considerations – Appendix B (Slides 35-36)
## Recommendations to Facilitate Connection and Engagement

<table>
<thead>
<tr>
<th>Support older workers</th>
<th>Minimize loneliness and isolation</th>
<th>Encourage life-long learning and training</th>
<th>Promote volunteerism and civic engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Establish an age-friendly employer recognition program</td>
<td>• Leverage technology to facilitate communication for those who are isolated</td>
<td>• Support education and training opportunities through public and private partnerships</td>
<td>• Support and expand volunteer programs, such as a <em>Massachusetts Care Corps</em></td>
</tr>
<tr>
<td>• Create a 60 over 60 Recognition program for entrepreneurs, leaders and innovators over 60 years of age</td>
<td>• Build on successful programs that identify the risks for isolation and depression</td>
<td>• Promote programs that encourage encore career planning</td>
<td>• Encourage cross-generational opportunities for interaction and connection through existing partnerships</td>
</tr>
<tr>
<td>• Promote training or retraining for older workers</td>
<td>• Promote the resources available to older adults and caregivers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Partner with local organizations, such as libraries to promote connection and engagement</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Further Information:**
- Background – Appendix A (Slides 20-34)
- Future Considerations – Appendix B (Slides 35-36)
1. Declare Massachusetts as an age-friendly state
2. Include age-friendly best practices in community compact program (new business, economic development, innovation and technology)
3. Promote the designation of age-friendly employers and practices that support mature workers and workers who are caregivers
4. Increase participation in employer sponsored retirement plans and explore options for those without access to employer sponsored plans
5. Support caregivers through increased information and awareness efforts
6. Promote and update property tax deferral programs
7. Consider options, including new sources of capital, for increasing production of accessible, affordable, service enriched housing
8. Quickly scale and replicate successful age-friendly pilots, such as ride-sharing
9. Become the Silicon Valley for innovative technology, products and services related to aging
10. Begin changing perceptions and address ageism with specific trainings and communication tools
Background

Council Members

Eileen Connors, Co-Chair, Social Worker

Marylou Sudders, Co-Chair, Secretary of Health and Human Services

Rosalin Acosta, Secretary of Labor and Workforce Development

Alice Bonner, Secretary of Elder Affairs

Ger Brophy, Chief Technology Officer, Life Sciences, General Electric Healthcare

Bill Caplin, Insurance & Financial Planner, Transamerica Life Companies and Transamerica Financial Advisors, Inc.

Joseph F. Coughlin, Director, MIT AgeLab

Rosanne DiStefano, Former Executive Director, Elder Services of the Merrimack Valley Inc.

Beth Dugan, Associate Professor, Department of Gerontontology, McCormack Graduate School, UMass Boston

Kevin J. Dumas, Mayor, City of Attleboro

Kate Fichter, Assistant Secretary for Policy, MassDOT

Tom Grape, Chairman and CEO of Benchmark Senior Living

Betsy Howell-Hampton, Vice President, Population Health at Reliant Medical Group

Laura Iglesias M.D., Geriatric Medicine, Baystate Medical Center

Steven Kaufman, Clinical Psychologist

Chrystal Kornegay, Undersecretary of Housing and Economic Development

Nora Moreno Cargie, President, Tufts Health Plan Foundation and Vice President for Corporate Citizenship

Ruth Moy, Executive Director, Greater Boston Chinese Golden Age Center

Alicia H. Munnell, Director, Boston College Center for Retirement Research

Brian O’Grady, Director, Williamstown COA & MCOA President

Tom Riley, President & CEO, Seniorlink

Janina Sadlowski, Head of Quality & Regulatory, Philips Home Monitoring

Amy Schectman, President and CEO, Jewish Community Housing for the Elderly
Background
Organizations Contributing Information

AARP
Age-Friendly Yarmouth
Alzheimer's Association
Barnstable Senior Center
Barre Senior Center
Berkshire Community College – The Osher Lifelong Learning Institute
Berkshire Regional Planning Commission
Bolton Senior Center
Boston College Center for Retirement Research
Boston Commission on Affairs of the Elderly
Brookdale Quincy Bay
Cape Cod Regional Transit Authority
City of Beverly
City of Pittsfield
DEAF, Inc.
Daughterhood.org
Elder Services of Berkshire County
Elder Services of Cape Cod and the Islands
Elder Services of Worcester Area
Enterprises
FallonHealth
Flower Angels USA
Grace Morgan House
Home Care Alliance of Massachusetts
JCHE
JF&CS
LeadingAge
League of Women Voters Massachusetts
Livable Dedham
Mass Assisted Living Association
Massachusetts Collectors & Treasurers Association
Massachusetts Councils on Aging
Massachusetts Healthy Aging Collaborative
Mass Home Care
Massachusetts Department of Transportation
Massachusetts Senior Action Council
Massachusetts Senior Care Association
Middlesex County District Attorney’s Office
MIT AgeLab
MSAD
Nancy Lurie Marks Family Foundation
North Andover Senior Center
Orleans Senior Center
Pioneer Institute
Raynam Senior Center
Retirementjobs.com
Right At Home of Central MA
Senior Care
SeniorLink
Sight Loss Services
Southern Berkshire Elderly Transportation Corp.
Sudbury Senior Center
The Fenway Institute
Town of Billerica
Town of Chelmsford
Tufts Health Plan Foundation
The Western Massachusetts Association of the Deaf/Hearing Impaired
Uber
UMass Boston

*This list continues to grow with the Council’s work*
Background Resources Reviewed


• Aging in Place, Stuck without Options: Fixing the Mobility Crisis Threatening the Baby Boom Generation (Transportation for America 2015) http://t4america.org/docs/SeniorsMobilityCrisis.pdf


• DOL: https://www.dol.gov/odep/topics/OlderWorkers.htm


• EOEA Direct Care Workforce White Paper (2016) hard copy


• Housing America’s Older Adults: Meeting the Needs of an Aging Population. Joint Center for Housing Studies at Harvard University. (2014).

• Leveraging the Social Determinants of Health: What Works? (Blue Cross Blue Field Foundation Massachusetts) (2015)

• Living Longer on Less in Massachusetts. (2009).


• Regional Bus Network Assessment for Massachusetts Department of Transportation (MassDOT Rail and Transit Division) http://www.kfhgroup.com.massachusetts/MassDOT%20Regional%20Bus%20Network%20Assessment.pdf


Appendix A - Background
Expert Panel on Age Friendly Communities – June 15, 2017

Panel Members

• Nora Moreno Cargie
  Tufts Health Plan Foundation

• Laura Kittross
  Berkshire Regional Planning Commission

• Gwynne Guzzeau
  Age Friendly Yarmouth

• Emily Shea
  Commission on Affairs of the Elderly,
  City of Boston

Current Age Friendly Communities in Massachusetts

- 22 designated age-friendly communities and over 58 communities in development
- 23 active dementia friendly communities and 31 emerging communities, as well as 72 memory cafes throughout the state
What is “Age-Friendly”?  
A continuous improvement process with eight domains of livability focusing on three areas:

- Built Environment
- Community and Health Services
- Inclusion and Engagement
Appendix A - Background
Expert Panel on Age Friendly Communities

Opportunities

- Build on local strength in approach, organization, and scope
- Reduce barriers to entry – communities may need a part-time project manager or convener to move forward once there is interest
- Align municipal departments, key stakeholders and include natural partners
- Share local success, and scale to additional communities
- Leverage data, such as Massachusetts Healthy Aging Collaborative Report to inform local decisions
Panel Members

- Alicia H. Munnell  
  Boston College

- Jan E Mutchler  
  University of Massachusetts, Boston

- Sarah E. Mysiewicz Gill  
  AARP

- Tim Driver  
  RetirementJobs.com
Appendix A - Background
Expert Panel on Economic Security

Economic Security & Older Adults in Massachusetts

The Elder Economic Security Index measures the income older adults need to meet their daily living costs while staying in their own homes.

Housing and health care are the biggest expenses in Massachusetts and throughout the U.S.

Many older adults in Massachusetts face economic insecurity.
42% of single older adults and 26% of couples are not poor enough to qualify for many programs and services, but do not have enough money to make ends meet.

Women and racial/ethnic minorities face greater economic disparities.

Basic annual costs for older adults in Massachusetts

<table>
<thead>
<tr>
<th></th>
<th>Elder Person Living Alone</th>
<th>Elder Couple Living Together</th>
</tr>
</thead>
<tbody>
<tr>
<td>an owner with no mortgage</td>
<td>$24,120</td>
<td>$35,472</td>
</tr>
<tr>
<td>a renter</td>
<td>$27,624</td>
<td>$36,976</td>
</tr>
<tr>
<td>an owner with a mortgage</td>
<td>$36,756</td>
<td>$48,108</td>
</tr>
</tbody>
</table>

6 in 10 single older adults in good health fall below the Elder Index for renters.
Nearly 3 in 10 couples in good health fall below the Elder Index for renters.

64% MISSISSIPPI
61% MASSACHUSETTS
60% NEW YORK
53% U.S. AVERAGE

Three states with the most single older adults living below the Elder Index.

Learn more about the Elder Economic Security Index
Demographic Institute, McCormack Graduate School
www.umass.edu/demographicaging/elder经济发展指数
Jan.Mutchler@umass.edu
Elder Economic Insecurity Rate for Single Individuals by State, 2016

Mutchler, Li, and Xu (2016)
Appendix A - Background
Expert Panel on Economic Security

Opportunities

- Increase availability and access to actionable information and resources on retirement savings and planning and provide access to an employer-based retirement saving plan
- Ensure individuals understand their eligibility for programs and benefits (property tax deferral, senior circuit breaker tax credit, etc.)
- Launch a campaign to educate workers about the benefits of working longer and to educate companies on the benefits of employing older workers
- Develop innovative ways to mitigate the cost of living in Massachusetts
  - Manage housing costs by allowing for tax deferrals and leveraging house as an asset
  - Help manage healthcare, LTSS and medication costs with integrated care
- Leverage employment opportunities for older workers

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**Figure 7**
National Retirement Risk Index shows the share of households at risk of having insufficient money in retirement growing over time

Share of households at risk of not having enough money to maintain their standard of living in retirement, by year

Older Adult Workers:

- 33 million Americans over the age of 55 are employed and 1.3 million are seeking work actively
- Employees over retirement age outnumber teenagers in the workforce
- 79% of retirees stopped working by age 65 but 52% of non-retirees hoped to keep working
- 25.2% older adults volunteer
- 50% of all One Stop Career Centers customers in MA are 50+
  - 43% of One Stop consumers are 46+
  - Some areas such as, Brockton (93%), Cape (59%), Metro Southwest (60%) have large numbers of older job seekers


The Average Retirement Age, 1962-2016

Calculations from the Current Population Survey (1962-2016)
Appendix A - Background
Housing and Services – System Gaps

Eligibility for Elderly Affordable Housing & Long Term Services and Supports (LTSS)
State of Massachusetts 2017

<table>
<thead>
<tr>
<th>Income</th>
<th>Program Eligibility</th>
<th>1. Subsidized Housing &amp; LTSS</th>
<th>2. Subsidized Housing, and sliding scale LTSS costs</th>
<th>3. Subsidized Housing &amp; No LTSS</th>
<th>4. Private Pay for Housing and LTSS; increasing frailty challenges affordability</th>
<th>5. Private Pay is affordable for both housing &amp; LTSS costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0-$12K</td>
<td>100% FPL</td>
<td>$0-$12K</td>
<td>$13-$24K</td>
<td>$25-$36K</td>
<td>$37-$46K</td>
<td>$49-$60K</td>
</tr>
<tr>
<td>$13-$24K</td>
<td></td>
<td></td>
<td></td>
<td>$36-$46K</td>
<td>$51-$72K</td>
<td>$61-$84K</td>
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<td>$25-$36K</td>
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<td>$26-$50K</td>
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<td>$54-$75K</td>
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<td>$100,000</td>
<td>$110,000</td>
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<tr>
<td>$72-$90K</td>
<td></td>
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<td></td>
<td></td>
<td>$121,000</td>
<td>$133,000</td>
</tr>
</tbody>
</table>

**Long Term Support Services**
- HCBS waiver
- PACE (sliding scale)
- Enhanced Community Options Program
- Home Care
- Respite
- Adult Day Health

**Housing in Medical Setting**
- Rest Home
- Nursing Home
- Private Pay
- Skilled Nursing Home

**How State Revenue Sources**
- Project Based Rent (New)
- LIHTC
- Project Based Multi-Rental Voucher Program
- Various state & federal soft debt programs (some go up to 50%, some go higher than 80%)
- Public Housing & Some Existing Section 202a with Section 8 (Direct Loan)
- 202a with PRAC (Capital Advance)

**Other**
- SNAP (food stamps)

**Definitions**
- FMR=HHS Federal Benefit Rate set by SSA (2017)
- FPL=Federal Poverty Level set by HHS (2017)
- AMI=Boston MSA Area Median Income set by HUD (2017)
- Medical Setting is DFYI regulated and allows for medication administration

**Cost Assumptions**
- HomeCare & Home Health Aide: $44,000/year or $55,000 annually or $26/hr (Gan/Roth 2017-MA)
- Care, Respite, Medicated Care: $44,000/year (Gan/Roth 2017-MA)
- Independent Living: ~$2,700/month (Gan/Roth 2019-MA) assumes ~75% of income
- Semi-Private Nursing Home: ~$3,800/month (Gan/Roth 2017-MA) assumes 100% of income
- Rent Home: ~$1,000-$1,200/month (ECEA) assumes 02% of income

**AL**: Supplemental Home Care (>1 hour/day), Home Care
Opportunities

- Evaluate options to expand affordable housing opportunities
  - 28.4% of householders over 65 in Massachusetts have incomes below $20,000 a year
- Pilot innovative housing models to make housing more affordable (co-housing, affordable assisted living residences, accessory dwelling units, etc.)
- Increase accessibility of existing housing stock through initiatives that support modifications
- Wrap home-based services around existing housing as people age to create “apartments for life”
  - Establish flexible funding to support activities that enhance the building, such as service coordination and wellness programming
  - Promote and expand affordable community-based care options for those with dementia
Panel Members

- **Tom Riley**  
  SeniorLink

- **Mary Jane Pacheco**  
  Family Caregiver

- **Anne Tumlinson**  
  CEO and Founder of Daughterhood.org

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**The State of Caregiving in Massachusetts**

- **Today, there are**  
  940,000+ Seniors living in Massachusetts

- **Cared for by**  
  726,000+ Caregivers living in Massachusetts

- **Providing**  
  786 million Hours of Unpaid Care

- **Valued at**  
  $11.6 billion

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**For Individuals living with Alzheimer’s and Dementia...**

- **There are**  
  332,000+ Caregivers living in Massachusetts

- **Providing**  
  378 million Hours of Unpaid Care

- **Valued at**  
  $4.6 billion

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*Source: AARP – Caregiving in the United States, June 4, 2015; AARP Home and Family Caregivers Providing Care for a Love One with Alzheimer's Disease and Other Dementias, October 2012; AARP Valuing the Invaluable, 2010 Update, July 16, 2013*
Family Caregivers:

- Average caregiver is a 49-year-old female caring for a 69-year-old female relative, most likely her mother.
- Over half of caregivers are employed.
- Half of family caregivers perform medical/nursing tasks for multiple chronic physical and cognitive conditions.
- Nearly a quarter of caregivers are millennials.
- Increasing number of caregivers are male.

AARP & NAC (2015)
Opportunities

- Promote and support programs that reduce isolation and support caregivers in connecting and engaging with peers, family and community organizations
- Consolidate information needed to assist caregivers in decision-making processes
- Recognize employers who allow flexibility in the workplace for caregivers
- Leverage technology to assist in navigating complex benefits, eligibility and services
- Promote information and resources to vet the quality of in-home workers and other supports
- Better understand the financial impact of caregiving, including the cost of leaving employment. Support innovative solutions to address this impact
- Provide tools, evidence based programs and other services to support the health of the caregiver
- Acknowledge and support caregivers of those with dementia or Alzheimer’s who may have prolonged and particularly intense experiences
Panel Members

- **Kate Fitcher**
  Massachusetts Department of Transportation

- **Joe Coughlin**
  Massachusetts Institute of Technology

- **Aniko Laszlo**
  MBTA/Mass DOT

- **Tom Cahir**
  Cape Cod Regional Transit Authority

- **Zachary Hughes**
  Uber

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**Basics**
- Driving
- Walking
- Biking

**Innovative**
- Carpooling
- Ride hailing
- Paratransit or volunteer services
- Central dispatch
- First mile/last mile connections

**Traditional**
- Fixed route
- ADA paratransit
- Door to door demand
- Taxi vouchers
- Volunteer drivers
- Friends/family
Appendix A - Background
Expert Panel on Transportation

Opportunities

• Promote resources that help consumers think about alternatives to driving as driving ability is impacted by age
  - Support paratransit options when necessary for individuals with disabilities and provide alternative options for the larger population of older people
  - Support and assist with wrap-a-round services and travel training for using alternative forms of transportation

• Create local solutions to address existing transportation gaps for accessible and affordable mobility options
  - Promote transportation options in the suburban and rural areas where over 75% of people live

• Utilize new technology to enable and support mobility for older people

• Focus on the “last 50 feet” - Can an older person go out and get an ice cream cone if they want to on a summer night?
Appendix B
Future Considerations and Best Practices

Improve Economic Security

• **Increase awareness of and participation in retirement savings plans**
  - Auto-enroll in retirement savings plans, such as Seniorlink’s Auto-enroll (with opt out) in 2012, and participation increased from ~60% to ~90%. This past year, they increased the auto enrollment contribution level from 3% to 5%. No employees have opted out and they maintain a mid-90% participation rate.
  - Work and save programs – Massachusetts CORE Plan administered by the Treasurer for non-profit organizations

• **Combine and disseminate resources that help adults plan for later years, including partnerships with local organizations, such as libraries**

• **Expand affordable housing models**
  - Accessory Dwelling Units, Villages, shared housing
  - Pair services with housing, including establishing a Dementia Services certification program
  - Housing repairs program - Bath Housing Authority (Maine) administers a successful program that uses housing authority staff to provide safety checks, minor repairs, and accessibility modifications for elders in their housing in the community. Program is associated with 79% reduction in falls, 61% reduction in hospitalizations and ER visits, and 78% reduction in homes deemed unsafe or difficult to use
  - New and innovative housing models with wraparound services such as Connect to Wellness with MGH and Boston Senior Care

• **Leverage use of home assets**
  - 310 communities across Massachusetts have property tax deferral programs that are poorly understood and possibly underutilized

Ensure Accessible and Affordable Services

• **Expand transportation**
  - Expand volunteer driving program
  - Leverage Council on Aging vans through innovative community partnerships
  - Review Ride-Hailing programs and extend paratransit services with Uber/Lyft; Needham Community Council fills gaps in volunteer coverage with Lyft via concierge services
  - Expand carpooling programs, such as NuRide, which helps older people carpool through a car pooling platform
  - Utilize a centralized dispatch of vehicles - “Uber Central” to request rides from a specific 10-12 person team of trained drivers who cover the “last 50 feet”
  - Mystic Valley Elder Services gives tools to older people to arrange rides with family or friends and miles are reimbursed
  - Hilltown social service agency expanded service hours and destinations within rural communities, free rides for health & wellness
  - Cape Cod Regional Transit Authority has free fare Wednesdays, an upgraded website and travel training

• **Support caregivers**
  - Develop caregiver trainings, such as the Savvy Caregiver Program which is for caregivers of individuals living with Alzheimer’s and dementia related disease. Savvy Caregiver is a community based evidence based program delivered in six weekly sessions, two hours each, with the goal of increasing information and knowledge, building skills and assisting with outlook and attitude.
  - Expand use of other evidence based programs
Appendix B
Future Considerations and Best Practices

Promote Age-Friendly Communities

- Enroll Massachusetts with AARP as an age-friendly state
- Expand Community Compact Program to include age friendly initiatives
- Promote cross-generational learning and education through local education systems
- Build public awareness and increase the dialogue about increasing longevity
- Have all strategic partners (Massachusetts Healthy Aging Collaborative, Mass Municipal Association, Massachusetts Councils On Aging & state agencies) participate in reframing training and communication audits
- Promote age friendly employers through a public challenge and recognition program
  - CVS Health actively recruits mature workers as they have shown to have higher retention rates, provide better customer service, and reflect a diverse workforce
- Support a Massachusetts caregiver friendly employer program
  - Respect a Caregiver’s Time (ReACT)
- Build on success of Massachusetts Healthy Aging Collaborative and Dementia Friendly MA

Facilitate Connection and Engagement

- Ensure special populations can actively participate in programs and services
- Assess feasibility of creating a Massachusetts Care Corps (matching volunteers with those who have need)
- Support older adult workers and engaged employers
  - The Talent is Ageless program encourages alternative work arrangements such as telecommuting, flextime, job sharing and compressed work weeks as a way to help mature workers stay in the workplace.
- Expand cross-generational programs
  - Gen to Gen