

# **Appendix B**

## **Detailed Liaison Reports**

# **Appendix B.1**

## **Town Departments**

# Kennebunkport Public Health & Nursing

## Allison Kenneway R.N., B.S.N

- Works to improve community health + welfare
  - Skilled nursing care at home (over 1500 visits yearly) and in office (over 500 visits)
  - Durable medical equipment loan closet
  - Works with Maine Public Health for training and in event of infectious disease outbreak
  - Numerous outreach programs including Alzheimer's programs, training classes for 1<sup>st</sup> on scene, Little Hats Big Hearts Project, fall prevention, well water testing, healthy beaches, and disposal of unused prescriptions
  - Teams with Graves Library for Senior Yoga and other activities and with Park & Rec once new building ready

# Kennebunkport General Assistance

## Allison Kenneway R.N., B.S.N

- Assists senior residents to meet escalating food and heating costs
  - Administers Kennebunkport Emergency Fuel Program, providing emergency deliveries of 100 gallons
  - Receives General Assistance applications
  - Receives applications for LIHEAP (Low Income Heating Assistance Program of York County)
  - Encourages residents to apply for State of Maine Refundable Property Tax Fairness Credit. Also Homestead Allowance for over 65
  - Major concern continues to be food distribution, in partnership with Community Outreach Services Program – half of vouchers for over 60
  - Teams with Kennebunkport Health Council for Stuff the Bus and Stuff the Backpacks
  - Teams with church outreach committees, Secret Santa and distributes holiday gift bags from the Center
  - Any resident of Kennebunkport, who is in need of assistance to meet a basic need, is encouraged to call the Health Office at 967-4401

# Kennebunkport Parks & Recreation

## Carol Cook, Director

- Current activities for older adults include
  - Bus trips to seasonal events
  - Pickle ball, co-sponsored with Kennebunk
  - New disc golf course behind Consolidated School may be of interest to older adults
- Resources
  - Future 2752 square foot town Park & Rec building
    - 912 square foot open space and a separate large kitchen
  - 2015 microbus holds 15 and may be available for other uses
    - Driven by Park & Rec staff or approved volunteer
- Future ideas
  - Possible cooking classes – cook and take home a meal
  - Coordinate as scheduling and man power allow

# Kennebunkport Fire Department

## Dick Stedman, Fire Administrator

- The fire department works with police and KEMS (Kennebunkport Emergency Services) in responding to 911 calls
- Responds to fire calls, motor vehicle accidents, water rescue situations, hazardous materials incidents, missing person searches and other emergencies
- When called to a residence, notices
  - Home address numbers for day/night visibility
  - Working smoke and CO detectors

# Kennebunkport Dept. of Public Works

## Michael Claus

- The Public Works Department provides plowing services for 52 miles of roads plus sidewalk and public parking lots and other public facilities in the winter
- In addition they are responsible for road repairs, maintenance and painting of town cross walks and parking spaces
- All functions are available to the population at large and nothing is specifically targeted to the older population. On occasion they will work with the Town Nurse to provide emergency snow removal as needed

# Kennebunkport Police Dept.

## Craig A. Sanford, Chief of Police

- Of interest to older adults
  - House security checks for people away when called for service allowed
  - Welfare visits
  - Police cruisers contain AED devices and officers are trained in their use
  - Officers are knowledgeable regarding scams involving the older adults and should be contacted if there is a question



# Kennebunkport Town Planner Werner Gilliam, on Senior Housing

- Discussion with Bill Leffler
  - No developer has shown interest in a senior condo development in Kennebunkport
  - As regards assisted living, two facilities in Kennebunk do not have waiting lists and meet local needs
    - Atria (assisted living and intermediate care)
    - Huntington Common (independent living, assisted living, short term respite care, memory care)
- Comments from survey
  - Lack of affordable senior housing (2)
  - Need for more condos – mixed age development (2)
  - “My neighborhood (Village Residential) has changed dramatically. There are virtually no year round residents. Instead all the houses are “summer camps”. There is no community. Very sad.”
- Survey data shows 90% wish to age in their own house and drive as long as they can
- From Kennebunkport Housing Needs Analysis and Assessment Report
  - “Seniors are seeking alternatives to the single family home to continue living independently”

# Senior Housing continued

## Avesta Property Management

- Susan Boak spoke with Angelie at [www.avestahousing.org](http://www.avestahousing.org)
- As regards low cost senior housing there are four facilities in Kennebunk offering subsidized (30% of income) and unsubsidized rental units
  - Park St School (30 units, 5 non-subsidized), seniors, long wait list, Avesta
  - Cousens School (16 units, 4 non-subsidized), mixed age with families and some seniors, long wait list, Avesta
  - Pine Bluff (24 units, all subsidized), seniors, wait list closed as too long, Avesta
  - Ross Corner Woods, seniors, no wait list, Realty Resources
- There are a couple of folks from Kennebunkport on the Avesta wait list
  - There is a reluctance to sign up when the wait is 3 or more years
  - Some folks wait too long to sign up
  - Wait list management is complicated involving background and credit checks
    - There are two lists: one for subsidized units and another for unsubsidized
    - When a unit becomes available between 5 and 20 are asked to apply

# **Appendix B.2**

## **Other Community Organizations**

# Louis T. Graves Memorial Library

## Mary-Lou Boucouvalas, Library Director

- Current activities for older adults include
  - Monthly PASCO lecture series, Sun afternoons at 2 pm
  - Two book groups: Morning, 2<sup>nd</sup> Thurs 9:45; Evening last Thurs 6
  - Income tax support, 1<sup>st</sup> Wed of Feb through tax day, 9-1
  - Business Center – high school students staff on certain days
  - Computer and Audio book downloads and training always avail.
  - Variety of enrichment programs coordinated with town nurse including Senior Yoga, Knit and Tea Wednesdays, and cards
  - TED Talk Tuesdays 12-1:30
  - Movies Thursday afternoon 2-4
- Resources
  - New Addition function room seats up to 125
    - Handicapped Accessible with elevator and more bathrooms
    - Ability to schedule some events during library hours; others, off hours

# Cape Porpoise Library

## Mary Giknis, Library Director

- The library/reading room serves as an area social hub
  - Open 12 hours per week: Tues, Thurs 1-4, Fri, Sat 9-12
  - Services to older adults and community at large include:
    - Delivery and return of books, DVDs and CDs to homes for shut ins
    - Calling when books unexpectedly late
    - Informal knitting group with donations for preemies
    - Impromptu parties with cake
    - Board games to play and puzzles to work on
    - Flexible scheduling
      - Open during tree lighting service to warm up
      - Open Memorial Day during pancake breakfast
      - Open when possible during emergencies such as power outages
- Small reading room is very well utilized
  - Handicapped Accessible with ramp
  - Copies (1) of most NYT best sellers and DVDs of Oscar nominated movies
  - WIFI available 24 hours or else use library computer, FAX or copier

# Kennebunkport Emergency Services (KEMS)

- KEMS is a private, non-profit agency that provides emergency medical care to the town of Kennebunkport
- KEMS providers are trained in Geriatric Emergency Medicine (GEMS)
- EMS providers are trained to look for potential hazards

# Kennebunkport Health Council

## Christine Ryan, Chair

- Mission is to assist the Public Health Staff with clinics, programs and resident's health and welfare needs. Has served the public for 35 years
- Activities supported by 13 current members include:
  - Maintaining the Health Department's free durable medical equipment loan closet
  - Running the Stuff the Bus program, donating food to Community Outreach Services food pantry
  - Coordinating the backpack program with Consolidated School
  - Providing one or more annual \$1000 scholarships to Kennebunkport seniors pursuing a healthcare career
  - Providing fuel assistance, as needed
  - Funding/distributing refrigerator magnet of the Files of Life project
  - This year provided funds for the Graves Library to purchase a popcorn machine for programming in their new addition
- Past activities included a lunch program which ended in 2009

# The Center at Lower Village

## Pat Schwebler

- The mission of the Center is to help older adults live vibrant independent lives. Aspects include
  - Meeting the social needs of older adults to avoid negative impacts of social isolation
    - Activities include Yoga and computer tutoring as well as monthly luncheons and clubs for bridge, book, cribbage and Mah Jong
  - Education
    - German lessons, bridge lessons, art lessons and grief support
  - Outreach
    - FISH, Tender Loving Calls, Elder Elves, Legal Help (bimonthly), Elder Affairs (monthly)
  - Volunteer work
    - In 2016, 123 volunteers gave more than 3800 hours to help the Center run its special fundraising events
- Demographics
  - There are 400 members, 100 from Kennebunkport
  - The average age is 74

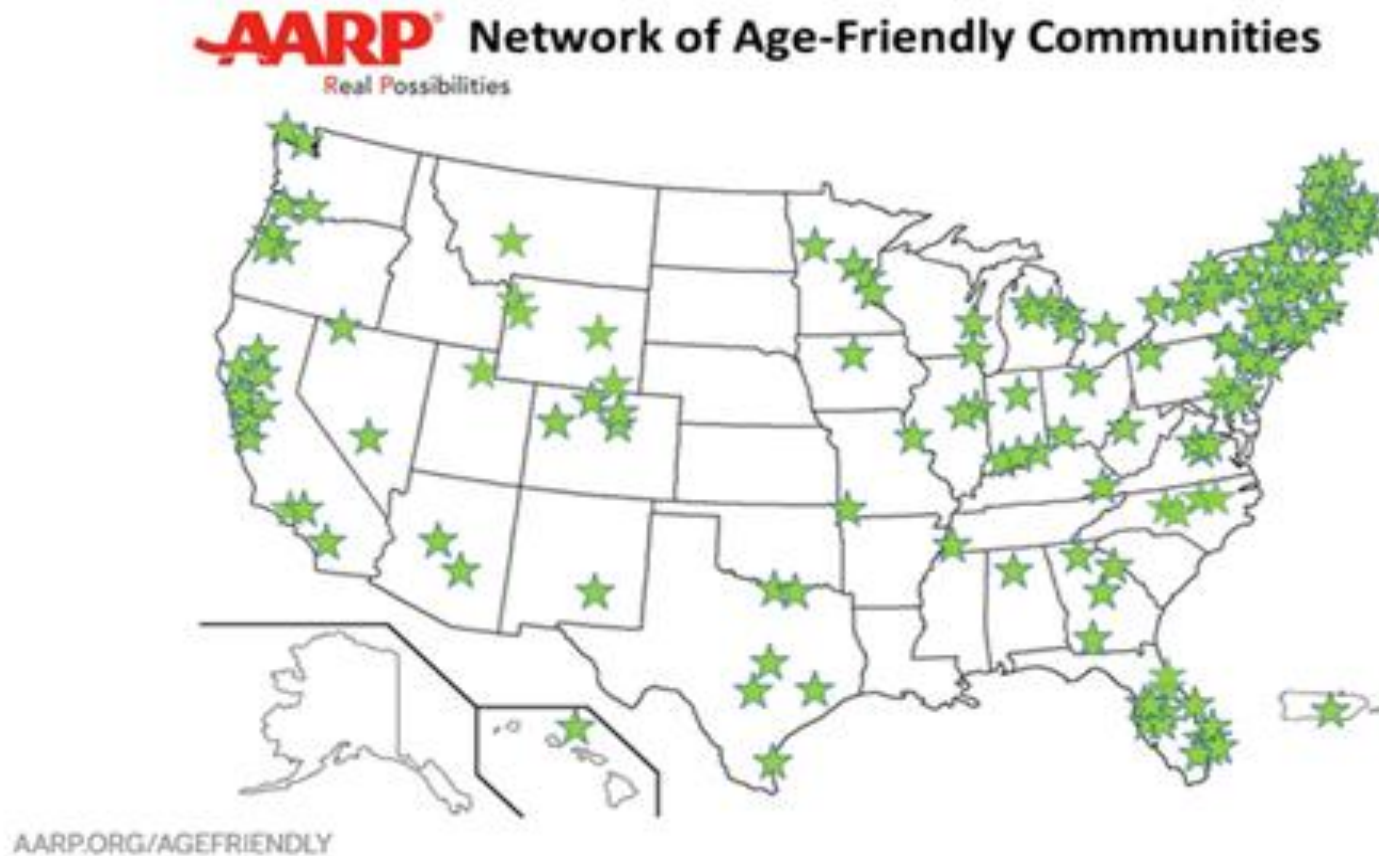


# The Center at Lower Village

## continued

- Programs available for older adults (\*Membership not a requirement)
  - \*FISH (Friends in Service Helping) provides transportation to medical appointments for those who do not drive or have someone to drive them
  - \*Tender Loving Calls – daily calls to older adults 365 days a year, a five minute check
  - \*Elder Elves – holiday baskets provided to 70 older residents
  - Every other month a lawyer from Bergen & Parkinson visits the Center to assist members with legal issues
  - A Southern Maine Agency on Aging consultant meets privately with clients at the Center once a month to discuss Medicare, rent or property tax rebates, senior housing and other programs for older adults and people under age 60 with a disability.

# World Health Organization (WHO) / AARP Network of Age-Friendly Communities (NAFC)



# WHO/AARP Age Friendly Communities

- Age-friendly communities are friendly for all ages and have
  - Walkable streets
  - Housing and transportation options
  - Key services, and
  - Opportunities for residents to participate in community activities
  - At this time, 42 communities in Maine have committed to the age-friendly process
    - Augusta, Bangor, Bar Harbor, Belfast, Berwick, Bethel, Biddeford, Blue Hill, Bowdoinham, Brooklin, Brooksville, Bucksport, Castine, Cumberland, Deer Isle, Dexter, Dover-Foxcroft, Eastport, Ellsworth, Gilead, Greenwood, Hallowell, Jackman, Kennebunk, Milo, Newry, North Yarmouth, Old Orchard Beach, Paris, Penobscot, Portland, Raymond, Readfield, Saco, Sedgwick, Stonington, Surry, Waterville, Wayne, Westbrook, Woodstock, Yarmouth
- Maine has the highest median age in the US: 44

# An Age-Friendly Community is Based on **Eight Domains of Livability**

1. Outdoor Spaces and Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect and Social Inclusion
6. Civic Participation and Employment
7. Communication and Information
8. Community Support and Health Services

# Membership NAFC

- “*The Maine Guide: Building Age-Friendly, Livable Communities*” is a valuable resource

<http://agingwellinwaldocounty.org/wp-content/uploads/2017/03/Maine-Guide-E.pdf>

- Provides a road map to community leaders and local citizens who want to make their community more age-friendly
- What would Kennebunkport need to become a Maine Age-Friendly community?
  - First, obtain the political commitment of the community’s elected officials
    - A written pledge (official letter from town) by the community executive
    - A completed membership application
- Further information is available

<https://www.aarp.org/livable-communities/network-age-friendly-communities/>

# York County Community Action (YCCA)

## Apply through Kennebunkport Town Nurse

- **LIHEAP – Low Income Heating Emergency Assistance Program provides help with heating costs to income-eligible households whether homeowners or renters**
  - Income requirements: \$18K for 1 person, \$24K for 2, \$30K for 3, etc.
  - In situations with a household member over 60 or under 2 and subject to hypothermia, income starts at \$20.5K for 1 person
- **Programs provide financial and technical assistance for**
  - **WEATHERIZATION:** improvement or repair of energy saving components (teamed with Habitat for Humanity)
  - **CENTRAL HEATING IMPROVEMENT PROGRAM (CHIP):** improvement or repair of home heating systems
  - **KEEPING SENIORS HOME (KSH):** to help make seniors' homes safer, more accessible and affordable
- **Programs provide financial assistance for**
  - **STORAGE TANK PROGRAM (STP):** repairing or replacing residential oil tanks and piping that are leaking or don't meet code
  - **LOW INCOME REFRIGERATION REPLACEMENT PROGRAM (LIRRP):** replacing (or disposing of) old refrigerators with energy efficient models
  - **LOW INCOME ASSISTANCE PROGRAM (LIAP):** apartment/home electric bills
- **Programs provide emergency financial assistance for**
  - **ENERGY CRISIS INTERVENTION PROGRAM (ECIP):** fuel or heating system repairs

# Habitat for Humanity

## Keeping York County Warm

### Alana Nucci - Weatherization Program

- Habitat for Humanity is teamed with York County Community Action and Efficiency Maine in providing weatherization services for eligible applicants

[www.habitatkycw.org](http://www.habitatkycw.org)

- Applications must be filled out before a home visit
  - The basic package for eligible homes provides a \$1050 budget
    - Homeowners receive custom made window inserts, weather stripping throughout the home, an energy audit, LED lighting, low-flow faucet and showerhead replacements
  - York Rotary has provided \$7000 in funds to keep local residents warm
- <http://www.seacoastonline.com/news/20170206/efficiency-maine-helps-warm-york-homes>
- Efficiency Maine provides \$1000 in services for every \$50 raised locally
- Much of the work depends on the contractors. The energy audit for individual homes is done by contractors

# Habitat for Humanity

## Rules for submitting an application

- **Step 1: You must be a York County Maine resident and one of the following must apply in order to receive funding from Efficiency Maine.**
  - LIHEAP Participant
  - Are income eligible for LIHEAP
  - Own and live in a single- or double-wide mobile home
  - Have received financial or general assistance within the last year
  - Own and live in a house with combined building and land assessed value (before exemptions) of property is less than or equal to \$80,000
- **Step 2: Obtain a Referral:**

All applications must include a signature for the referral statement below. The signature must be from a General Assistance officer, outreach worker, CAP agency, YCCAC or the Southern Maine Agency on Aging.

  - The town nurse of Kennebunkport may sign the application



# Living and Dying at Home

## Village to Village Network

- America is aging, and most seniors want to stay in the places where they've lived for decades. Can they? What will it take?
- An article in “The Atlantic” highlighted this topic and focused on two Village to Village Networks, the original in Beacon Hill with paid staff and a second, entirely volunteer, organization on Cape Cod

[https://www.theatlantic.com/business/archive/2015/05/living-and-dying-at-home/391871/?utm\\_source=atfb](https://www.theatlantic.com/business/archive/2015/05/living-and-dying-at-home/391871/?utm_source=atfb)

- The Cape Cod group was contacted since
  - It's demographics were probably similar to Kennebunkport
  - The founder, Dick Elkin, was known to a member of the Ad Hoc Senior Advisory Committee

# Village to Village Network

## Richard Elkin, National Board member

- Nauset Neighbors provides a variety of services, mostly transportation, to eligible seniors in six Cape Cod Towns

[www.nausetneighbors.org](http://www.nausetneighbors.org)

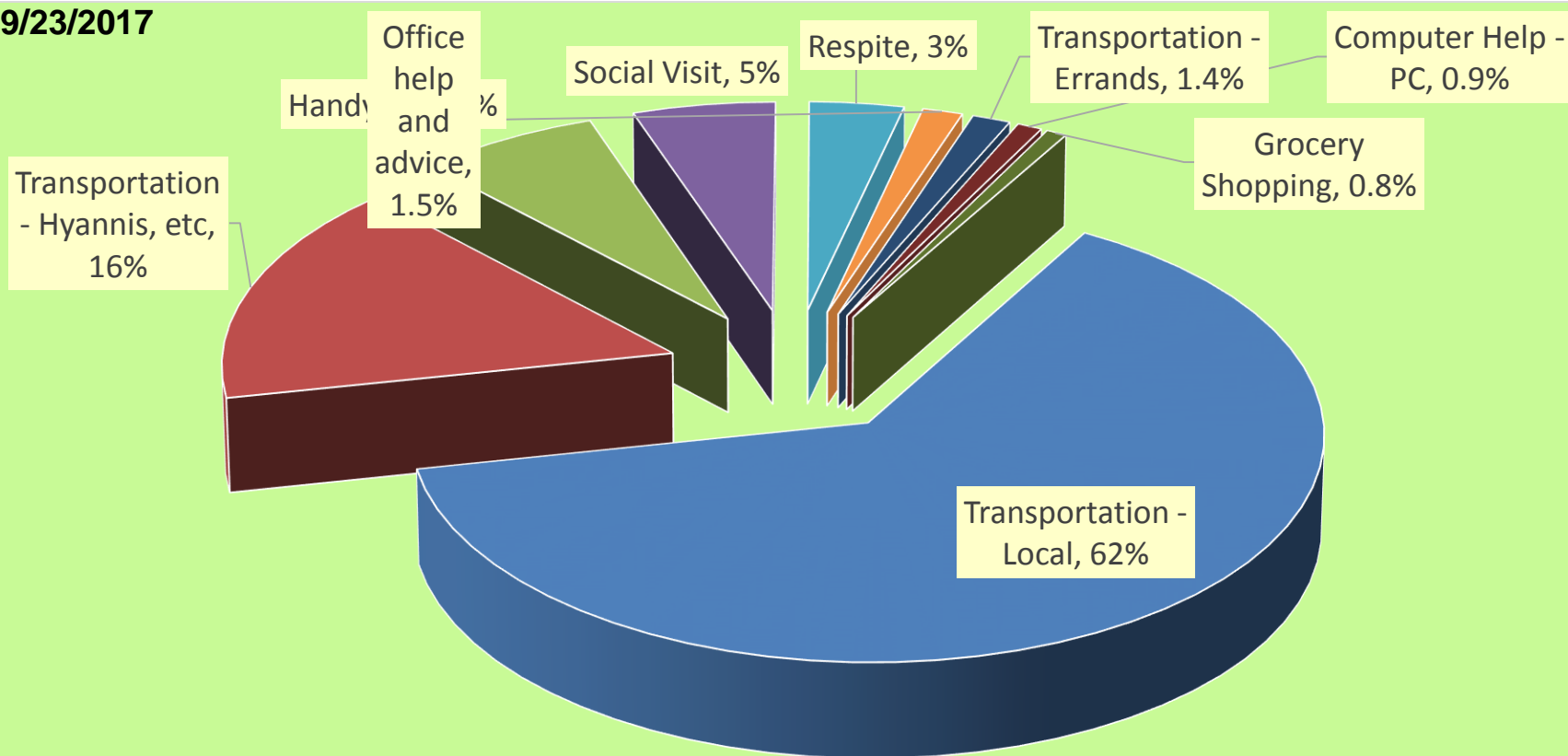
- Nauset Neighbors is a nonprofit, 100 % volunteer organization that has been servicing Cape seniors for close to six years
  - The cost to members is \$75 per year per individual; \$95 per household
  - The annual rate of services is 10 per year per household
  - The 10% most needy members used a little over 60% of services
- Newly retired volunteers were recruited and used technology for weekly metrics and on-line capability to fill services
- 300 senior members (average age 84) and 300 plus volunteers (average age 68)
- Weekly metrics are provided to track performance and identify trends
- The Village to Village Network is world wide. It has a strong national organization with advice to new villages and help with an umbrella insurance policy

[www.VTVnetwork.org](http://www.VTVnetwork.org)

# Village to Village Network

## Nauset Neighbors Monthly Summary

9/23/2017



219 households received 3048 services in the last 52

# Aging in Place in an Age–Friendly Community

<http://www.mainehousing.org/docs/default-source/Housing-Conference/presentations/getting-ready-for-an-older-population.pdf?sfvrsn=2>

# York Senior Center

## Janis Marshall-Colby Services Coordinator

- For benchmark purposes, to evaluate area resources, a team (Susan Gesing and Penny Gruen) visited the York Senior Center
- The town of York is similar in population to KKA
- York Senior Center, in operation since 1979, is run by the Park & Rec Department and housed in a town owned building (old school) in York Beach. It features:
  - Three full time salaried employees: Membership Services Coordinator, Facility Coordinator, Chef
  - Budget from town: \$290,000 for senior program (salaries for three full time staff) – also income from program fees and membership (\$15/yr)
  - Lunch is served every weekday for members for \$4 fee
  - Trips: many bus trips planned by Membership Services
  - York Hospital is a valuable partner and offers programs there as well as some transportation
  - The Center has a 25-passenger bus that was purchased from a bequest and is used for day trips

# Senior Information Call 211



- **211** is a comprehensive statewide directory of over 8000 health and human services available in Maine
- The toll free hotline is available 24/7
- Three ways to use 211
  - **Dial 211** and be connected with a trained and friendly specialist
  - **211 Online**: you can enter 211Maine.org in your browser and be directed to simple to use statewide directory
  - **Text 898-211**: enter your zip code and a center specialist will begin a text conversation

# Dial 211

## continued

- Susan Gesing called 211 to check it out. She got a live person and told her she was with Kennebunkport SAC and trying to see how this works.
- What if she was interested in getting a ride somewhere, not for medical purposes?
  - If you had MaineCare (Medicaid Maine) there is a service
  - If not, the only reference is to YCCA in Sanford
  - 211 Maine does suggest FISH if caller is from Kennebunkport and requests driving to medical appointments
  - YCCA does offer some transportation: one volunteer-driven medical ride/month with advance notice
  - There is bus service among York County towns but they do not go beyond Lower Village

# **Appendix B.3**

## **Individual Collaborations**



# Patricia Oh

## Maine Age Friendly Communities

- Ad Hoc SAC Chair Bill Leffler introduced us to Patricia Oh at a Kennebunk Council on Aging meeting in April, 2017
  - Useful advice was provided, especially as to interaction with town Government
- Patricia gifted us with useful information: see glossary on next page
- Bill Leffler reported an extensive conversation with Patricia who recommended any survey distinguish between full and part time residents
- Ad Hoc SAC Vice Chair Susan Boak had an extensive email conversation regarding our survey and results, from one data person to another. This was recorded as an addendum to meeting minutes

[https://www.kennebunkportme.gov/sites/kennebunkportme/files/minutes/minutes\\_12-12-17\\_senior\\_advisory\\_committee.pdf](https://www.kennebunkportme.gov/sites/kennebunkportme/files/minutes/minutes_12-12-17_senior_advisory_committee.pdf)

# Age-Friendly Glossary

*The Maine Guide* Building Livable, Age-Friendly Communities

<http://agingwellinwaldocounty.org/wp-content/uploads/2017/03/Maine-Guide-E.pdf>

AARP Walk Audit Tool Kit

A step-by-step self-service guide for assessing a community's walkability

<https://www.aarp.org/livable-communities/getting-around/info-2014/aarp-walk-audit-tool-kit.html>

AARP Walk Audit Tool Kit LEADER GUIDE

How to host a walkability workshop and community walk audit

Checklist of Essential Features of Age-Friendly Cities

World Health Organization

[http://www.who.int/ageing/publications/Age\\_friendly\\_cities\\_checklist.pdf](http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf)

AARP Maine Age-Friendly Survey

Eight page survey

Age-Friendly Sacopee Valley Initiative (draft)

One page survey

The Age-Friendly Community Movement in Maine

Patricia Oh

<http://digitalcommons.library.umaine.edu/cgi/viewcontent.cgi?article=1708&context=mpr>

The Case for Age-Friendly Communities

Prepared for Grantmakers in Aging

[https://www.giaging.org/documents/160302\\_Case\\_for\\_AFC.pdf](https://www.giaging.org/documents/160302_Case_for_AFC.pdf)

Projections & Implications for Housing a Growing Population: Old Households 2015-2035

Joint Center for Housing Studies of Harvard University

<http://www.jchs.harvard.edu/housing-a-growing-population-older-adults>

# Conversations from the Tri-State Collaborative on Aging

- Harpswell Aging at Home (HAH)

<https://www.hah.community/>

- Susan Boak spoke with Bob Bauman, Hollie Vanderzee, Surrey & Hugh Hardcastle concerning Habitat for Humanity weatherization
- Penny Gruen spoke with Communication's Chair, Hollie Vanderzee concerning their communications branding and committee
- Maine Association of Area Agencies on Aging
  - Penny Gruen spoke with Jessica Maurer

# Harpswell Aging at Home

## Heating Assistance

- Topic 1: Home heating assistance project with Habitat for Humanity
  - Tools are organized by Hugh and stored locally in a locked trailer. These are used for heating assistance and also for home construction. They are valuable and need to be taken care of.
  - When home heating assistance is requested a team convenes with the property owners. They have found it works best if a social worker helps the family fill out forms while the installers inspect the property to determine what is needed.
  - As a rule they don't do insulation. An exception was a bare wall with studs where they did put in insulation and sheet rock. Insulating walls when there is little or none to start with is an added expense
  - Mostly they measure for interior storm windows which cut down on drafts.
  - These windows are constructed off-site and later installed by the H4H team.
- Topic 2: Publicizing a meeting for H4H home heating assistance
  - Local newspaper, flyers distributed from town offices and posted around town, town website.
  - Notice of H4H program should be viewed in published media probably once per month to keep it fresh in the mind of those who may wish it.
  - Good idea to use a local hall (e.g. Atlantic Hall) to hold an informational meeting by H4H as it increases comfort level of those attending.

# Harpswell Aging at Home Communications

- A communications and branding plan, created for HAH by Holly Vanderzee in 2015
  - Established the organization as a “known and trusted resource”
  - Led to the formation of a communications committee
- The communications committee of eight
  - Created and maintains a database of close to 400 members and volunteers
  - Writes quarterly articles for newsletter and a monthly 500 word feature for local newspaper
  - Creates flyers and submits articles on all special events
  - Directs regular member appearances on Harpswell community TV
  - Edits and approves all content before publication
  - Manages the HAH calendar, website and Facebook page

# Maine Association of Area Agencies on Aging

## Jessica Maurer, Esq. Executive Director

- Penny Gruen spoke with Jessica Maurer
- Primary focus was the value of focus groups in establishing age-friendly communities
  - Provides important qualitative follow-on to survey data
  - Used throughout the state by emerging age-friendly communities
  - Suggests use of proven framework from WHO & AARP materials as a starting point
  - Recommends that groups be run by professionals
  - Provides excellent source of volunteers for age-friendly programs

# Tunbridge (VT) Neighbors Helping Neighbors TNHn

## Bill Leffler Provided Information

- TNHn has been started by local volunteers to improve the lives of residents

<https://tunbridgevermont.wordpress.com/residents/groups/tnhn/>

- Services include:
  - Transportation to and from medical appointments, other local transportation and errands, rides to church or local events;
  - Picking up prescriptions or other goods from stores; doing errands for those unable to do so
  - Bringing someone back from the mechanic, if they have had to leave their car for service;
  - Short-term loans of medical equipment, such as wheelchairs or crutches;
  - Help lifting or moving large objects;
  - Friendly visiting or reading to shut-ins or others;
  - Helping people use their computer, or get on the Internet;
  - Delivery of library books; Delivery of Food Shelf items;
  - Referral for services from state, county, or federal agencies;
  - Occasional help with gardening or lawn care.