



MOUNT WASHINGTON
VALLEY
AARP AGE-FRIENDLY
COMMUNITY

Action Plan 2019

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MWV Age Friendly Community Action Plan

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MWV Age Friendly Community Action Plan

Our Mission: Using the AARP Livable Community Framework, we combine the talents and resources from all of our 11 towns to further develop the Mount Washington Valley as a place for people of all ages and abilities to thrive.

Our Vision: Citizens of all ages can say they would rather live here than anywhere else

Executive Summary

The Mount Washington Valley of New Hampshire is a culturally and historically rich, natural region for designation as an Age-Friendly Community. With its rapidly aging population, many of whom are lifelong outdoor enthusiasts, its plentiful service organizations, and talented citizenry, we have the opportunity to rapidly build a dynamic Age-Friendly Community that will make needed improvements while raising awareness of what an Age-Friendly Community truly feels like.

On completion of this Action Plan, our Steering Committee and its member Working Groups are ready to stride forward with their commitments to the first set of selected SMART goals. This first step will connect our members to the AARP Livable Communities resources and guides, helping them understand they are members of a national network of problem solvers and doers.

To meet our overall goal of being an Age-Friendly Community in spirit as well as name, we are using 5 Domains of Livability – Community Connections, Health, Housing, Outdoor Spaces and Transportation. We have heard repeatedly that our Valley is ready for Action as opposed to talk. We will launch our first set of 17 SMART goals for 2019 to achieve the momentum that creates awareness, excitement and engagement (See Goals by Domain) among many populations. We are excited to see the coordination between our public municipal representatives with our service coalitions in drafting the goals and believing in what is possible. We are developing trust between all. We believe that meeting these goals will only increase that trust and make our members eager to develop more.

To hold ourselves accountable to our time-frames, we will hold quarterly Steering Committee meetings as Progress Report moments. We will also report updates regularly to the regional daily newspaper, The Conway Daily Sun, as well as be a standard item on the Selectmen's town agendas.

In submitting our Action Plan, we look forward to partnering with AARP and the Rural Peer Network. We know we have wide open opportunities to learn and also to share our experiences with those who are also on this path.

Our Process

The AARP Age-Friendly Community Initiative began intentionally with a regional approach that would capitalize on the resources and assets that exist in our tourist area and are supported by a multitude of well-coordinated non-profits. The Gibson Center for Senior Services acts as the convener and host of the Steering Committee whose members are evenly split between public servants (Selectmen or their designated representatives) and representatives of pertinent agencies. See Appendix 3 for the List of Steering committee members and their affiliations.

After we obtained Letters of Commitment and Acceptance from all 11 towns, we began our planning for the first Steering Committee meeting by reducing the 8 Age-Friendly Domains of Livability to 5 that are Housing, Health, Transportation, Community Connections and Outdoor Spaces. We felt Community Connections was a manageable way to avoid overlap of the ways we develop inclusiveness, civic participation, communication, social respect, education, and living with meaning. We chose a member of the Gibson Team to be the coordinator of each Domain. Together, we coordinators compiled an informal but extensive list of every resource or asset in our Valley that we could name that fell in each Domain. (See Appendix 4) Each Steering Committee member was then assigned to a Working Group for a Domain. We were now ready to convene.

After introductions, history and an overview of AARP Age-Friendly Communities by Todd Fahey, New Hampshire State Director of AARP, breakout sessions were held for each Working Group with instructions to add to the lists and then sort the resources into 5 categories: 1) What is working well but under-utilized, i.e., has more capacity and could serve more people? 2) What is working well but over-utilized, i.e., has a waiting list or is understaffed, under-funded, etc.? 3) What is working locally in one or two towns and should be replicated? 4) What has been working well but is at risk of falling apart, i.e., needs more volunteers or leadership? And 5) Where is there a gap and something needs to be created?

With these categories, we asked the Working groups to consider who else in the region needed to be at their table and what information do we have from surveys and data previously collected that would support any recommendations coming forward. Each Working Group used the weeks between the first meeting and the December Progress meeting to draft 1-5 Goals based on the data and interviews with various community members who provided insight. The Goals were required to be in SMART format and have an eye toward a balance of Impact/Feasibility.

Each of the people included brought to the discussion the results of various community assessments including the 2018 Community Health Needs Assessment (Memorial Hospital and Maine Health), the 2018 Community Health Improvement Plan (C3PH), 2015 PDI Housing Assessment of each Town (MWV Housing Coalition), Jackson Housing Opportunities Matter Municipal Technical Assistance Grant (PlanNH.org), Regional & Community Report – Changes in Demographics and Industry 2010-2016 (MWV Regional Collaboration), North Country Council Transportation Advisory Committee Report 2014, Freedom Town Survey among others. See Appendix 5 for links to these reports.

We held the December Progress meeting with the entire Steering Committee as a means of keeping momentum and assuring ourselves that each Working Group would be aware of what the others were contemplating. As expected, overlap and possible synergies emerged. Following the December meeting, each Working Group met at least one more time to hone the wording, scope and intent of the proposed Goals. Some of the Goals were altered based on greater input from outside experts such as our Jackson Chief of Police who is also the President of the Carroll County Association of Chiefs of Police, Town Directors of Recreation, Directors of 211 and Service-Link and local and state service providers of the REAP program and others. Additional input was obtained at the Annual Meeting of Carroll County Collaborative on Public Health (C3PH) where we had the opportunity to present our work but also heard from directors or representatives of other non-profits such as Starting Point – Services for Domestic Violence and Abuse Victims and others.

Accountability to the Plan Goals

The Goals by Domain, as a result of this process, are presented below. To be successful and able to anticipate next phases, we have to achieve our first set of Goals. Accountability resides with the leaders of each Domain. Quarterly Steering Committee Progress meetings are scheduled to assure reporting and coordination among the Domains with the intent of staying committed to the time lines for completion. Reports are being entered into each Town Annual Report by the Selectmen, creating a responsibility for achieving the Goals.

Next Steps and Learning

The Goals we are now submitting as our Action Plan are the result of these discussions, research, and focus. We acknowledge that there are many more items we contemplated but we used discipline in adhering to the SMART Goal structure and avoiding scope creep. Where there were ideas that were very well intended but had minimal likelihood of being accomplished, we set them in the “Parking Lot” for further consideration in our next round. Where there were excellent programs or services being done, we chose to let them continue without our involvement unless we see opportunities change. We will be engaging many more community experts and involved citizens as we move forward with each Goal. We are committed to having rapid, positive impacts, visibly and effectively, in our communities so that we can establish ourselves meaningfully as agents for Livability. This is our first Phase of many.

List of Appendices:

1. Letter of support from towns and organizations
2. Town Profiles
3. List of the Steering Committee Members
4. Copies or links to various assessments including CHNA, CHIP, PDI, Freedom survey, JHOM study, Survey of MWV HomeBuilders, Regional & Community Report -Changes in Demographics & Industry, North Country Council Coordinated Public Transport and Human Service Transport Plan.
5. Resources Assessment by Working Groups Sept 2018
6. Freedom Advisory Board on Aging – Town Survey Results
7. Freedom Service Directory – 10/2018 – Example of possible directory for other towns

The Goals by Domain

Community Connections

Goal#1: Foster more intergenerational relationships within educational institutions

Need: Each generation can be deeply enriched by meaningful relationships with each other. Our towns and schools need to foster child/adult relationships to build social interaction and learning opportunities.

Specific There are (or have been programs) that have existed in our local schools over the years. We need to identify the current programs in several schools that offer mentoring, tutoring, after school coaching, etc., and build on them and develop new ones.

Measurable After picking several programs, note the number of volunteers and students involved. Increase the numbers of each by 50% by year's end.

Attainable Preliminary research has identified several programs that exist in our Bartlett School, Children Unlimited, Freedom Elementary and Madison Elementary. We have learned of many more people who can serve as contacts. Our initial contacts with the 3 superintendents have provided a green light to proceeding.

Relevant Evidence is strong that these programs are equally beneficial for students and the volunteers, overcoming social isolation while building respect and shared learning

Timely Short term –by May- identify which programs will launch or be augmented in which schools.
End of Dec. 2019 – measure # students impacted, what will make the programs sustainable, and with what modifications.

Who is the Lead? Ele Border, Board Gibson Center; Rick Davidson, Freedom Comm. On Aging
Who else? Joe Yahna – Principal of Josiah Bartlett School, Ardis Yahna – Children Unlimited, Betty Lee Garland – Guidance Freedom Elementary. Virginia Schrader -Career Center, Eagle Academy, Amy Frechette – principal Pine Tree School, Amy Donaldson - KHS

Goal #2: To set up town specific service directories and to establish email exchanges, replicating the Freedom model (and Tamworth Exchange, Madison Boulder, etc.) for all 11 towns as desired by them. See Appendix 6 Freedom Services Providers 2018

- Need:** People need a simple, information system where they can obtain names of reputable providers of various local services. Townspeople need exchanges of information regarding current events and offerings in the town
- Specific** Enlist someone in each town to create a listing of services available in the town similar to that in Freedom. Enlist a person in each town to screen the email offerings similar to those in Freedom, Tamworth, Jackson, Eaton, and Madison. Make subscription to these lists available to all in town.
- Measurable** Have the person enlisted to create these informal systems report back to us when they are ready to go live and how many subscribers they have by Dec. 2019.
- Attainable** Work with town libraries, town clerks, and selectmen to identify an appropriate person(s) to collect and manage the directories. Similarly, identify a person(s) to manage the town email exchange.
- Relevant** People are always asking – Who does this in town? What’s happening in town? Do you know anyone who needs this? While not everyone is on line, many are. This is a way to get this information circulating and potentially enhance the role of our libraries
- Timely** Research current town email exchange systems by April 2019. Recruit people in each town to undertake this project by June 2019. Set up the systems and go live by Oct 2019

Who is the Lead? Rick Davidson, Freedom Comm on Aging; Ele Border, Board, Gibson Center
Resources: Tamworth Exchange; Madison Boulder; Freedom Bulletin
 Freedom Service Directory – See appendix #6

Goal #3: Explore streamlining the vetting process of volunteers across Valley agencies and non-profits

- Need:** To streamline/consolidate the vetting process to reduce cost and time involved by non-profits and increase the number of volunteers.
- Specific** We will determine what our non-profits and public agencies are using for criminal background checks, if at all, and determine what flexibility there could be for reducing the repetitive searches. We will learn how this process can be streamlined or combined so one vetting can be used by multiple organizations. We will consider the possibility of having a central volunteer service to provide the background checks.

- Measurable** Each non-profit knows how many volunteers they have and how much time and cost they have absorbed each year to vet potential volunteers. We can measure any decrease in the time spent and cost incurred on vetting and increase the pool of available volunteers.
- Attainable** Identify the organizations that have a need for volunteers (e.g. RSVP, schools, Gibson Center, theater companies, etc.), then document their process, the reasons for their process (legal, insurance, etc.) and how the volunteers are used. Identify the vendors used and their costs. Group answers
- Relevant** The vetting process is time consuming, costly and in many cases repetitive. There is no standard vetting process. Each non-profit appears to follow a different and separate vetting process for criminal background checks. Some individuals who would consider volunteering for multiple organizations might not because of this requirement. The non-profits in MWV are always in need of volunteers. We need to increase this pool, reduce the time/cost to recruit them and perhaps have a centralized place to which non-profits can go to engage them.
- Timely** Gather all of the relevant information on the various processes by May 2019. Have meetings to discuss ways to streamline process by Sept 2019. Begin implementation Oct 2019

Who is the Lead? Janice Crawford, MWV Chamber of Commerce; Ele Border, Board, Gibson Center, Charlie Macomber, Pres. Gibson Center; Marianne Jackson VP Board Gibson Center
Who Else? RSVP, Over 200 other non-profit agencies

Goal #4: Enhance the service/resource lists maintained by ServiceLink Aging and Disability Resource Center and develop linkages with each Town and the Gibson Center

Need: ServiceLink provides an access point for people seeking resources associated with Aging and Disability. There are some gaps in the lists of services and resources provided locally. Additionally, people often start with other points of entry such as Town offices or the Gibson Center. We need to increase the content and linkages that would facilitate people obtaining a “No Wrong Door” experience to obtain the services/information they need.

Specific Enlist someone in each town and from our Healthcare Coalition to coordinate with 211 (that provides information to ServiceLink) to review the listing of resources available to the region and to investigate how to create linkages between ServiceLink and the Town Office and Gibson Center. ServiceLink can also have the towns’ directories of resources for referrals See Goal #2. See also Goal #1 in Health – 211 Day

- Measurable Live links between the websites; completed review of the lists of resources.
- Attainable Town selectmen and other town leaders can be enlisted to identify person(s) available to participate in collecting this information. Our Health domain 211 group will also be sending along accurate information. The web developers for ServiceLink, the Towns and the Gibson can potentially take advantage of the information and create the links. It is possible that some towns would also include their libraries in the Linkages.
- Relevant Individuals and families are often unaware of the most direct way to access the information they need when the needs arise. Having multiple sites of entry that direct them to the resources improves timely access. We are supportive of a “No Wrong Door” policy of access.
- Timely Recruit town and health agency contact persons within the first three months. Determine what is needed by DHHS to set up the systems and go live by the end of the year. Create a plan for sustainability of the most current information

Who is the Lead? Dawn Barnett, ServiceLink, Rick Davidson – Freedom Committee on Aging
 Who Else? Gibson Center, Town Selectmen, Healthcare Coalition, Caleb Gilbert (C3PH)
 Freedom Service Offerings

Health

Goal #1: Upgrade 211 information about local services – “211 Day”

- The Need 211 is a free, statewide, zip code specific site for access by anyone in the community to search for needed services. Their website has recently been upgraded to manage the Doorway program for Substance use Disorder, but lacks current information from our local agencies regarding many other services so is not comprehensive or robust.
- Specific Create a list of local relevant agencies and target a specific day or week and person to upgrade their service information on the 211 site.
- Measurable Have the point person in each agency report back to us that they completed their upgrade. DHHS metric report of # of calls in addition to Doorway calls.
- Attainable Start with those agencies that are presently on the site. Using our contacts through C3PH, Care Transitions team at Memorial, Healthcare Coalition, Gibson

Center, and this Age-Friendly Community, identify as many services as possible to upgrade their 211 listing.

- Relevant Families and citizens repeatedly complain that they don't know how to access information. We need to use the services available to make them more robust and friendlier for users. 211 also provides the bulk of information regarding services to ServiceLink.
- Timely We can identify the agencies and services over the coming 2 months. We can pick a "211 Day" to follow. We can follow up with a phone call to any agency or service that does not contact us to confirm their upgrade.

Who is the lead? Caleb Gilbert C3PH

Who else is needed? Raetha Stoddard, BJ Parker, Joe Frappiea and Cary Gladstone

Senior Director, 211-NH & Asset Building Strategies

By When: Agencies Identified by end of April 2019; 211- Day (or Week) in May 2019

Funds needed – None at this time

Goal #2: Age Friendly Walkable Trails -Collaboration with Memorial Hospital 100 Days of Wellness

- Need: Motivate people of all ages and abilities to use the existing trails
- Specific The initial list of most walkable trails in all 11 towns from the Outdoor Spaces working group will be incorporated into the Memorial Hospital Population Health 100 Days of Wellness Campaign kicking off May 1-August 9. This invites all age groups and abilities to walk the trails, obtaining double points if all 11 are completed.
- Measurable Memorial Hospital is developing its strategy and tools for monitoring the multiple activities associated with the Campaign. Number of participants who walk all 11 trails. Satisfaction surveys for the trails
- Attainable Using local media, our organizations, Memorial, White Mountain Milers and multiple Community Connections mechanisms, we can broadly advertise and promote participation. The trails are easily mapped and described and included.
- Relevant Health of our kids and seniors, caregivers and their clients, and all citizens is increased by motivating them to know about and use the trails we have

Timely Achievable in this year and replicable in years to come, possibly expanding to a promotion of our “Footers” of the Valley

Who is the Lead? Heather Phillips, Population Health, Memorial Hospital

Who Else? Deb Fauver and the Outdoor Spaces working group

By When? The campaign will launch May 1, materials will be completed and ready mid- April.

The Campaign ends July 8.

Goal #3: Intergenerational Music and Memory

Need: Intergenerational events and contact; dementia care

Specific Use and expand the existing Music and Memory program that pairs youth with seniors (presently at Merriman House) to interview the elder to learn their favorite music to be downloaded into donated MP3, SanDisk or ipod players for the senior’s use. See <https://musicandmemory.org/>

Measurable Record the number of youth and seniors paired now and in 12 months and count the number of completed music downloads.

Attainable Connect with K-kids at Kiwanis, Boy Scouts, Girl Scouts to identify interested youth; Pair them with nursing homes and identified, home-bound elders once the Adult Day Care Center opens in summer 2019

Relevant Evidence is strong that the physical and mental health of our seniors is promoted through music. Bringing young people into the lives of seniors through a structured interview increases their connection and appreciation of these seniors.

Timely Achievable in this year and replicable in years to come

Who is the lead? Sue Ruka, Heather Phillips -Memorial Hospital

Who else is needed? Directors of Merriman House, Mountainview and Mineral Springs Nursing Homes, Barb Reilly – K-Kids. Gail Doktor- Clergy of the Eastern Slope

What steps: Complete MaineHealth grant for training funds; identify participants, Identify interest of each nursing home for expansion to their facility

By When: Begin training summer 2019,

Funding: Grants have been submitted for training and equipment

Goal #4: Increase the utilization of the REAP in-home mental health services from Northern Human Services. (REAP = Referral, Education, Assistance, Prevention)

The Need Caregivers and in-home seniors (60+) often suffer from anxiety, depression, and anger. REAP offers 6 free in-home mental health visits for caregivers or clients. Presently they are under-utilized and have capacity

Specific Increase to capacity the number of REAP clients

Measurable We know the present number of clients served in 2018 and will measure the number at the end of 2019. Aim to increase # of clients served by 50% by August 2019.

Attainable Create promotional/educational opportunities for the REAP counselor to spread awareness. We can use our various organizations and partner with the police “Good Morning” programs, Meals on Wheels, local hairdressers, physical therapy centers, our libraries, Community Connections, 211, etc.

Relevant Increasing numbers of family members and domestic in-home caregivers are in caregiver burnout due to the growing number of elders with dementias of many kinds. There are also undiagnosed and untreated anxiety, depression and other mental illness symptoms associated with home care.

Timely Northern Human Services notes current capacity for more referrals.

Who is/are the lead(s): Sue Ruka – Memorial Population Health; Sandy Ruka VNHCH

Who else is needed: Maureen Hanlon and Eve Klotz, Northern Human Services, Caleb Gilbert C3PH

What steps: Learn the baseline number of referrals and how many would be capacity. Begin educational/promotional meetings with Conway Pines Senior Living, Physical Therapy centers, Caregiver Support Group at Gibson Center, Clergy of the Eastern Slope, Librarians, Care Transitions, and consider next, diabetes educators and hairdressers.

Note: If capacity is reached, Northern Human Services is able to increase their capacity by increasing the number of service providers.

Goal #5: Reach capacity of the “Project Good Morning” (Conway PD) and “Good Morning” County Sheriff’s department – partnering with our local police and sheriff departments to maximize utilization and awareness in all 10 NH towns. Explore what is available in Fryeburg.

- Need:** Identify falls, stroke or other health events of people living alone.
- Specific** These programs already exist through our local police and sheriff departments. Our contacts with the departments have indicated that there is much more capacity and promotion is needed.
- Measurable** Each department knows how many registrants they have and calls they receive at this time. We can aim to increase the number during our next year by 50%.
- Attainable** Several local strategies can be used through our towns and organizations to promote these programs. These can include town meetings, town reports, local talks at libraries and Gibson, Town email exchanges, churches, and many more word-of-mouth activities.
- Relevant** Evidence is strong that isolated seniors benefit from daily calls to check their status; neighbors and distant family members are reassured that their family member is living more safely at home and someone is looking after them. Our police departments are eager to assist families at risk.
- Timely** Our demographics indicate the number of residents who will be over age 80 in the next 10 years will double. Increasing the number of people signed up for Good Morning by 50% across 10 towns in one year is achievable.

Who is the lead? Sandy Ruka, Memorial Hospital; Marianne Jackson, VP Board Gibson Center

Who else is needed? Chief Chris Perley, Conway PD, Carroll County Sheriff Dept.

What steps: Identify the baseline # of people on the lists.

 Create a PR plan to include the towns, the Conway Daily Sun, the Community Connections mechanisms, 211, Service Link, MOW, Gibson Center, etc.

By When: Dec. 2019 – complete assessment of the increase # of registrants and calls requiring investigation.

NOTE: Chris Perley is president of Carroll County Association of Chiefs of Police and can greatly help us stay accurate and on target.

Housing

Goal #1: Create MWV Accessory Dwelling Unit Town-by-town specific Guide

The Need	Reduce the barriers to homeowners building or creating ADUs
Specific	Complete a town by town comparison of the zoning, size restrictions, parking, attached vs. detached and other characteristics of allowable ADUs under the 2016 ADU New Hampshire law. Phase 2 – implement a comprehensive plan for pushing the information out to communities and homeowners
Measurable	Completed Guide in print and digital pdf format. Printing done and distributed; completion of marketing plan.
Attainable	MWV Housing has the information and can write for grants to cover the printing. Work can be done with Community Connections, Towns and MWV Realtors, Home Builders Assoc., to locate means for distributing and disseminating the guides.
Relevant	The need for workforce housing is well documented and the opportunity for homeowners (many of whom are seniors) to develop ADUs is untapped.
Timely	The completion of Phase 1 tasks can be anticipated soon and Phase 2 to follow in 2019.

By Whom? Victoria Laracy, MWV Housing Coalition, Kimberly Clarke, Realtor and Selectperson
The Housing working group

Who Else? Gibson Center, NH Housing, other grant making agencies, Community Connections, Libraries, Town offices; Real Estate offices;

By When? April 2019 for completion of the guide and 2019 for distribution and promotion

Funds required: Printing

Description of the Guide: Includes a statement of the overall philosophy and benefits of ADUs; Add a case study of Lucy Brook farm. Include a grid for each town and the descriptors of building and ADU size, appearance, septic, mobile or not, detached or not, parking, etc.; include each town's zoning language. Include tips for financing, and other language already in place in the Homeowners Guide done by NH Housing.

Goal #2: Create a Directory and Resource guide for people seeking subsidized housing

The Need Comprehensive and easily accessed information is needed for those seeking subsidized, affordable housing

Specific Develop a current list of the affordable subsidized housing options, their managers' contact and their restrictions; make this guide available across the Valley

Measurable Complete the Resource guide, promote and distribute it

Attainable MWV Housing has resources for compiling and completing this guide

Relevant The need for subsidized and affordable housing is well documented and it is important to make known what is available and how to access it

Timely MWV Housing has completed most of the guide for subsidized housing options through the Valley and now needs the distribution and awareness to be consistent across agencies and towns.

By Whom? Victoria Laracy, MWV Housing Coalition

Who Else? Community Connections sources, Libraries, 211, Service Link, Health working group

By When: April 1st

Goal #3: Create HomeShare MWV-Gibson

The Need To pair home-seekers with homeowners who have empty space to rent thereby increasing affordable workforce housing and help seniors continue to age in place, see www.homesharevermont.org, or www.homeshareslo

Specific Complete the legal, insurance, policy, application, interview and guideline documents for successful HomeShare based on other USA models. Secure the Advisory Group and create the budget, PR program and website

Measurable HomeShare MWV will open in May 2019 and complete 3-5 matches in the first year of 2019.

Attainable This Goal is well underway after two years of research and planning. The resources and plans exist. The Board of Gibson Center for Senior Services has approved HomeShare MWV-Gibson to exist under the umbrella of the 501(c)3. The policies, applications, interviews, handbooks and legal documents have been completed. There are quotes for insurance, PR and website due by end of Feb.

Relevant The need for workforce housing is well documented and the opportunity for homeowners (many of whom are seniors) to increase income, have companionship and have help with services is paramount. Jackson Home Opportunities Matters placed this as one of its top three strategies for Housing

Timely The completion of the tasks can be anticipated within the first 8 months of 2019.

By Whom? Marianne Jackson, VP Board Gibson Center, and Advisory board: Victoria Laracy (MWV Housing Coalition), Anita Burroughs (NH House Representative), Carolyn Brown (Board member of Gibson Center); Nancy Clark (Website Developer); Mary Howe and Barb Terriault (Jackson Home Opportunities Matter)

By When? By May 1, 2019, begin applications and matches.

Barriers: Funding

Funds: Grants and donors

Of Note: given all volunteer services, our financial needs will be minimal in the first year

Goal #4: Develop recommendations for zoning improvements to allow more diverse housing units to meet the current needs of citizens

The Need Reduce the barriers to towns creating diverse housing and permitting higher density

Specific Develop detailed proposals to municipalities to create housing diversity. Strategies may include engaging planning boards to create more options for towns to permit affordable and workforce housing; provide them information and examples of affordable housing legislation that has benefitted other communities. Examine warrant articles and consider repurposing buildings. Develop community engagement and constituency support for planning board processes.

Measurable Complete proposals for at least three towns that can be used as models for any of our other 11 towns.

Attainable Jackson Home Opportunities Matter has already developed language concerning density that is being submitted to the Town as a warrant article. Conway has a warrant article for the March Town Meeting. Fryeburg has a proposal for the Town Meeting in June to

provide senior housing in a repurposed elementary school. We will follow closely the results of the Town Meetings and continue to work to modify and resubmit as necessary.

- Relevant The need for diverse housing is well documented and the opportunity for towns to create more permissive zoning is present and has public support
- Timely The work by Jackson Home Opportunities Matter, Conway petition warrant article and Fryeburg proposal are included as attachments to this Action.

By Whom? Fryeburg- Kimberly Clarke, Selectman; Jackson -Betsey Harding and/or Mary Howe and Barb Therriault; Conway - Victoria Laracy and Shawn Bergeron There is a working group legislative committee of the MWV Housing Coalition.

By When: 3 months and pending the outcomes, through 2019.
Barriers: Town and Public perceptions of zoning and housing density

Goal #5: Develop NH State and local Town Legislation to incentivize long-term rentals

The Need To Incentivize long-term rentals (ADU's, apartments, homes, shared housing) to balance short term rental trends

- Specific Work with legislators to develop detailed proposals to put forward to create state and town specific incentives for long term rentals. Secondly, develop the strategies for creating the constituencies to back such legislation
- Measurable Complete legislative proposals for submission to the 2019-2020 NH State legislative session
- Attainable With the expertise of MWV Housing and working with our local legislators we can help draft such legislation and follow it. It will require research and coalition building.
- Relevant The need for more reasonable housing for long-term rental (and purchase) is well documented in our region. The effect of the housing shortage hits young and old alike, limiting the growth of businesses and services.
- Timely This is a long-term goal as we are likely to need two or three legislative sessions to see actions that can be put into effect in our towns.

Who is the Lead: Victoria Laracy, MWV Housing Coalition

Who Else: Anita Burroughs, Marianne Jackson, Jeb Bradley, Mary Howe/Barb Therriault; Coalition to End Homelessness, Harrison Kanzler, Steve Woodcock; Michael Cryans

First steps: Appreciating legislative sessions, we start with background information, research, data, to be able to propose language for presentation to the legislators after April 1. Receive data – conversion of long-term to short term homes. Combine incentives for long-term rental with density,
By When: Fall 2019;

Barriers: Culture, Property rights, Tax and Tenant law, lobbyists for realtors.

Potential Ideas: Consider Legislative Alterations to Tenant/Landlord laws; Tenant 101 courses with certification; Construction property tax abatement for 10 years on ADU or other long-term rental units remaining under same ownership -non-transferrable.

Outdoor Spaces

Goal #1: Age-Friendly Community Garden

- Specific** Create a community garden in the Town of Bartlett on land donated by Stony Morrell, located on Route 302, to be reasonably accessible by people of all ages and abilities, promoting inter-generational interactions.
- Measurable** There is currently no community garden in the Town of Bartlett and the Bartlett Recreation Program considers creating a community garden a reasonable recreational use of the donated land. The first phase of the project would be to plan the garden, ensuring accessibility, including some raised beds that are waist high. The second phase would be to fund raise for the materials needed to create a path to the gardens and to build the raised beds. The third phase would be to begin using the community garden. Success will be measured by the number of people using the garden including representation of multiple generations.
- Attainable** The land exists and a community garden was already in the preliminary planning stages. The director of the Bartlett Recreation Program is ready and willing to include it within the Age Friendly Initiative.
- Relevant** Even though we live in an area with an abundance of undeveloped land suitable for gardening, renters may not have access to land for gardening while some residents may not have the ability to garden without accommodations. Any excess food will be donated to the Bartlett School Food Service.

Timely Phase One = Spring of 2019. Phase Two = Ongoing. Phase Three: Spring of 2020.

Who is the Lead? Vicki Garland – Bartlett Selectman

Other Known Resources: Bartlett Recreation Department; Donated land; Fund raising structure already in place; UNH Cooperative Extension Master Gardeners
White Mountain Garden Club

Goal #2: Age Friendly Walkable Trails (See Goal #2 Health – Memorial Hospital 100 Days of Wellness)

- Specific** Create a list (both paper and electronic), with maps, parking & brief descriptions, of the most walkable existing trails in MWV with one for each of the 11 towns. Each trail to have minimal elevation change, minimal root/ rock impediments, and to be reasonably accessible by people of all ages and abilities. Separate listing of ADA trails.
- Measurable** There is no current list of age friendly trails. The first phase of the project would be to list 1 such trail in each community (in addition to the ADA trails – of which there are only 3-4 total). The second phase would be to list at least 3 trails in each community. The third phase would be to propose new trails for each community.
- Attainable** Many qualifying trails exist, maps of some of the trails exist; the work will be in creating the list, locating maps, describing the trails, creating better signage at the trails.
- Relevant** Many people moved to MWV specifically for the beauty of our natural spaces; aging people, very young people, and those with disabilities need to know where they can go to walk in reasonable safety.
- Timely** Phase One = June 2019. Phase Two = Oct 2019. Phase Three = Feb 2020

Who is the Lead? Deb Fauver

Additional Resources: MWV Trails Association, Larry Garland – cartographer, Town Conservation Commissions, Believe in Books – trails.

Transportation

Goal#1: Disseminate the revised North Country Transportation Guide

Need: People served by organizations all over the region need to be aware of the resources, contact mechanisms, regulations and availability of our multiple transportation options before more work is done to create new options.

Specific: There is a 2019 revision coming of the North Country Council Transportation Advisory Committee Report for Carroll, Coos and Grafton counties. The resource guide will be sent to identified organizations, promotion strategies will be developed, and email lists of contacts will be generated.

Measurable: Numbers of rides provided by the various modes of transportation can be measured at baseline and in a year.

Attainable: The Coordinated Public Transport and Human Service Transport Plan is pending for 2019. Promotions can be accomplished through our developing mechanisms in our Community Connections and through the Steering Committee members directly.

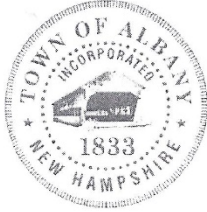
Relevant: Transportation for those individuals who do not drive independently remains one of the top concerns in our rural communities. We need to maximize the availability and access to transportation to improve health, prevent isolation, and increase the livability of housing that is affordable but not within walking distances of needed resources.

Timely: The 2019 Revised Guide is coming. When available, push the Guide to all relevant agencies and service groups.

Who is the Lead? George Cleveland, Executive Director Gibson Center

Who Else? Town Selectmen, the Steering Committee members, 211, ServiceLink, Libraries

Appendix #1 Letters of Support from Towns and Organizations



Town of Albany, New Hampshire

1972-A NH Route 16

Albany, NH 03818-7442 USA

603-447-6038

contact@albanynh.org

June 6, 2018

To: Mr. Todd Fahey
AARP NH State Director
45 S. Main Street #202
Concord, NH 03301

Dear Todd,

On behalf of the Town of Albany, NH, we are proud to provide this letter of support to AARP, New Hampshire for the application for Membership of our town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services. As one of many Towns that make up the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. Improvements to make our towns more livable should and will be coordinated across several town lines. We also recognize we have much to offer and to gain from our other neighboring towns. We therefore, are pleased to provide a representative to the Regional Steering Committee that will develop our regionally based initial Age-Friendly Community Action Program.

If you have any questions regarding our participation, you may contact our Town Administrator, Kathleen Golding at 603-447-6038 or at contact@albanynh.org

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Hiland".

Rick Hiland - Selectman – Chairman

A handwritten signature in black ink, appearing to read "Cathy W. Ryan".

Cathy Ryan – Selectperson

A handwritten signature in black ink, appearing to read "Joe Ferris".

Joe Ferris - Selectman

TOWN OF BARTLETT
OFFICE OF THE SELECTMEN
56 Town Hall Road
Intervale, NH 03845
(603) 356-2950
Website: www.townofbartlettnh.org

June 11, 2018

Todd Fahey, State Director, AARP NH
45 S Main St. #202
Concord, NH 03301

Dear Mr. Fahey,

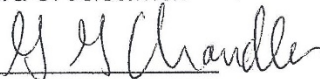
On behalf of the Town of Bartlett, New Hampshire, we are proud to provide this letter of support to AARP New Hampshire for the application for membership of our town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services.

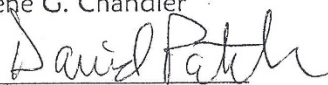
As one of the many towns that makes up the area known as the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. Improvements in making our towns more livable should and will be coordinated across several town lines. We also recognize we have much to offer and to gain from our other neighboring towns.

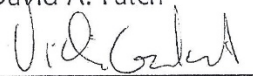
We therefore are pleased to provide our representative to the regional steering committee that will develop our regionally based initial Age-Friendly Community Action Plan.

If you have any questions regarding our participation, please feel free to contact our office.

Sincerely,
Board of Selectmen


Gene G. Chandler


David A. Patch


Vicki L. Garland

TOWN OF CHATHAM, NEW HAMPSHIRE
1071 MAIN ROAD
CHATHAM, NH 03813

July 24, 2018

Todd Fahey
State Director
AARP NH
45 S Main St, #202
Concord, NH 03301

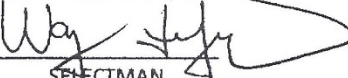
RE: Letter of Support for AARP Age-Friendly Community Designation

Dear Todd,

On behalf of the Town of CHATHAM, NH, I am proud to provide this Letter of Support to AARP New Hampshire for the application for Membership of our town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services. As one of many towns that make up the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. Improvements in making our towns more livable should and will be coordinated across several town lines. We also recognize we have much to offer and to gain from our other neighboring towns. We therefore are pleased to provide our representative to the regional Steering Committee that will develop our regionally based Initial Age-Friendly Community Action Plan.

If you have any questions regarding our participation, you may contact Wayne Infinger at (603)447-5123.

TOWN OF CHATHAM, NH

By 
SELECTMAN



TOWN OF CONWAY

1634 EAST MAIN ST. • CTR. CONWAY, NEW HAMPSHIRE 03813

(603) 447-3811
WWW.CONWAYNH.ORG

Todd Fahey
State Director
AARP NH
45 S Main Street

June 6, 2018

Dear Mr. Fahey,

The Board of Selectmen of the Town of Conway are pleased to provide this letter of support to AARP New Hampshire for the application for membership of our town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services. As one of many towns that make up the Mount Washington Valley, we are aware of the rapidly growing needs of the aging population in our region. Improvements in making our towns more livable should and will be coordinated across several town lines. We also recognize that we have much to offer and to gain from our neighboring towns. We therefore are pleased to provide our representative to the regional Steering Committee that will develop our regionally based Initial Age-Friendly Community Action Plan.

If you have any questions regarding our participation, you may contact Thomas Holmes, Town Manager, Town of Conway at (603) 447-381 ext. 210 or tholmes@conwaynh.org.

By authority of the Board of Selectmen, Town of Conway

By Its Chairman: *C. David Weathers*
C. David Weathers



Town of Eaton
Board of Selectmen
PO Box 88
Eaton, New Hampshire 03832-0088
603-447-2840

June 5, 2018

Mr. Todd Fahey
State Director
AARP NH
45 S. Main Street #202
Concord, NH 03301

Dear Todd:

On behalf of the Town of Eaton, we are proud to provide this Letter of Support to AARP New Hampshire for the membership application of our Town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services.

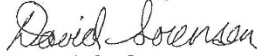
As one of the many Towns that make up the Mount Washington Valley, we are aware of the rapidly growing needs of the aging population in our entire region. Improvements in making our Towns more livable should, and will, be coordinated across several Town lines. We also recognize that we have much to offer and to gain from our other neighboring Towns. We, therefore, are pleased to provide a representative to the regional Steering Committee that will develop the regionally-based Initial Age-Friendly Community Action Plan.

If you have any questions regarding our participation, please feel free to contact Town Hall.

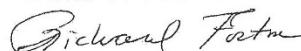
Sincerely,



Edward Reilly



David C. Sorensen



Richard Fortin
Board of Selectmen

**TOWN OF FREEDOM
BOARD OF SELECTMEN**

Post Office Box 227 • Freedom, New Hampshire 03836
603-539-6323 • Fax: 603-539-8270

June 18, 2018

Todd Fahey
State Director
AARP NH

Dear Todd:


On behalf of the Town of Freedom, I am proud to provide this Letter of Support to AARP New Hampshire for the application for Membership of our town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services.

As one of the many towns that make up the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. Improvements in making our towns more livable should and will be coordinated across several town lines. We also recognize we have much to offer and to gain from our other neighboring towns.

We, therefore, are pleased to provide our representative Rick Davidson (Alternate Cindy Fleming) to the regional Steering Committee that will develop our regionally based initial Age-Friendly Community Action Plan.

If you have any questions regarding our participation, you may contact Rick Davidson at 603-493-8287.

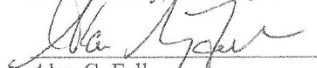
BOARD OF SELECTMEN



Leslie R. Babb



Ernest F. Day, Jr.



Alan G. Fall

The Town of Fryeburg

Settled 1762 - Incorporated 1777

Municipal Office

16 Lovewell Pond Road
Fryeburg, ME 04037
207-935-2805 telephone
207-935-6008 fax

July 23, 2018

Lori Parham
State Director AARP Maine
53 Baxter Blvd., Suite 202
Portland, ME 04101

Dear Lori:

On behalf of the Selectmen and the Town of Fryeburg, I am proud to provide this Letter of Support to AARP New Hampshire for the application for Membership of our town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services.

As one of many towns that make up the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. Improvements in making our towns more livable should and will be coordinated across several town lines. We also recognize we have much to offer and to gain from our other neighboring towns. We therefore are pleased to provide our representative to the regional Steering Committee that will develop our regionally based Initial Age-Friendly Community Action Plan.

If you have any questions regarding our participation, you may contact Sharon Jackson, Town Manager.

Sincerely,



Sharon Jackson
Town Manager

cc: Selectmen

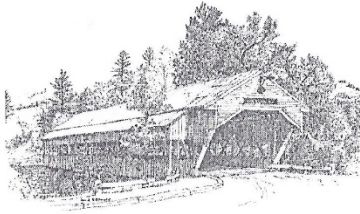
Letter of Support

Todd Fahey
State Director
AARP NH

Dear Todd,

On behalf of the Town of Hart's Location, I am proud to provide this Letter of Support to AARP New Hampshire for the application for Membership of our town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services. As one of many towns that make up the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. Improvements in making our towns more livable should and will be coordinated across several town lines. We also recognize we have much to offer and to gain from our other neighboring towns. We therefore are pleased to provide our representative to the regional Steering Committee that will develop our regionally based Initial Age-Friendly Community Action Plan.

If you have any questions regarding our participation, you may contact Mark Dindorf
At 603 374-6644.



TOWN OF JACKSON

OFFICE OF THE SELECTMEN

June 19, 2018

Todd Fahey
State Director
AARP NH
45 S Main St #202,
Concord, NH 03301

Dear Todd,

On behalf of the Town of Jackson, we are proud to provide this Letter of Support to AARP New Hampshire for the application for Membership of our town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services. As one of many towns (organizations) that make up the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. Improvements in making our towns more livable should and will be coordinated across several town lines. We also recognize we have much to offer and to gain from our other neighboring towns.

If you have any questions regarding our participation, you may contact Richard Bennett at 603-383-4223.

Sincerely,

Richard Bennett, Chair

John Allen

Bob Thompson
Board of Selectmen

P.O. Box 268 - JACKSON, NEW HAMPSHIRE 03846



TELEPHONE: 603-383-4223 - FAX: 603-383-6980

**TOWN OF MADISON
OFFICE OF SELECTMEN
POST OFFICE BOX 248
MADISON, NEW HAMPSHIRE 03849**

Phone: 603-367-4332

Fax: 603-367-4547

June 20, 2018

Todd Fahey
State Director
AARP NH
45 S Main St #202,
Concord, NH 03301

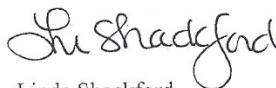
Dear Mr. Fahey,

On behalf of the Town of Madison, the Board of Selectmen are proud to provide this Letter of Support to AARP New Hampshire for the application for Membership of our town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services. This decision was made at their June 19th meeting after a presentation by Marianne Jackson.

As one of many towns that make up the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. Improvements in making our towns more livable should and will be coordinated across several town lines. We also recognize we have much to offer and to gain from our other neighboring towns. We therefore are pleased to provide our representative to the regional Steering Committee that will develop our regionally based Initial Age-Friendly Community Action Plan.

If you have any questions regarding the Town of Madison's participation, you may contact me Monday through Thursday 8am to 4pm by phone at 367-4332x300 or by email at linda@madison-nh.org.

Sincerely,



Linda Shackford,
Administrative Assistant

TOWN OF TAMWORTH, NEW HAMPSHIRE

SELECTMEN'S OFFICE
84 MAIN STREET
TAMWORTH, NEW HAMPSHIRE 03886
TELEPHONE (603) 323-7525 FAX (603) 323-2349
ADMIN@TAMWORTHNH.ORG
WWW.TAMWORTHNH.ORG

July 26, 2018

AARP NH
Todd Fahey, State Director
45 S. Main Street, #202
Concord, NH 03301

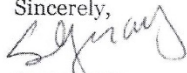
Dear Todd,

On behalf of the Town of Tamworth, I am proud to provide this letter of support to AARP New Hampshire for the application for members of our town as an age-friendly community that is being submitted by the Gibson Center for Senior Services.

As one of many towns that make up the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. Improvements in making our towns more livable should and will be coordinated across several town lines. We also recognize we have much to offer and to gain from our other neighboring towns. We therefore are pleased to provide a representative to the regional Steering Committee that will develop our regionally based initial age-friendly community action plan.

If you have any questions regarding our participation, you may contact Darlene McWhirter, Town Administrator.


Sincerely,



Steve Gray



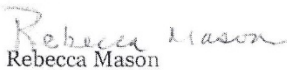
Daniel Poirier



Aaron Ricker



William Farnum



Rebecca Mason



Mt. Washington Valley Economic Council

53 TECHNOLOGY LANE, SUITE 100 CONWAY, NH 03818
PHONE 603-447-6622 FAX 603-447-9547
EMAIL ADMIN@MWVSEC.COM WEB WWW.MWVSEC.COM

June 28, 2018

Todd Fahey
State Director
AARP NH
45 S Main St #202,
Concord, NH 03301

Dear Todd,

On behalf of the Board of Directors of the Mt. Washington Valley Economic Council, we are happy to provide this Letter of Support to AARP New Hampshire for the Application for Membership of our region as an Age-Friendly Community being submitted by the Gibson Center for Senior Services. As one of many organizations that make up the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. Improvements in making our towns more livable should and will be coordinated across several town lines. We recognize we have much to offer and to gain from our neighboring towns.

Sincerely,
Mt. Washington Valley Economic Council

John A. Cuddy
Executive Director



Developing a Regional Vision for Improving Economic Opportunity & Growth, Sustainable Development, and Quality of Life in Mount Washington Valley

SERVING THE TOWNS OF:

- Albany, NH
- Bartlett, NH
- Chatham, NH
- Conway, NH
- Eaton, NH
- Freedom, NH
- Hale's Location, NH
- Hart's Location, NH
- Jackson, NH
- Madison, NH
- Ossipee, NH
- Tamworth, NH
- Brownfield, ME
- Fryeburg, ME

July 1, 2018

Mr. Todd Fahey
State Director
AARP, NH
45 S. Main St. #202
Concord, NH 03301

Dear Mr. Fahey,

On behalf of the Mount Washington Valley Regional Collaborative (Collaborative), I am pleased to provide this Letter of Support with the Gibson Center's application to enroll Mount Washington Valley in the AARP Network of Age-Friendly Communities.

The Collaborative is a partnership organization that includes the Mount Washington Valley (MWV) Economic Council, MWV Housing Coalition, and the Memorial Hospital/Maine Health. The goal of the Collaborative is to improve economic growth and opportunity, sustainable development, and quality of life by working with appropriate groups to address regional priorities. One of the region's rapidly growing priorities is its aging population. According to the 2016 American Community Survey (ACS) Estimates, 30 percent of MWV's population is age 60 and older, which is up from 24% in the 2011 ACS Estimates. The MWV region is aging faster than Maine and New Hampshire, the two states in which its towns are located.

As a member of AARP's Network of Age Friendly Communities, policy makers and business leaders will be better informed and better equipped to make improvements that serve our aging population. The Collaborative looks forward to working with the Steering Committee to provide data and assist in making the MWV region a place where all seniors can live well.

If you have questions regarding our participation, you may contact me.

Sincerely,

Theresa Kennett
Project Coordinator

Theresa Kennett,
Project Coordinator
53 Technology Lane,
Suite 102
Conway, NH 03818
(603)-387-2524
tkennett@me.com



Sandra Ruka, MS RN
Executive Director

603-356-7006
800-499-4171
Fax 603-356-8134

www.vnhch.org

Todd Fahey
State Director
AARP NH
45 S Main St #202,
Concord, NH 03301

Dear Todd,

On behalf of Visiting Nurse Home Care and Hospice of Carroll County (VNHCH) I am proud to provide this Letter of Support to AARP New Hampshire for the application for Membership of our town as an Age-Friendly Community that is being submitted by the Gibson Center for Senior Services. As one of many organizations that make up the Mount Washington Valley, we are aware of the rapidly growing needs of our aging population in our entire region. As an agency that provides services to an older population we understand the needs of this population that are difficult to meet. The ability to age in place is often met with challenges that the basic tenets of the AARP Age Friendly Community would address in many ways.

Improvements in making our towns more livable should and will be coordinated across several town lines. We also recognize we have much to offer and to gain from our other neighboring towns and organizations. We have full confidence that the team at the Gibson Center for Senior Services has an outstanding ability to recognize and address the needs of our aging community and have both the ability and commitment to develop and implement the Age Friendly Community model that would be effective in our community.

We are eager to partner and support this effort in any way needed and are therefore are pleased to provide our representative to the regional Steering Committee that will develop our regionally based Initial Age-Friendly Community Action Plan.

If you have any questions regarding our participation, please contact me, Sandy Ruka, RN MS Executive Director VNMHCH at slruka@vnhch.org or via telephone at 603-356-7006 Ext. 14.

Thank you for this opportunity and we are very much looking forward to seeing and supporting this important initiative.

Sincerely,


Sandy Ruka, RN MS

Appendix #2 Our Towns and Our Mount Washington Valley

The Mount Washington Valley



The heart of Mt Washington Valley

The Valley, as it is known, is a destination resort in all seasons. In the region, we have 6 downhill ski resorts including Attitash Mountain, Wildcat Mountain, Cranmore Mountain, Black Mountain, King Pine and nearby Bretton Woods. We have nationally renowned cross-country ski areas with 400 km of trails include Bear Notch, Bretton Woods, Great Glen, Jackson Ski Touring, and Mt. Washington Valley Ski Touring Center. Surrounded by the White Mountain National Forest, and beautiful natural lakes, these same areas attract hikers, canoeists, cyclists, mountain bikers, runners, campers, naturalists and explorers of all ages.

Culturally, we are fortunate to have the MWV Arts Association, award winning M&D Productions, Barnstormers Theater, Arts in Motion, The Fryeburg State Fair, the New England Ski Museum, the MWV Children's Museum, the Mount Washington Observatory Weather Discovery Center, Tin Mountain Conservation Center, over 77 restaurants, local breweries, and hundreds of tax-free shops.

In fiscal year ending in 2018, The Gibson Center for Senior Services provided 47,292 meals (Meals on Wheels and Congregate Meals), 5,101 transportation trips and had 6,649 participants in our social, educational and exercise programs. The Gibson also runs a thriving Thrift Store and manages Silver Lake Landing which provides affordable housing for seniors.

Our towns are knit together by a regional daily newspaper, The Conway Daily Sun serving all of our 11 towns. The Valley has 8 public libraries. The NH towns' students attend the regional Kennett High School and Fryeburg students attend Fryeburg Academy. We are served by Memorial Hospital which is a member of the MaineHealth family of hospitals. Our Mount Washington Valley Chamber of Commerce has over 750 corporate and non-profit members. Many of the non-profit organizations serve the entire Valley and are included on our Steering Committee in recognition of the impact they have in creating an Age-Friendly Community.

Our Towns – Profile and Demographics

Town	Square miles	2017 Population	Population density per sq. miles	Population increase since 2000	Median age	% pop. Over age 55	% pop. Over age 65
Albany	75	733	10	11%	42	30	16
Bartlett	75	2,785	37	10%	49	40	19
Chatham	75	353	5	29%	48	38	20
Conway	72	10,147	142	17%	45	34	19
Eaton	26	392	15	4%	59	47	24
Freedom	38	1,527	40	16%	54	42	24
Fryeburg, ME	66	3,548	54	15%	46	38	20
Hart's Location	19	41	2	Stable	54	49	20
Jackson	67	823	12	Stable	53	63	40
Madison	41	2,554	62	28%	49	37	19
Tamworth	61	2,991	49	19%	54	47	19

NHES ELMI report; Wikipedia; ESRI Community Profile

ALBANY

As one of the grants made to soldiers who fought the French at Louisbourg, Nova Scotia, in 1745, this town was first chartered in 1766 as Burton, to honor General Jonathan Burton of Wilton. In 1833, the town was incorporated and renamed Albany, probably in recognition of the charter of the New York City to Albany, New York railroad in that same year.

Albany is home to the famed Mount Chocorua, claimed to be the most photographed mountain in the northeast. It is the entrance to the Mt Washington Valley and is located in the southeastern corner of the White Mountain National Forest. About 85% of the area of Albany is within the White Mountain National Forest. It features the Albany Bridge, a 120-foot-long covered bridge that spans the Swift River just north of the Kancamagus Highway.

It is home to the World Fellowship Center, an intergenerational camp and conference retreat center founded in 1941 by and for peace activists. It is also the location of the Tin Mountain Conservation Center, dedicated to providing education programs that foster greater awareness and understanding of the natural environment for school children, adults, and families.



Albany location of Tin Mountain Conservation Center with zero-energy building design

Bartlett

Bartlett was incorporated and named in 1790 to honor Dr. Josiah Bartlett of Kingston, the first chief executive to bear the name governor, a representative to the Continental Congress, and one of three signers of the Declaration of Independence from New Hampshire. Dr. Bartlett was second to sign the Declaration, placing his signature directly underneath the well-known signature of John Hancock. Dr. Bartlett founded the New Hampshire Medical Society in 1791.



Bartlett includes the unincorporated community of Glen as well as portions of the communities of Kearsarge and Intervale which the town shares with the neighboring town of Conway. It is set in the White Mountains and is surrounded by the White Mountain National Forest. It is home to Attitash Mountain Resort and Story Land theme park.

Storyland – 65 years “young” with 30 rides and attractions



Bartlett became a railroad town in 1875 when the Maine Central Railroad’s Mountain Division was built. The Bartlett Roundhouse in Bartlett village was listed on the National Register of Historic Places in September 2015

View across the Saco River Valley

Chatham

Chatham was first granted by the New Hampshire proprietors in 1767, and named in honor of William Pitt, Earl of Chatham and Prime Minister of England. Pitt was one of few who supported the Rockingham government in saying that England had no right to tax the colonists. None of the 73 grantees dared settle in the wilderness, because it was inhabited by Pekwauket Indians. In 1770 the land was granted to new settlers, including Abiel Chandler, founder of the Chandler Scientific School at Dartmouth College, and Samuel Langdon, one time president of Harvard College, who made the famous Blanchard Map of the North Country.



It is located in the White Mountains, and except for the southeast corner, all of Chatham is in the White Mountain National Forest and it lies fully within the Saco River watershed. It is home to the AMC Cold River Campground.

Cold River AMC Campground

Conway

The town was named for Henry Seymour Conway, ambitious son of a prominent English family, who was elected to the House of Commons at age twenty, fought at the Battle of Culloden in Scotland, and with Pitt and Rockingham supported the cause of the colonies. He was made Secretary of State in 1765, and the town was named Conway that same year. Early settlers in the area had named the area Pequawket, known colloquially as Pigwacket, after the nearby mountain. Conway is the most populous community in Carroll County. It includes the villages of Conway, North Conway, Center Conway, East Conway, South Conway, Redstone as well as portions of the communities of Kearsarge and Intervale, which the town shares with the neighboring town of Bartlett. It is located near the southeastern edge of the White Mountain National Forest. Conway boasts many natural features such as Cathedral Ledge, Echo Lake State Park, Swift River, Saco River and Mount Cranmore. Mount Cranmore ski operations became famous when Harvey Dow Gibson arranged for Hannes Schneider of Austria to come to North Conway to provide ski instruction.



Mt. Cranmore Mountain Ski Resort provides backdrop to North Conway Village and Schouler Park

Eaton



Eaton was chartered on November 7, 1766 by Benning Wentworth, Governor of the Province of New Hampshire under King George III. The town's land was divided equally between Clement March and 65 associates. Its name was in honor of Governor Theophilus Eaton of Connecticut (1590-1658). A prosperous London merchant, he was a generous contributor to the funds needed to settle Massachusetts in 1630. He later came to America and founded a colony at New Haven, Connecticut, along with John Davenport and David Yale, great-grandfather of the founder of Yale University, and served as Connecticut's governor for 19 years. In 1852 more than half of the land of Eaton was split off to Madison.

Eaton includes the village of Snowville, named for the

Snow family who started a sawmill there in 1825. "The Little White Church" overlooking Crystal Lake is a town landmark. Waukeela, a summer camp for girls, in operation for over 95 years ago, sits on the shores of Crystal Lake. It lies fully within the Saco River watershed and is bounded on the east by the Maine state line.



Freedom



Freedom started as a section of the town of Effingham, which was chartered in 1749 and had a substantial amount of fertile farm and mill stream land. This land was attractive to settlers from Maine, and many came across the border to settle in Effingham. There was a conflict of culture and religion between the liberal new colonists from the seacoast and conservative people who already lived in Effingham. As a result, a section of that town known as North Effingham was separated into a town of its own. Incorporated as North Effingham in 1831, the town's name was appropriately changed to Freedom in 1832.

Freedom lies fully within the Saco River watershed and is bounded on the east by the Maine state line. Ossipee Lake with a resort and camps is in the southwest of the town.

Hart's Location

This long, narrow piece of land encompassing Crawford Notch bears the name of Colonel John Hart, who had fought in the French War. In 1772 the land was granted to Thomas Chadbourne



of Portsmouth. Hart's Location was the site of the famous Willey's Slide, an avalanche that killed Samuel Willey and his entire family in 1826. Mount Willey is named in their honor, as is the village of Avalanche. The town is also the gravesite of Abel Crawford, for whom Crawford Notch is named.

The Smallest Town in New Hampshire and the First in the Nation to Vote. This is one time when size does not matter! Every four years, the eyes of the

nation turn to Hart's Location, the smallest town in New Hampshire with a population of 41, as they cast their votes first for the Presidential primary and election. The tradition began in 1948 when the township was inhabited mostly by Maine Central Railroad workers and their families.



Located in Carroll County in the White Mountains Region of New Hampshire, Hart's Location is only 11 miles long and 1.5 miles wide. Much of this area lies within the 800,000+ acre White Mountain National Forest with steep mountains and sheer cliffs on both sides. The town is home to Crawford Notch State Park noted for its rugged wilderness beauty, crossed by the Appalachian Trail and provides access to Arethusa Falls, New Hampshire's highest waterfall.

Arethusa Falls in the Autumn

Jackson

Once consisting of several large land grants given by Governor John Wentworth, the town was first named New Madbury, after the seacoast town. In 1800, the town was incorporated as Adams, in honor of President John Adams, who was then in office. The name Adams stuck until 1829, when General Andrew Jackson was inaugurated as President. Governor Benjamin Pierce, a staunch backer of President Jackson, was influential in changing the name of the town to Jackson.

Jackson is one of the region's most picturesque villages and is home to the Honeymoon Bridge, a scenic covered bridge built in 1876 that is popular with newlyweds for wedding photographs. In 1847 artists of the White Mountain School began arriving in Jackson to paint the scenic beauty of the White Mountains. Joshua Trickey built the Thorn Mountain House in 1869 which is still operating today as the Wentworth Inn. Jackson is also home to Black Mountain alpine ski area and Jackson XC cross country skiing trail system. Wildcat Mountain ski area is also close by.



Madison



This territory was one of the first land grants set aside for soldiers who had survived the Seven Years' War against France. The grants of about two thousand acres each were issued by Governor Benning Wentworth to six soldiers originally from Londonderry, Derryfield, Goffstown, or Weare. The land covered by these grants, parts of Eaton and Albany, was incorporated in 1852 in honor of James

Madison, the fourth President of the United States, who was born 100 years earlier. Madison framed the Bill of Rights, served as Jefferson's Secretary of State, and was President during the War of 1812. It includes the villages of is home to the Madison Boulder, the largest known glacial erratic in New England, and among the largest in the world.

Another of Madison's unique landmarks is Silver Lake, which covers approximately 995 acres. Madison is in the Ossipee Watershed, which contains the largest stratified drift aquifer in the New Hampshire. King Pine Ski area is also located in Madison.



In 1999 the Town Hall was physically moved down the road to its present location overlooking Route 113.

**Town Hall moved to its present location
1999**

Tamworth

This town was granted in 1766 to John Webster and others, and named in honor of Admiral Washington Shirley, Viscount Tamworth, a close friend of Governor Benning Wentworth. There was considerable controversy regarding the boundaries of the town. A legislative committee was appointed in 1796 to fix the line between Tamworth and Burton (Albany), and between Tamworth and Eaton. Though the decision was to be final, another committee was appointed in 1808 to further fix town lines between Tamworth, Eaton, Sandwich, and Burton. It's located in Carroll County between the Lakes and White Mountain regions of New Hampshire, Tamworth is comprised of the five villages of Tamworth, Chocorua, Whittier, South Tamworth and Wonalancet.



With its majestic backdrop of Mount Chocorua, the most photographed mountain in America, Tamworth is a picturesque town offering dramatic mountain views from many locations.

Tamworth is home to the oldest repertory theatre in the United States, the Barnstormers. The



Remick Country Doctor Museum & Farm is a museum and working farm that explores 200+ years of self-sustained living and preserves the home and medical offices of 2 generations of country doctors. Famous people throughout the years have lived in Tamworth, including former

President Grover Cleveland and John Greenleaf Whittier, who received much of his inspiration from the surrounding beauty of the town.

Fryeburg, ME

The township was granted on March 3, 1762, by the Massachusetts General Court to Colonel John Frye of Andover, Massachusetts. Colonists called it Pigwacket, a corruption of its former name. The first permanent settlement was in 1763 by Nathaniel Smith and his family from Concord, New Hampshire, though it is said that John Stevens, Nathaniel Merrill and a slave named Limbo spent the winter of 1762 here. Many pioneers were veterans of the French and Indian Wars. When a portion of the grant was discovered to lie in New Hampshire, replacement land was granted as Fryeburg Addition in what is now part of Stow. On the eve of American independence, the Province of Massachusetts granted township privileges to Fryeburg. These were recognized and validated by the Continental Massachusetts government on January 11, 1777, when Fryeburg was incorporated.



Fryeburg borders New Hampshire on its west. It is home to the Fryeburg Fair, Maine's largest agricultural fair, and in operation since 1851. Fryeburg high school students attend Fryeburg Academy, founded in 1792. It is one of the first schools built in Maine and one of the first schools to accept women.

Appendix #3 MWV Age Friendly Community Steering Committee Members

<u>Name</u>	<u>Position</u>	<u>Town</u>	<u>Working group membership</u>
Cathy Ryan	selectman	Albany	Outdoor Spaces
Bob King	selectman	Madison	Transportation
Ele Border	selectman's rep	Eaton	Community Connections
Dick Bennett	selectman	Jackson	Housing
Cindy Fleming	selectman's rep	Freedom	Transportation
Rick Davidson	selectman's rep	Freedom	Community Connections
Mary Phelps	selectman's rep	Tamworth	Health
Erica Boynton	selectman's rep	Tamworth	Transportation
Vicky Garland	selectman	Bartlett	Outdoor Spaces
Kimberly Clarke	selectman	Fryeburg	Outdoor Spaces
Ron Briggs	selectman's rep	Chatham	Community Connections
John Gallagher	Selectman	Hart's Location	Outdoor Spaces
Mary Carey Seavey	selectman	Conway	Transportation
		<u>Organization</u>	
Victoria Laracy	Exec Dir	MWV Housing	Housing
Sandy Ruka	Exec Dir	VNHCH	Health
Sue Ruka	VP Quality & Elderly Care	Memorial Hosp	Health
Theresa Kennett	Exec Dir	Regional Collaborative	all groups
Anita Burroughs	Exec Dir	HomeShare	Housing
Gail Doktor	Minister	Jackson Comm Church	Health
David Smollen	Director	Conway Public Library	Community Connections
Janice Crawford	Exec Dir	MWV Chamber	Community Connections
Julie Lanoie	Prog Coord Behavioral Health	VNS/Mem Hosp	Community Connections
George Cleveland	Exec Dir	Gibson Center	Transportation - Chair
Charlie Macomber	Board Pres	Gibson Center	Community Connections - Chair
Marianne Jackson	Board Vice Pres	Gibson Center	Housing & Health - Chair
Deb Fauver	former Board Pres	Gibson Center	Outdoor Spaces - Chair
Ted Wroblewski	Board Treasurer	Gibson Center	Outdoor Spaces

Appendix #4: Links and attachments to the Assessments, Surveys and other Data used to inform the development of the Goals

Overall Region

MWV Regional Collaborative – Regional and Community Report, changes in Demographics and Industry 2010-2016

<https://documentcloud.adobe.com/link/track?uri=urn%3Aaid%3AscDs%3AUS%3Ad6df210c-90f3-4109-8639-ee1a44c86196>

Community Connections

Report by the Freedom Advisory Group on Aging of Focus Group Survey-see appendix #5

Health

Community Health Needs Assessment 2016 Memorial Hospital/MaineHealth <https://mainehealth.org/-/media/community-health/new-chna/chna-county-report-memorial-final-62316.pdf?la=en>

Community Health Improvement Plan for Carroll County from C3PH (Carroll County Coalition for Public Health)

<http://www.c3ph.org/assets/pdf/C3PH%20Final%20version%20December%202016.pdf>

2018 NH County Health Rankings: <http://www.countyhealthrankings.org/app/new-hampshire/2018/overview>

Housing

Jackson Home Opportunities Matter – Municipal Technical Assistance Grant Report – see attached

Jackson Zoning Ordinance

PDI http://www.mwvhc.org/uploads/5/6/4/6/56460893/mwc_final_report.pdf

HomeShareSLO.org; HomeShareVermont.org

Outdoor Spaces

Town of Conway Master Plan Update – Chapter 6-A Trails Plan

<http://conwaynh.org/wp-content/uploads/2015/06/Conway-Trails-Master-Plan-final-Adopted-052616.pdf>

Transportation

http://www.nccouncil.org/wp-content/uploads/2015/04/NCCSCI_4B_Transportation.pdf

8. Appendix #5 Freedom Advisory Board on Aging – Town Survey Results

Report to the Board of Selectmen
From the Advisory Committee on Aging
October 15, 2018

Executive Summary

Charge of the Committee

1. Identify why seniors are leaving Freedom
2. Identify services to help seniors stay in their homes, and their sources and costs.

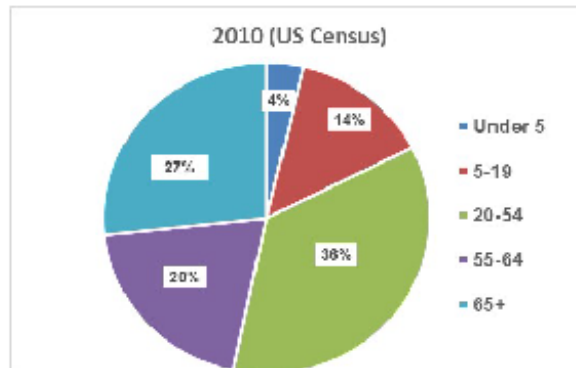
The Committee also held a series of focus groups of seniors still living in Freedom who want to stay in their homes. 32 people discussed constraints they face aging at home, workarounds they have found, services they need, and what they want to the town to provide. Here are the lessons learned:

- Prerequisites to staying at home:
 - Help with home maintenance and having an accessible home
 - Transportation—driving or finding rides—to shop or to distant medical appointments
- Other needs:
 - Social contact—many seniors would like a place to meet and interact with others.
 - Other housing options to remain in Freedom if they can't stay in their own homes.
- Many seniors have found workarounds to overcome some of the constraints.
- Communication is key:
 - Make seniors aware of available services so they can use them
 - Don't know how to reach seniors—even ones who use computers. Non-computer users very difficult to reach
- Seniors would like the town to provide some services and understand and be willing to pay additional taxes to have them.

The charts in Appendix A (page 3 to 4) show the items that received the largest number of mentions in the committee's interviews and discussions.

Seniors and Town Services

Seniors are 27% of Freedom's population. Their share of the population has grown from 18% in 1980. As long-standing members of the community, seniors volunteer on many boards that support the town. Seniors also have unique needs. This committee recommends that the town and other private groups work together to address these needs.



Current Town Services

Currently, the town provides some services.

- The town provides tax credits and tax exemptions to elderly residents (65 years of age and older). Exemptions are available to seniors with income of \$19,000 (single) or \$25,000 (married) and assets less than \$50,000 and increase with age. The savings from 2014-2017 are:

Senior Tax Exemptions			
Year	\$ Exemptions	Tax rate	Tax savings
2014	\$ 475,000	\$ 12.20	\$ 5,795
2015	\$ 350,000	\$ 12.10	\$ 4,235
2016	\$ 250,000	\$ 12.60	\$ 3,150
2017	\$ 250,000	\$ 12.96	\$ 3,240
Average	\$ 331,250		\$ 4,105

Appendix #6 Resource Assessment September 2018 by the Working Groups

Mount Washington Valley

AARP/WHO Domains of Age Friendly Communities Consolidated from 8 to 5

Bartlett, Jackson, Conway, Albany, Eaton, Madison, Freedom, Tamworth, Chatham, Fryeburg, Harts Location

General Overarching Resources

Note: This is a very preliminary listing and by no means meant to be considered complete or fully accurate.

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Our Working Groups will be editing detail and substance

Service link

PRESENT Resources		
#1 Housing	#2 Transportation	#3 Outdoor Spaces
Mountain View	Gibson Center	Schouler Park
Merriman House	RSVP	WildCat ski area
Mineral Springs	Blue Loon	Attitash-Bear Peak
Fryeburg Nursing Home	Tamworth Caregivers	Cranmore Mountain and fitness center
Conway Pines Senior Living, Conway - rent based on income	Fast Taxi	Great Glens Trails
Whitman Woods, North Conway - low income	Lyft	Bear Notch X-C ski
Washington Street Apartments, Conway - Subsidized by HUD	Uber	Jackson walking Loop
Pond View Apartments, Conway - Sub - by HUD	Am. Cancer society**	Settlers Green walk
Apple Tree Village, Conway - Rent based income	CarePlus***	Pudding Pond conservation area
Remick Acres - Tamworth - rent based income	LifeStar***	Jackson X-C ski area
Silver Lake Landing, Madison,	Easter Seals***	Purity Spring - pool and ski trails
Neighbor-to-Neighbor Lutheran church home repair	GSIL**	Whitaker Woods
	NC Ambulance***	5 golf courses-Hales, Jaxn,NC,Indian Md
	Northern Human Services***	Green Hills Conservation area
	** Specific populations served	NC sidewalk cuts
	***Medical populations	Fryeburg Rec Path
	New Sidewalk Cuts throughout NC	Fryeburg athletic fields
	Gaps	
Workforce housing (caregivers, families)	Outer most areas of the towns	Handicapped/wheelchair access.
Apartments (0% vacancy)	Affordability	Public athletic fields
Property tax relief	Drivers for Long trips for medical appts	Outdoor Games (chess, etc)
Affordable senior housing		Outdoor musical instruments
Assisted Living		
Continuous Care Residential Center		
Services for Homeless		
	Approved or pending	
MWV Housing Charrettes - cluster housing		MWV Trails REC PATH
	Proposed as Possibilities	
MWV-Gibson Home Share		
County - Assisted Living feasibility study		
Promotion of ADU's - residential Guide		

Present Resources

#4 Health Services	#5 Community Connections
Matter of Balance	MWV orchestra
Gibson programs of fitness	DeCapo choir
VNHCH	Silver Lake Singers
Adv. Care Planning	M&D Productions
Tamworth VN	MWV Arts Council
Abund. Blessings	Mountain Top Music
Timberland homecare	OLLI
MountainView	Gibson Social programs
Mineral springs	Book clubs
Merriman House	Tax Prep
MOWs	Freedom Store
Food pantry	MWV Garden Club
Women's Health Ob&Gyn	Arts Jubilee
White Mountain Community Health	7 Town Libraries (list)
Fryeburg Healthcare Center	Conway Daily Sun (circ. 17,000)
Tri-county Mental Health Services -ME	Madison Boulder-email list
Northern Human Services	Tamworth Exchange-email list
	Freedom Bulletin Board
	Gibson Newsletter
	Jackson E news
	Freedom Comm. On Aging
	Jackson Neighbor project
	over 200 non-profits in the MWV
	Employment - parttime and full
	Town Boards and Committees
	political candidate speakers
	RSVP volunteers
	Fryeburg Academy
	Channel 3 TV RSN
	Valley Vision TV
	All Town websites
	NHES.NH.gov - all towns
	Tamworthivicnews.org
	Bartlettthistory.org
	Gaps
Gerontology	Intergenerational mentoring
Other med. Specialties	Story Corps
Adequate primary care access	Town Crier email exchanges in all towns
Adequate mental health access	
Affordable Elder Law services	
Comprehensive Emerg. Prep Plans	
Proposed	
Adult Day Care Center	Job fairs for seniors
Population Health initiatives 2019	Chamber leadership for seniors
	Guide for retirees moving to town

Appendix #7 Freedom Service Offerings as of 10/1/2018

The following list of service providers welcome a call from Freedom residents. Fees will be discussed when contact is made. If you have any questions contact sylviacarney@roadrunner.com. This is not a town sponsored effort.

If you have a service provider you would like to have added to this list send your information to sylviacarney@roadrunner.com.

<u>Service/s Offered</u>	<u>Name</u>	<u>Contact Information</u>	<u>Referral Information</u>
Appliance Repair	Joel Ducharme	(Removed for Action Plan)	Bob Smart
Auto Detailing	Bill McIntire Jr.		Carol McIntire
Builder	Jim Farinella		Sylvia Carney
Companion Sitting	Karen Collier		Mary Hockmeyer
Computer Repair	Joel Clement		John Shipman
	Joe Lepore		
Computer Teacher	Rick Davidson		Cathy Cuddy Egbert
Carpentry	Phil Griffin Light/small projects		Sylvia Carney
	Abe Pearson Carpentry & Cabinetry		Sylvia Carney
Delivery Truck	Paul Michaud (Loam & Mulch delivery)		Sylvia Carney
	Alonzo Hill		Robert Smart
Personal Finance	Marjorie Amico		Judy Blake
Thrivent Financial	Sarah Groleau		Dawn Powers
Floor, Hardwood Install & refinish	Phinneys wood floors		Sylvia Carney
Garden design, installation and maintenance	Nancy Ferry		Sylvia Carney

Handy Man	Alonzo Hill		Bob Smart
	Warren Skelling		Carol Anthony
Heating	CP Smith Plumbing & Heating		Peter Park
Home Health Care (short or long term)	Mary Day		Peg Scully
House Cleaning & Grocery shopping	Cindy Hill		Bob Smart
	Judy Blake		Sylvia Carney
House Cleaning	Tammy Nason		Janet Johnson
	Mrs. Murphy's Cleaning Service		Diane Cahill
House Sitting/ Pet Sitting	Karen Collier		Mary Hockmeyer
	Judy Blake		Sylvia Carney
House Checking	Barbara Buffery		Sylvia Carney
Masonry	Abe Pearson		Sylvia Carney
Painter Interior/Exterior	Gerrick Steves		John Shipman
	Christian Manhard		Patty Manhard
Plumber	First Response Plumbing		Diane Cahill
	CP Smith Plumbing and Heating		Peter Park
Photography/Aerial (drone)	Joe Lepore		Dann Lewis
Repair –Cell Phone/tablets	Joe Lepore		Dann Lewis
Septic Pumping Service	DJ's		Diane Cahill
Snow Removal	Jim Farinella		Sylvia Carney
Transportation	Barbara Buffery		Sylvia Carney 5395799
	Judy Blake		Sylvia Carney
Transportation Local	John Hogan		Paul Tung

Transportation to Portland Airport, Dover Bus Station	Christian Essex		Sylvia Carney
Trash Pick up	Harold Libby & Son		Sylvia Manley
Tree Service	Campion Tree works		John Shipman
	Ned Campion		
	Donovan Tree Service		Diane Cahill
Upholstery	Deb's Custom Upholstering		Patty Manhard
Window & screen washing	Alpine Window Cleaning		Nadine Chapman
	Adam Bartowski		
Well Services	Hartley Well		Diane Cahill