



Aging Matters

New Hampshire State Commission on Aging

New Hampshire Commission on Aging

Laurie Duff, Chair
 Margaret Franckhauser, Vice Chair
 Roxie Severance, Clerk

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 Representative Janet Lucas
 Representative Charles McMahon
 Wendi Aultman, Dept. of Health and Human Services
 Susan Buxton, Long Term Care Ombudsman
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 Sunny Mulligan Shea, Office of the Attorney General
 Jack Ruderman, NH Housing Finance Authority
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 Beth Quarm Todgham
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Staff

Lily Wellington, Executive Director
 Karen Knowles, Special Projects Director
 Dan Wise, Communications & Public Engagement Director

Embracing 20 More Years:

Why Aging Matters in New Hampshire

Aging is a fundamental part of life, but in the last century we've added an incredible 20 years to our average lifespan. These additional decades are redefining what it means to grow older. We're seeing people work longer, switch careers, discover new passions, and engage more deeply in caregiving and volunteering.

This remarkable extension of life calls for new ways of thinking and innovative solutions to meet the needs of extended living. How will New Hampshire adapt and build a shared future that supports our aging population?

The Commission on Aging is at the forefront of this effort. Think of us as a bridge, connecting various state agencies and government sectors back to all corners of our state. Our goal is to ensure that the ideas, opportunities and challenges related to an aging population are not isolated but instead lead to collective action. We look forward to the work ahead because we know aging matters.

What's Next for the Commission on Aging?

This summer, the Commission will be busy with several key initiatives:

AgeWellNH: We're continuing our multi-year project, **AgeWellNH**, which will create a 10-year blueprint for maximizing opportunities to support our aging population. Early data shows that independence, wellness, and care are top priorities for older Granite Staters. What

Aging Matters, con't next page

IN THIS ISSUE

Help Improve Transportation in NH	2
Guardianship Topic of June NHCOA Meeting.....	3
Hit the Reset on the NH Commission on Aging's Website	4
NHCOA Executive Director Interviewed on WMUR	4
July Advocacy Update from New Futures/NHAHA Advocacy	5
AgeWellNH: Headed to Your Community	6
Bureau of Aging & Adult Services Attend Collaborative Meeting.....	7
NH Ice Cream Trail.....	7
Do You Know How to Prepare for Your Digital Life After Death?.....	8
System of Care for Healthy Aging Plan Released	9
New WHO Tool Measures Progress in Fighting Ageism.....	9
Ending Veterans Homelessness Topic of Annual Summit	10
Keep Cyber Safe This Month.....	11
Links to Learn More	12



The NHCOA Annual Report is available on its website at <https://www.nhcoa.nh.gov>

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Aging Matters Newsletter

Beth Todgham, Editor

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Next NHCOA Meeting Scheduled for September 2025

There will be no Commission meeting during the months of July or August. On Monday, August 18, 2025 a state-wide summit on Long Term Care Policy will be held in Portsmouth from 9:00 AM–4:00 PM. Commission members will attend this summit in lieu of an August meeting.

AGING MATTERS, con't

are your thoughts? We want to hear from you! Please take our survey today and tell us what would make New Hampshire an even better place to age. Here's a link to the survey: [AgeWellNH Survey](#)

Improving Transportation: We're also continuing our work to improve and map statewide transportation systems, identifying gaps for older adults, people with disabilities, veterans, and caregivers. Do you know someone in New Hampshire with firsthand experience navigating community transportation, such as volunteer driver programs, buses, or senior vans? We'd love to connect with them! Please reach out with suggestions for who we should speak with, and we can make sure they receive a survey or have a conversation about their experiences. nhcoa@nh.gov

Long-Term Care Summit: In August, we'll be at the Long-Term Care Summit in Portsmouth, NH. We'll be learning about the latest innovations in long-term care, exploring ideas for financing care, and understanding changes in federal policies. If you're interested in joining this day-long workshop, tickets can be purchased here: [Long Term Care Summit Tickets](#)

Lily Wellington, Executive Director

NH State Commission on Aging

Lily.A.Wellington@nhcoa.nh.gov

Help Improve Transportation in New Hampshire

Transportation is critical to the health, independence, and quality of life for all NH residents. Right now, the NH Commission on Aging is conducting a Community Transportation Needs Assessment to better understand how people are getting around in New Hampshire—and what needs to change. The survey is open to everyone, especially older adults, people with disabilities, veterans, caregivers, and those who experience transportation challenges.

This is your chance to help shape future investments, policy, and transportation services across the state. You are encouraged to share the survey with others in your network.

Take the survey at https://www.surveymonkey.com/r/transport_nh

Enjoy Your Summer!

**Aging Matters will be back in September
with a new edition right after Labor Day!**

Guardianship Topic of June NHCOA Meeting

At the June 16, 2025, meeting, the New Hampshire Commission on Aging was briefed on concerns and current practices in guardianships and issues of self-determination for older adults in New Hampshire.

Presentations were made by a panel comprised of Hon. David King, who retired last year as Circuit Court Administrative Judge; Richard Anderson, a private practice attorney who frequently represents subjects of guardianship petitions, and Lisabritt Solsky, executive director of the Office of Public Guardian.

Key subjects included:

- the legal framework of guardianship, emphasizing its restrictive nature and the courts' preference for less restrictive alternatives like advance directives and powers of attorney.

- the high burden of proof for petitioners, the difficulty of representing proposed wards,

- the financial strains and capacity issues faced by the Office of Public Guardian (OPG), which handles complex and high-acuity cases.

Judge King introduced the differences between a guardianship and different types of powers of attorney, and the general philosophy of judges seek to find the least restrictive option when an older or disabled person needs help with decision-making.

Guardianship is an involuntary, restrictive process, and courts will try to identify other ways to help. But often family members or friends faced with a difficult situation are advised by healthcare personnel to seek a guardianship when, King said, other options are available.

As a legal concept, King said, the definition of incapacity means a person has suffered or will suffer substantial harm due to an inability to prepare for their individual needs, manage property, finances or handle their personal affairs. "There is a high burden for obtaining a guardianship," Judge King said. "There is a presumption of capacity. These are difficult cases for judges – most of the people filing the petitions are self-represented, and we appoint attorneys to represent the people who are the subjects of the petition.

King says there are four categories of guardian:

- Family guardians, who are unpaid and are related to the person under guardianship;

- Volunteer guardians who are unrelated to the ward;

- Public guardians, employed by a state agency, the Office of Public Guardian, represent certain categories of wards. The caseload for the OPG is divided by certain types of cases, the largest being adults referred by NH HHS's Adult Protective Services.

King also clarified that guardianships could apply to

the person and involve mostly health-care decisions; and to the estate, meaning the guardian is making decisions regarding finances and property.

The courts encourage the use of less restrictive alternatives to guardianships such as advanced directives, living wills, and Durable Power of Attorney for Health Care; and surrogacy which can be used for temporary situations.

Responding to a question from NHCOA Chair Laurie Duff, Judge King reiterated that someone has a healthcare power of attorney for an incapacitated person, that person can be discharged from a hospital without a guardian in place. However, Judge King says sometimes hospitals or nursing facilities won't accept patient without full guardianship. This is a challenge between wanting to choose the less restrictive model and wanting to get the person the level of care they need, he added.

Rich Anderson, a private practice attorney, says that under state contract, he represents three to 10 persons a week who are the subjects of proposed guardianships. He discussed some of the distinctions between guardianships over the person vs. over the estate including the responsibilities and burdensome reporting requirements for financial guardianships.

Anderson said he believes that if the process and language for executing POAs were improved, it might diminish the demand for guardianships. "It won't eliminate the need for guardianships, but it will help," he said.

Commissioner Sue Buxton asked about placement in a nursing facility through a power of attorney. Once the individual is in the nursing facility and they start to improve or do not like their placement. do they have the right to leave the nursing facility? Is this the reason why facilities might require a guardianship to admit someone?

The final speaker, Lisabritt Solsky Stevens, explained the origins of the Office of Public Guardian arising from the closure of the Laconia State School, necessitating the appointment of guardians for numerous individuals with developmental disabilities who were being released to live in the community.

The office continues to represent many of these individuals, along with newer clients with traumatic brain injuries, mental illnesses or dementia. The office currently has 20 guardians, 17 fiduciaries, and a total of 60 employees. "Guardians are responsible for the personal well-being of their wards, and fiduciaries are overseeing their financial well-being as well as managing forms of public assistance."

June NHCOA Meeting, con't

She recounted the financial and logistical pressures of the office and its responsibilities, and the potential for pending legislation to create some additional capacity to represent older adults who need guardians to make decisions regarding their discharge from hospitals or other health care facilities.

Through conversation and questions, commission members expressed agreement that guardianship cases taken on by OPG need additional funding, especially for the cases requiring the greatest intensity of services, and to increase the capacity of OPG to take cases.

Commissioner Polly Campion provided an update on legislative activity.

The House version of the budget repealed the Commission on Aging and the Senate restored it with a reduced budget of \$150,000 in each year of the biennium. The Senate also reinstated the statutory language and added SB 288, the bill calling for the creation within the Commission of an advisory council to oversee Systems of Care with specific issues to study. The language also increasing the terms of commission members from two to three years..

Commission Executive Director Interviewed on WMUR

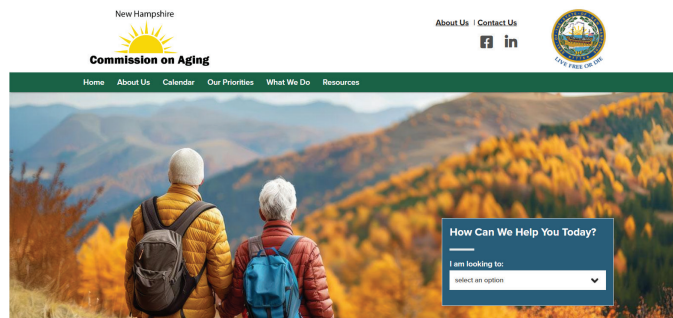
Lily Wellington, Executive Director of the NH State Commission on Aging and Jennifer Rabalais, from the Alliance for Healthy Aging and the UNH Center for Aging and Family Studies, were interviewed for **New Hampshire's Business**, a segment regularly appearing on WMUR TV.

Fred Kocher, host of the program, used statistics from the just-released Healthy Aging Data Report, as a springboard for questions about the need for a Commission on Aging, and the challenges and opportunities presented by the ongoing demographic shift in the state.

View the segment here: <https://www.wmur.com/article/nh-business-nh-legislature-proposes-cuts-to-commission-on-aging/65143508>

Help Us Spread the Word!

If you like Aging Matters, please share it with your family, neighbors, friends, and colleagues and encourage them to sign up for their own copy at <https://www.nhcoa.nh.gov/>



Hit the Refresh Button on the NH Commission on Aging Website

Commission Website Refreshed

There's a new look to the NH Commission on Aging website at www.nhcoa.nh.gov.

The new website – whose address has NOT changed -- includes the core content of the previous website and adds some new features.

What's staying: Information about past and future Commission meetings, keep up with postings on the Commission's Facebook page, current and past issues of Aging Matters, and resources about aging in New Hampshire; and a continually updated feed on pending legislation.

What's new: Photos and graphics that improve our appearance; a document library that allows for searching Meeting Minutes and other documents by keywords; direct access on the home page (Look for the blue "How Can We Help You Today?" box to the most-requested features of the website; and a bulked up Resources page with information on demographics of aging in NH, and anti-ageism resources, to name a few additions.

From the Commission's perspective, the new website will be easier to update and improve!

Our thanks to NH Department of Information Technology. We couldn't have done it without its assistance. Our new website benefits from guidelines and formatting that are being implemented throughout the NH executive branch. This ensures that users of NH state government websites know what to expect as they navigate different NH state sites and that the websites adhere to the highest accessibility standards.

Visit us today and tell us what you think. Send your feedback to info@nhcoa.nh.gov

July Advocacy Update

By **JUDITH JONES**, New Futures / NH Alliance for Healthy Aging Advocacy

In the beginning of the year, we wrote about legislative budget advocacy that takes place in New Hampshire every two years. Budget development for 2026-2027 began last summer when agencies submitted recommended budgets to the Department of Administrative Services. The Governor used agency information to create a proposed state budget that moved through the legislative process as House Bill 1, which provides line-item dollar allocations and House Bill 2, which outlines proposed changes in the law.

From March to early April the House worked on the budget and then the process shifted to the Senate where work continued from late April into early June. When both bodies do not agree on a budget, as was the case this year, House and Senate leadership meet to resolve differences through a process referred to as the Committee of Conference. Last week the House and Senate voted to adopt the Committee of Conference report on HB 1 and 2, along with another amended bill that added funding the Governor requested for the Manchester school district and certain state retirees. On June 27th the Governor signed the budget bills. The budget bills include many items that will impact older adults.

Commission on Aging Funding Reduction

The Commission on Aging was established in 2019 to advise the governor and the General Court on policy and planning related to aging. Although the Governor requested full funding for the Commission, the budget that passed reduced Commission funding by almost 50%, setting funding at \$150,000 for each year of the biennium.

Anti-DEI Provisions Adopted

The Anti-DEI (diversity, equity, and inclusion) provisions adopted in the budget prohibit DEI language in state contracts and DEI initiatives in public institutions. This means that in New Hampshire public entities shall not implement, promote, or otherwise engage in any DEI-related initiatives, programs, training, or policies. DEI is defined as any program, policy, training, or initiative that classifies individuals based on a characteristic identified under RSA 354-A:1 for the purpose of achieving demographic outcomes. The first characteristic identified in RSA 354-A:1 is age, and other named traits include sex, gender identity, race, creed, color,

marital status, familial status, physical or mental disability or national origin.

Caregiver Respite and Senior Volunteers Funding Increase

New Futures and the NH Alliance for Healthy Aging Advocacy high priority area for the legislative session included advocating for funding for caregiver respite and senior volunteer programs. An additional \$100,000 annually for the Alzheimer's Disease and Related Disorders respite program was included in the budget. Family caregivers are the backbone of New Hampshire's long-term services and supports system. Supporting caregivers allows families to continue to provide essential care to their loved ones.

Medicaid Policy Changes

The budget includes a \$4 prescription drug co-payments and insurance premiums for certain low-income Granite Staters enrolled in the Medicaid Granite Advantage program. The budget also includes language from SB 134 that adopts Medicaid work requirements. These work requirements will apply to older adults up to and including age 64 enrolled in the Granite Advantage program. Medicaid reimbursement rates are maintained in the budget.

Prescription Drug Affordability Board Eliminated

The Prescription Drug Affordability Board, which was dedicated to lowering drug prices for Granite Staters, was repealed.

For more details about the adopted Committee of Conference budget bills that were incorporated into the budget go to the New Hampshire Fiscal Policy Institute web page: <https://nhfpi.org/blog/committee-of-conference-budget-nearly-matches-senate-version-on-spending-trims-retirement-and-university-system-appropriations/>.

What do you think about the items that were prioritized in the budget? How will the budget impact you? We would love to hear from you. If you are interested in sharing your thoughts or are interested in policy advocacy that supports older adults, please contact Judith Jones jjones@new-futures.org or Martha McLeod at mmcleod@new-futures.org.

This column is a regular feature of Aging Matters. We thank New Futures/NH Alliance for Healthy Aging Advocacy for the information they provide to keep readers informed on age-related issues at the state level.

AgeWellNH...Headed to Your Community!

The Commission on Aging (COA) strives to be a resource and a partner with government, private sector, and residents.

To strategically address the range of needs and resources around living well into older years, the COA is developing a Multi-sector Plan on Aging which explores all facets of NH life and services as they converge around aging. This includes housing, transportation, social engagement, health care services and access, legal representation and more. The goal of this work is to create the **AgeWell NH Plan**, a 10-year blueprint to define how we build environments that value every person through a long life.

In 2025, we are conducting outreach to learn about experiences of community members, professionals and leaders across New Hampshire. We have already completed many interviews, focus groups, surveys, and discussions online, but now—with the warmer weather we are coming to a community near you. AgeWellNH staff members will be visiting libraries, senior centers and farmers markets in May and June to continue its outreach. The team will be visiting every county for at least two days. There are many ways to have your voice heard and participate in the effort.

How can you participate?

Take a survey: This 5-minute survey will enable us to understand the ideas, benefits and concerns around aging in your community. The survey is located at https://forms.office.com/Pages/ResponsePage.aspx?id=NDLtlkNw0EGoWQ00uOo_1hGSSCB3gitNld9dZS_TrpgUNINEWVIGWjk4VUtDRkZSRFpVN1FJSVVBmi4u

Professionals: Team members are talking with nurses, social workers, libraries, older adult services professionals, and more to gather feedback about the diverse experiences around aging in the state. If you are a professional working—we'd love to hear about your experience and planning for serving the expanding population of older adults in NH.

Please take the survey designed for professionals at https://forms.office.com/Pages/ResponsePage.aspx?id=NDLtlkNw0EGoWQ00uOo_1hGSSCB3gitNld9dZS_TrpgUOEdNQ01ENkRUOFhNSVgyMUw1RDNJVERDni4u

Spread the Word. AgeWellNH needs you to share this important information with friends, families, neighbors, members of your faith and more. Please share this information with friends and family.

Questions? Please contact Molly Singer, contractor for the effort at msinger@dexmgmt.com.

AgeWellNH

A LONGEVITY-READY
NEW HAMPSHIRE
FOR ALL OF US



Contact Info for NH Members of the U.S. Congress

U.S. Rep. Chris Pappas,
(202) 225-5456

<https://pappas.house.gov/>

U.S. Rep. Maggie Goodlander
(202) 225-5206

<https://goodlander.house.gov/>

U.S. Senator Maggie Hassan,
(202) 224-3324

<https://www.hassan.senate.gov/content/contact-senator>

U.S. Senator Jeanne Shaheen,
(202) 224-2841

www.shaheen.senate.gov/contact/contact-jeanne

Who is My Legislator?

Use this link to find and contact your:

- State Representative: <https://www.gencourt.state.nh.us/house/members/>
- State Senator: <https://www.gencourt.state.nh.us/senate/members/wml.aspx>

Visit your town or city's website to find contact information for your local elected officials.

RAISE YOUR VOICE!

Let us know what's on your mind and what's important to you.

Email us today!
NHCOAnews@gmail.com



NH BAA\$ Representatives Attend National Academy for State Health Policy (NASHP)'s Caregiving State Policy Learning Collaborative Meeting

Wendi Aultman, Bureau Chief (middle) and Thom O'Connor (right), Community Based Program Administrator both from the Bureau of Adult and Aging Services and Jennifer Rabalais (left), Co-Director, Center on Aging and Community Living and Project Director III, Institute on Disability University of New Hampshire took part in a 2 day in person learning collaborative for Family Caregiver Policy.

The New Hampshire team joined teams from 12 other states to develop strategies and plans to advance family caregiver policy, building upon the 2022 A National Strategy to support Family Caregivers.

While attending the collaborative they were invited to participate in a special showing of the Caregiver Documentary which premiered on PBS in June. The documentary, which is described below, is **available to stream on PBS.org** and the PBS App. historians, and professors shape the narrative and illuminate the past, present, and future of caregiving in America. The documentary is **available to stream on PBS.org** and the PBS App.

NEW HAMPSHIRE'S ORIGINAL

ICE CREAM TRAIL

YOUR 2025 PASSPORT
and Guide to 50 Must-Visit Ice Cream Shops




FAMILY FUN FOR KIDS OF ALL AGES!

visitnh.gov




With so many delicious flavors to savor, the **Ice Cream Trail** feels like a no brainer as the temperatures rise. Grab the kids, a friend, or a date and experience the sweet side of summer in New Hampshire. How many of the 50 stops on the trail can you fit in this summer? Download the map below or visit one of the locations to pick up a copy in person and get ready for a truly tasty adventure!

Learn more and download the 2025 map at <https://www.visitnh.gov/things-to-do/food-drink/ice-cream-trail>

Do You Know How To Prepare For Your Digital Life After Death?

Colorado University Boulder's Student-Run Clinic Has Some Advice

By DYLAN THOMAS DOYLE & JED R. BRUBAKER,
University of Colorado Boulder

From family photos in the cloud to email archives and social media accounts, the digital lives of Americans are extensive and growing.

According to recent studies by the password management companies **NordPass** and **Dashlane**, the average internet user maintains more than 150 online accounts. Individuals produce **hundreds of gigabytes of data each year**. But few people have plans for what happens to that digital legacy after they die.

Unlike physical possessions, online assets often don't pass smoothly from one generation to the next. Loved ones **struggle to access important accounts** or recover treasured photos. Many families face these challenges while already overwhelmed with grief.

Most tech companies haven't kept up with this reality. Fewer than 15% of popular online platforms have clear systems for handling a user's death, and customer support is often limited, **according to our new study**. As people's "digital footprints" expand, the lack of planning has become both a practical and emotional burden for families. This is **especially true for older adults** who may not be aware of the steps required to manage their digital estate.

We are an **associate professor of information science** and **a researcher at the University of Colorado Boulder**. We are researching how to design technologies for people engaged in end-of-life planning for their data.

First Clinic Of Its Kind

We realized there was no organization or comprehensive website to help people navigate the technical, privacy or practical challenges they were facing. In response, we launched what we believe is a first-of-its-kind solution: the **Digital Legacy Clinic**.

Just as writing a will **helps manage physical possessions after death**, planning your digital legacy ensures that your online life is handled according to your wishes.

Our clinic opened in late 2024. The free clinic offers support both to people planning for the end of their digital lives and to those managing the digital estates of loved ones who have died.

Led by students and housed in the University of Colorado, Boulder's **Information Science**

department, the clinic operates **much like a pro bono law clinic**. Community members in the Denver and Boulder areas, as well as from across the country, can contact the clinic for help.

First, a person interested in getting support **fills out a simple form**. Then, a member of the clinic will send a follow-up email to clarify and offer preliminary advice. Since every case is different, often clinic workers will then meet via Zoom with a client to create a personalized plan for them and their family.

How The Clinic Helps

The clinic offers guidance on a wide range of digital estate concerns, including setting up digital legacy tools such as trusted contacts on Google and Apple or **legacy contacts on Facebook** – someone you choose to manage your main profile after you've died. People can also get guidance on how to memorialize or delete social media or other online accounts after a loved one has died.

For example, Facebook allows you to either **memorialize an account or request its removal**. To memorialize it, you'll need to submit a form with the person's name, date of death, proof of passing, such as an obituary, and verify your relationship to the deceased. Including these steps can help your loved ones manage a digital legacy with clarity and care.

The clinic also helps people recover and preserve digital assets. That includes photos, videos, emails and other important documents, such as legal documents stored on a Google Drive.

For those who are planning for after they die, **the clinic can guide them in creating a digital estate plan**. That plan might include inventorying online accounts, documenting login credentials and leaving instructions for account closure, or determining steps to email the documents to your lawyer.

Students Supporting Their Community

The ongoing work of the clinic is run entirely by undergraduate and graduate students, who build and maintain the clinic's website, manage the client intake process and research solutions tailored to each case.

For the students, it's a hands-on learning opportunity that connects academic work to real-world needs. The experience is also professionally valuable. Students learn how to communicate complex tech topics with empathy, navigate privacy laws and manage sensitive data responsibly.

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Digital Life, con't

A Resource For Older Adults

While the Digital Legacy Clinic is available to people across the country, its location in Boulder makes it especially accessible to older adults in the Boulder and Denver areas who may prefer or benefit from in-person support.

For older adults, the clinic can play a crucial role in helping them organize their digital lives while they're still alive. This can reduce confusion for loved ones later and even help prevent issues such as identity theft or account misuse. **Many older adults now maintain extensive online presences**, but they may not have the tools or knowledge to ensure their accounts are secure and accessible to people they trust.

Disclosure statement

Jed Brubaker currently receives research funding from the National Science Foundation and Google. In the past he has received research funding from Facebook and Mozilla. During 2014-2020 he worked as a research for the Legacy Contact and Memorialized Profile features at Facebook. Dylan Thomas Doyle does not work for, consult, own shares in or receive funding from any company or organization that would benefit from this article, and has disclosed no relevant affiliations beyond their academic appointment.

Source: <https://theconversation.com/do-you-know-how-to-prepare-for-your-digital-life-after-death-cu-boulders-student-run-clinic-has-some-advice-257867>



Monday, August 18, 2025

9am-4pm EDT

AC Hotel by Marriott Portsmouth
Downtown/Waterfront

299 Vaughan Street, Portsmouth, NH 03801

Single Tickets \$50\Bulk (5+) Tickets \$40

The NH Long-Term Care Leadership Summit will bring together the various provider groups, advocacy organizations, regulatory and payer representatives who lead NH's long-term care system for a focused public policy conference.

Refund Policy: Attendees can receive refunds up to 30 days before the event start date.

More information and registration information can be found at

<https://www.rumfordmanagementnh.com/lcsummitlcs Summit>

'System of Care for Healthy Aging' Plan

The NH Department of Health and Human Services recently released its 2025–2026 System of Care for Healthy Aging Plan, a comprehensive roadmap to strengthen long-term care and support healthy aging across the state. Developed through extensive stakeholder engagement, the plan emphasizes person-centered, community-based services and improved care coordination to meet the needs of a rapidly aging population.

Read the Plan at <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2/lts-system-of-care-for-healthy-aging-plan-2025-2026.pdf>

New WHO Tool Measures Progress in Fighting Ageism

The World Health Organization recently launched the WHO Ageism Scale, a powerful, evidence-based tool to measure the impact of efforts to reduce ageism. Designed for researchers, policymakers, and advocates, the scale comes with a user guide, downloadable materials, and multilingual versions.

Explore the tool and access the manual, translations, and launch event recording online to support a world for all ages at <https://www.aworld4allages.org/who-ageism-scale>

Your Local Resources

Not sure what resources exist in your community to help with an age- or disability-related issue?

Contact your local Aging & Disability Resource Center (ServiceLink)

Office at (866) 634-9412, [servicelink.nh.gov](https://www.servicelink.nh.gov)



[servicelink.nh.gov](https://www.servicelink.nh.gov)

2-1-1 NH is the connection for NH residents to the most up-to-date resources they need from specially trained Information and Referral Specialists. <https://www.211nh.org>



Ending Veteran Homelessness Topic of Annual Summit

On June 25, 2025, leaders, advocates, and frontline providers from across New Hampshire came together for the 2025 Ending Veteran Homelessness in NH Annual Summit. Hosted by the NH Department of Military Affairs & Veterans Services, the event included participants from city government, state agencies, nonprofits, Veteran-serving organizations, housing partners, criminal justice and healthcare systems.

The intent of the summit was for participants to learn about New Hampshire's overall Veteran demographics, top challenges to housing stability and set foundations for approaches to solutions to mitigate or resolve housing challenges.

Topics of emerging approaches and solutions for the 2025 summit were Affordable and Available Housing; Mental Health and Substance Use Disorder; Justice-involved Backgrounds; and Increasing Age of Veteran Population.

While most of New Hampshire's Veterans are stably housed, **at any given time, around 150 Veterans are currently experiencing homelessness**, including **40** who are chronically unhoused, having gone twelve months or more without stable housing of their own.

Homelessness among Veterans is closely linked to severe and complex health challenges, including higher rates of chronic physical conditions, untreated mental health disorders, substance use, and barriers to accessing preventative care. Without stable housing, Veterans often cycle through emergency services, hospitals, and crisis systems—placing strain not only on themselves but also on the broader healthcare and public safety networks. In addition to the adverse health effects of prolonged exposure to homelessness, Veterans facing housing instability are more likely to be over age 55 and have a physical disability. With limited housing access overall and <1% vacancy across the state, first-floor, ADA-accessible units are an even smaller portion of that availability.

Despite these barriers, collaboration is yielding results. Veterans across the state are accessing care and supportive services, and in 2024, **174 Veterans were connected to permanent housing (a 30% increase from 2023)**; over **800 Veterans received services from NH providers**; and **39 agencies, departments, and city leaders** collaborated on creative housing solutions for Veterans.

Veteran-focused housing projects like the **Franklin Military & Veterans Campus** provide unique opportunities for centralized service coordination, bringing culturally competent, client-tailored care that will help to ensure whole-health improvement for residents. "Phase 1 of the Campus is on schedule to be completed this summer and will include the permanent housing (29 apartments) as well as the Retreat Center and a Hub of Services for Veterans," shared Al Aldenberg, Chief, Military and Veterans Services, Easterseals New Hampshire and Vermont.

The Annual Summit was made possible **by the Ending Veteran Homelessness in NH Project** Veteran Steering Committee composed of Clear Path for Veterans New England, Easterseals New Hampshire, Harbor Care, NH Department of Health and Human Services Bureau of Homeless Services, NH Department of Military Affairs and Veteran Services, U.S. Veterans Affairs Manchester Healthcare System, the Veterans of Foreign Wars, NH State Veterans Home, and Veterans Inc. and the **great support from key stakeholders from across the community of practice** including the Addiction Recovery Coalition of NH, the cities of Concord, Manchester, Nashua, Franklin and Laconia, the Community Action Program Belknap-Merrimack Counties, the NH Commission on Aging's Age Friendly Public Systems by the JSI Research & Training Institute, the NH Department of Corrections, and the Recovery Friendly Workplace initiative.

The **Ending Veteran Homelessness in NH Project** aims to reach **Functional Zero by 2026** by building a sustainable system where providers know how to identify and connect Veterans to housing resources. Veterans are engaged within 24 hours of entering Coordinated Entry and connected to housing within 90 days, through coordinated efforts with DHHS, VA partners, nonprofits, and community organizations.

If you are, or if you know, a Veteran who is having housing stability challenges, there are options. Contact NH Department of Military Affairs and Veterans Services Veterans Housing and Wellness Program Specialist, Connor Spern Connor.Spern@DMAVS.nh.gov or call 603-225-1200.

Keep Cyber Safe This Month

Online orders delayed by ‘tariffs’? It could be a scam

Information provided by the **BETTER BUSINESS BUREAU**

Ordering online has never been easier — and scammers know it. If you’ve shopped from a **sponsored ad** or **unfamiliar website** and were later told your package is stuck in customs due to tariffs, be cautious. Reports to **BBB Scam Tracker** show this excuse is increasingly being used by scammers to delay or ignore refund requests.

How The Scam Works

You see an ad online for something you want, and you proceed to the seller’s website. The site looks professional, the price seems reasonable, and checkout is quick and easy. But then, your order never arrives.

When you follow up with the seller, you might get vague, automated emails urging you to “be patient.” Then comes the explanation: your package is stuck due to tariffs, customs delays, or new international shipping regulations. In some cases, the company says you now owe additional money to release the package. Other times, they provide a tracking number showing the item was delivered — but to a completely different state.

One consumer reported to **BBB Scam Tracker**, “After 2 months of not receiving my product I have emailed this company multiple times and each time the reply is my package is stuck in customs due to... tariffs. I have requested a refund multiple times. I have no longer gotten any replies from this apparently fake company.”

Common Red Flags

- The seller blames tariffs or customs for excessive delays.
- You’re asked to pay more money *after* placing your order.
- Tracking numbers are fake or show delivery to the wrong location.

- Customer service is unhelpful, scripted, or stops responding entirely.

How To Shop With Caution Online And Avoid Scams

Look beyond the ad. Scammers can pay for **sponsored ads** on **social media** or search engines just like legitimate businesses. Always research a company first, especially if you haven’t heard of them. **Learn more about avoiding sponsored ad scams on social media.**

Check the reviews — all of them. Don’t rely only on what you see in the ad’s comment section. **Look up the business name** with words like “scam” or “complaint” and see what pops up.

Inspect the website carefully. Look for misspellings, poor grammar, or URLs that are suspicious. A site that looks polished can still be fake, especially if it is advertised through a sponsored social media post. **Learn how to identify a fake website.**

Use a credit card for online purchases. Credit cards often **offer stronger fraud protection** than debit cards or payment apps. If you don’t receive your product, you’re more likely to be able to dispute the charge successfully.

Avoid paying extra fees after checkout. Once you’ve completed a purchase, legitimate sellers won’t ask for additional shipping or customs payments. If they do, stop communication, contact your credit card provider, and report to **BBB Scam Tracker**.

Be suspicious of tariff-related excuses. U.S. consumers are not typically required to pay tariffs after placing an order. If a company says your package is stuck in customs or asks for additional payment due to tariffs, that’s a major red flag.

Save copies of order details. Keep screenshots of the ad, confirmation email, and tracking info in case you need to file a dispute with your credit card company or report the scam.

Source: <https://www.bbb.org/article/scams/31970-bbb-scam-alert-online-orders-delayed-by-tariffs-it-could-be-a-scam>

Aging Matters welcomes all points of view and invites your submissions. To send articles or to add your name to our mailing list, email NHCOAnews@gmail.com

Links to Learn More

The following is a sample of information regarding older adults that came across our desk this month. We thought our readers might find this information interesting. Please follow the links or type the URL address into your browser for the complete story.

KFF Issues Brief Older Americans Act and the Services it Provides

KFF has **published** an issue brief, “What to Know About the Older Americans Act and the Services It Provides to Older Adults”.

The issue brief - authored by Meredith Freed, Juliette Cubanski and Tricia Neuman - provides an overview of the Older Americans Act (OAA) and the community-based social services it offers to older adults, such as meals, transportation, and caregiver support.

The authors raise concerns about potential disruptions due to the Trump administration’s proposed dissolution of the Administration for Community Living within the Department of Health and Human Services, which has historically managed OAA programs. They also note that while millions benefit from OAA services, funding growth has lagged behind the increase in the older adult population. The brief underscores Congress’s crucial role in funding and reauthorizing the OAA amidst these administrative changes.

Read the brief at <https://www.kff.org/medicare/issue-brief/what-to-know-about-the-older-americans-act-and-the-services-it-provides-to-older-adults/>

What to Know About the First FDA-Cleared Blood Test for Alzheimer’s Disease

Doctors say the test could help individuals who are experiencing symptoms get an earlier diagnosis

The U.S. Food and Drug Administration (FDA) has green-lit a blood test that can help doctors diagnose Alzheimer’s disease, the most common form of dementia. It is the **first blood test to be cleared** by the FDA for the disease, which affects more than 7 million older Americans and is marked by a decline in memory and thinking skills.

The test, called Lumipulse, can detect abnormal clumps of protein in the brain, known as amyloid plaques. These plaques disrupt brain cell function and are a hallmark of **Alzheimer’s**.

In this article by Rachel Nania for ARRP, she describes the new test and provides information on how and when the test would be most valuable.

Read the entire story at <https://www.aarp.org/health/conditions-treatments/fda-approves-alzheimers-blood-test.html>

Enabling Healthy Longevity and Aging at Home

A new report from the Milken Institute outlines six key strategies to advance connected care, aiming to improve access, integration, and adoption of technologies that support aging at home. As the older adult population grows, these tools like telehealth and smart home systems are critical to enabling healthy longevity and meeting the rising demand for home-based care.

Read the report at <https://milkeninstitute.org/content-hub/research-and-reports/reports/future-connected-care-enabling-healthy-longevity-and-aging-home>

Enhancing Support for Family Caregivers Through Health Care Teams

The Support Caregiving resource hub provides action guides for caregivers, businesses, state and local governments, and others to advance the **National Strategy to Support Family Caregivers**, with a new guide for busy health care professionals.

Find the information at <https://supportcaregiving.org/administration-for-community-living-caregiver-strategy-and-resources/>

Veterans Job and Resource Fair

Are you a Veteran looking for your next mission? Join us at the Veterans Job and Resource Fair to connect with local and National Employers, Veteran Service Organizations, while benefiting from Resume & Interview Support, and Networking Opportunities.

The Veterans Job and Resource Fair is presented by NH Department of Business & Economic Affairs, NH Employment Security, and NH Department of Military Affairs & Veterans Services.

It will be held on Wednesday, July 23, 2025 11:00am – 1:00pm at the Edward Cross Training Complex, 722 Riverwood Drive, Pembroke, NH.

“Bring your resume & dress for success!” Job seekers are encouraged to register but are not required to. To register and view more information please visit <https://jobfairs.nh.gov> .

Employers must register to attend this free event at <https://jobfairs.nh.gov>