

APPENDIX B

The following action plan items are a culmination of two years of commitment by members of the New Bedford community and the Age-Friendly / Livable Community Network. The recommendations, action items, years of implementation and indicators of progress are detailed for each of the 7 Domains of the New Bedford Age-Friendly initiative.

Action Items

DOMAIN 1: AGING IN COMMUNITY / HOUSING

Recommendation 1: Maintain a skilled workforce to support older adults and people with disabilities to age in their community

We will:

ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Convene a workgroup to build strategies to maintain a skilled workforce to meet the needs of older adults and people with disabilities needing services	Massachusetts Rehabilitation Commission (MRC) Workforce Investment Board Coastline Elderly Services, Inc. New Bedford Housing Authority Bristol Community College (BCC)	1	1. Group convened 2. Strategies developed
B. Support efforts of the community to provide training and employment and opportunities for potential home health aides, homemakers, and personal care assistants	BCC and Career Center MRC Workforce Investment Board Coastline Elderly Services, Inc. New Bedford Housing Authority	1-3	1. Process for recruitment and training developed 2. Training delivered

Recommendation 2. Promote options that provide housing stability and preserve tenancy

We will:

ACTION ITEM	PARTNERS	YEARS	OUTCOME
A. Research options to support housing preservation services such as Fresh Start and in-home counseling for those at risk including veterans and those with behavioral health issues	New Bedford Housing Authority New Bedford Council on Aging Veterans Administration Behavioral Health Hospital Elder Mental Health Outreach Team (EMHOT)	1-2	1. Research completed 2. Opportunities identified
B. Increase education about and referrals to the Fresh Start Program for community agencies and front-line workers	Fresh Start Program New Bedford DPH Coastline Elderly Services, Inc. New Bedford Council on Aging EMHOT	1-3	1. Education provided 2. Increase in number of referrals
C. Investigate resources and create a tool for older adults at risk of losing housing due to pet related issues	Coastline Elderly Services, Inc.	1	Tool developed and available

Recommendation 3: Support housing for New Bedford's vulnerable older adults

We will:

ACTION ITEM	PARTNERS	YEARS	OUTCOME
A. Partner with organizations to support the Homeless Service Provider Network Plan including	Age-Friendly Network members Catholic Social Services MRC	1-3	Ongoing participation in the Network

the Tenancy Preservation Program, Catholic Social Services, and vocational rehabilitation programs			
B. Seek a strategy for housing options for older adults returning to the community from the long-term care system	Coastline Elderly Services, Inc. Housing Search Entities (HSE) Catholic Social Services New Bedford Public Housing	1-3	Strategy for housing options developed
C. Inform older home owners how to access existing home repair services and modification resources	City of New Bedford Community Development	1-3	Information available to older homeowners
D. Support and promote the annual New Bedford Connect fair for homelessness at the YMCA	Age-Friendly Network members	1-3	Annual participation in the fair

DOMAIN 2: OUTDOORS SPACES AND BUILDINGS

Recommendation 1: Ensure the perspective and needs of older adults in public space design

We will:

ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Appoint a senior advocate to attend community meetings and monitor infrastructure improvements made under the guidelines of "Complete Streets"	New Bedford Parks and Recreation New Bedford Department of Planning and Infrastructure Mass in Motion New Bedford Department of Community Services	1-3	1. On-going partnership formed 2. Senior advocate participates in meetings
B. Map walking courses in parks and "Safe Routes to Parks" and identify available amenities including restrooms for public use, benches, etc.	New Bedford Parks and Recreation Southcoast Health Wellness Walking Program Mass in Motion New Bedford Department of Planning and Infrastructure	1-2	3. Routes and amenities identified and mapped 4. Maps available to the public

Recommendation 2. Encourage participation of older adults in outdoor activities

We will:

ACTION ITEM	PARTNERS	YEARS	OUTCOME
A. Promote older adult participation in New Bedford Parks and Recreation activities and host senior events and activities in parks and public spaces	New Bedford Council on Aging Coastline Elderly Services, Inc. New Bedford Parks and Recreation	1-3	Events hosted in public spaces
B. Appoint senior advocate to Mass in Motion needs assessment planning process	Mass in Motion	1	Senior advocate appointed
C. Explore opportunities to involve all generations in school and community garden projects, and promote community garden tours	Grow Education New Bedford School Department New Bedford Parks and Recreation	1-3	1. Opportunities identified 2. Strategy outlined

Recommendation 3: Improve accessibility of public areas

We will:

ACTION ITEM	PARTNERS	YEARS	OUTCOME
A. Continue to seek funding for benches and trash receptacle for the River Walk project	New Bedford Council on Aging New Bedford Parks and Recreation	1-2	Strategies to identify funding carried out
B. Participate in a "Walk Audit" to check for adequate lighting, curb cuts	New Bedford Department of Public Infrastructure New Bedford Disability Commission	1-2	Walk audits conducted
C. Hold a public meeting to share results of a Walk Audit at Ashley Park and develop a strategy to	New Bedford Parks and Recreation New Bedford Council on Aging	1	1. Meeting held 2. Strategy developed

make improvements			
D. Promote the Bike Share Program to older adults	Zagstat Bike Share New Bedford Tourism Department New Bedford Parks and Recreation Department	1-3	Program promoted to older adults
E. Seek to improve transportation to Buttonwood via SRTA	Southeastern Regional Transit Authority (SRTA) Southeastern Regional Planning and Economic Development District (SRPEDD)	1-2	1. Meeting held 2. Strategy identified

DOMAIN 3: TRANSPORTATION

Recommendation 1: Improve older adults' knowledge and access to cost effective transportation

We will:

ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Educate older adults about ways to access public transportation including discounted fees, COA ID cards etc.	Southeastern Regional Transit Authority (SRTA) Area Councils on Aging (COA) Coastline Elderly Services, Inc.	1-2	3. Communications strategy identified 4. Communications strategy implemented
B. Convene a working group to develop a strategy to inform older adults public transportation, i.e. bus routes in relation to senior housing and senior centers, signage with senior rates	SRTA Area Councils on Aging Coastline Elderly Services, Inc. New Bedford Housing Authority	1-2	1. Workgroup established 2. Strategy identified
C. Advocate for collaboration and coordination of accessible transportation services	New Bedford Council on Aging Coastline Elderly Services, Inc. SRTA New Bedford Disability Commission Southcoast Health	1-3	Advocacy partners and opportunities identified
D. Provide the public with accessible printed materials in both Spanish and Portuguese and advocate for multi-lingual drivers	Immigration Center SRTA	1-3	Materials available in multiple languages

Recommendation 2. Improve ridership confidence for using public transportation

We will:

ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Develop a strategy to educate the public about safety measures for public transportation i.e. cameras, police presence, and driver training	Law Enforcement Round Table SRTA New Bedford Council on Aging	1-3	Strategy identified and implemented
B. Assess current training of transportation providers and their awareness of the needs of older adults and people with disabilities when using public transportation	New Bedford Disability Commission SRTA New Bedford Council on Aging	1-3	1. Assessment conducted 2. Opportunities identified

Recommendation 3. Advocate for expanding transportation resources

We will:

ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Explore affordable opportunities for those needing assisted transportation beyond curb to curb	New Bedford Disability Commission SRTA New Bedford Council on Aging	1-2	Opportunities identified
B. Research strategies to support out of area medical transportation	New Bedford Disability Commission SRTA New Bedford Council on Aging	1-2	Research conducted

C. Continue to work with SRTA to expand bus routes and improve transportation for programming	SRTA New Bedford Council on Aging	1-3	Ongoing collaboration with SRTA
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DOMAIN 4: COMMUNITY SUPPORTS AND HEALTH SERVICES

Recommendation 1: Optimize Health and Wellness in the Community

We will:

ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Expand the availability of evidence-based health promotion workshops such as <i>A Matter of Balance; My Life, My Health; Aging Mastery etc.</i>	Massachusetts Healthy Living Center for Excellence New Bedford Council on Aging New Bedford Housing Authority Community Nurses Coastline Elderly Services, Inc.	1-3	5. Increase in the number of workshops held 6. Increase in the number attending workshops
B. Seek resources and opportunities to improve the oral health of older adults; i.e. educate older adults about the importance of oral health and facilitate attendance at screenings	New Bedford Housing Authority Coastline Elderly Services, Inc. Greater New Bedford Community Health Center Bristol Community College Dental Hygiene Program	1-3	5. Older adults received information on oral health 6. Increase in the number of older adults attending screenings
C. Appoint senior advocate to align Age-Friendly with Mass in Motion planning to increase integration of services and infrastructure planning for older adults	Mass in Motion Age-Friendly / Livable Community Coalition	1	Advocate appointed
D. Explore options for improving food security by increasing access to healthful foods, supporting older adults' attendance at farmers' markets and congregate meals, increasing eligible SNAP enrollments, and seeking expanded transportation and food delivery programs	Mass in Motion Southcoast Health Southeastern Massachusetts Agricultural Partnership (SEMAP) Coastline Elderly Services, Inc. New Bedford Parks and Recreation New Bedford Council on Aging Tufts Health Plan Foundation	1-3	1. Options identified 2. Options implemented
E. Expand and promote free health screenings for chronic diseases to include a wide range of citizens with access to the Southcoast Health Mobile Van and the Greater New Bedford Community Health Center	YMCA & YWCA Immigrants Assistance Center Southcoast Health Mobile Van New Bedford Community Health Center Walgreens New Bedford Council on Aging New Bedford Housing Authority Greater New Bedford Community Health Center	1-3	Increase in the number of health screenings provided
F. Promote use of food security screening tools by institutional and community-based healthcare providers	Greater New Bedford Community Health Center Southcoast Visiting Nurses Association Community Nurses Southcoast Health Coastline Elderly Services, Inc.	1-3	1. Increase in the number of older adults screened 2. Older adults receive information on accessing nutritional food

Recommendation 2. Promote Support for Cognitive and Emotional Health

We will:

ACTION ITEM	PARTNERS	YEARS	OUTCOME
A. Convene a group to develop strategies to improve health systems' capacity for early recognition of and response to Alzheimer's disease and other cognitive impairments	Southcoast Health Greater New Bedford Community Health Center Walgreens Community Nurse Home Care	1-3	3. Group formed 4. Strategies developed
B. Explore and pilot opportunities for caregiver support and social interaction i.e. caregiver classes, culturally suitable <i>Memory Cafes</i> ; free or discounted admission to events/movies for caregivers and individuals needing assistance	Immigrants Assistance Center Community Nurse Home Care Faith-based organizations New Bedford Council on Aging New Bedford Housing Authority Coastline Elderly Services, Inc. Southcoast Health Hope Health	1-2	1. Caregiver strategies identified 2. Pilot projects implemented and assessed
C. Provide training and education to members of the Age-Friendly Network to improve awareness of behavioral health concerns, including substance abuse, with the support of the Tufts Health Plan Foundation, and funding from the BU CADER Institute	Age-Friendly Network members Boston University CADER Institute New Bedford Council on Aging	1-2	On-line and in-person trainings conducted
D. Promote awareness of programs to help older adults articulate plans for end-of-life care, such as MOLST (Medical Orders for Life Sustaining Treatment)	Honoring Choices 4C Collaborative Coastline Elderly Services, Inc. Hawthorne Medical Community Nurses	1-3	Strategy to promote awareness developed

Recommendation 3: Enhance Older Adult Safety

We will:

ACTION ITEM	PARTNERS	YEARS	OUTCOME
A. Participate in the Law Enforcement Round Table to improve the safety of older adults to act as point of contact to consider older adult concerns and available resources, including a system of wellness checks and issues of fraud and abuse	New Bedford Police New Bedford Council on Aging Law Enforcement Round Table Age-Friendly Network	1-3	1. Representative from Age-Friendly Network identified 2. Input and reporting system developed
B. Convene a group to develop a strategy to train first responders, front line workers, and family caregivers about the Silver Alert law including educational materials on home safety tips, wandering behavior, and issues affecting	Alzheimer's Association of MA/NH Law Enforcement Round Table Fire and First Responders Primary Care Physicians Coastline Elderly Services, Inc New Bedford Council on Aging New Bedford Department of Public	1-2	1. Group convened 2. Process and strategy developed

vulnerable older adults.	Health		
C. Develop a strategy to improve community awareness of the issues including safety and social inclusion for the older LGBTQ community	Age-Friendly Coalition AARP LGBTQ Steering Committee	1-3	Strategy developed
D. Continue to support and participate in the Bristol County District Attorney Elder Abuse Prevention Conference and continue to highlight issues of financial abuse	Age-Friendly Coalition Law Enforcement Round Table AARP	1-3	Annual participation and contribution to conference

DOMAIN 5: Social Participation

Recommendation 1: Create and Promote a network of social engagement opportunities for older adults

We will:			
ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Engage partners to develop and support senior supper clubs and add additional evening offerings, i.e. dinners and speed meeting, for older adults, including LGBTQ and not English speaking older adults	New Bedford Council on Aging New Bedford Community Services Coastline Elderly Services, Inc.	1-2	7. Ongoing partnership in place 8. Strategies for additional social opportunities identified
B. Initiate a partnership to develop intergenerational exchanges and programs as ways to pass along knowledge and experience	New Bedford Council on Aging New Bedford Parks and Recreation Coastline Elderly Services, Inc. New Bedford Community Services New Bedford School Department Southeastern Regional Transit Authority (SRTA)	1-3	7. Ongoing partnership in place 8. Strategies developed
C. Inform and encourage participation of older adults in parks and recreation programs, i.e. Saturday walking in the park, activities with the YWCA and Boy's club	New Bedford Council on Aging New Bedford Parks and Recreation Mass in Motion	1-2	1. Ongoing partnership in place 2. Communication strategy is part of the Age-Friendly Communication Action Plan
D. Encourage participation in <i>Aging Mastery</i> a 12-week program on topics pertinent to the aging process	New Bedford Council on Aging Massachusetts Association of Councils on Aging and Senior Center Directors (MCOA)	1	Communication strategy is part of the Age-Friendly Communication Action Plan

Recommendation 2. Promote intentional learning and partnerships that support a culture of an age friendly and inclusive community

We will:			
ACTION ITEM	PARTNERS	YEARS	OUTCOME
A. Partner with community agencies and businesses to train clergy, first responders, regional COAs, and others in contact with older adults to improve awareness of and response to behavioral health issues for older adults	New Bedford Council on Aging Tufts Health Care Foundation Boston University CADER Institute Elder Mental Health Outreach Team (EMHOT) Bridge Therapies Program New Bedford Council on Aging Fresh Start Program Area Councils on Aging New Bedford Housing Authority Coastline Elderly Services, Inc.	1-3	5. Partnership established and maintained 6. Training delivered
B. Organize a workgroup to provide training on LGBTQ cultural competency to promote social	Age-Friendly Coalition AARP	1-3	1. Workgroup established 2. Training delivered

inclusion and access to aging services			
C. Partner with area councils on aging to maintain and expand outreach to socially isolated elders	New Bedford Council on Aging Fairhaven Council on Aging Dartmouth Council on aging Rochester Council on Aging Acushnet Council on Aging Coastline Elderly Services, Inc.	1-3	Maintain existing partnerships with area COAs
D. Encourage older adults of all cultures to be involved in community activities, i.e. neighborhood associations, formal and informal groups, and city agencies and planning	New Bedford Council on Aging Coastline Elderly Services, Inc. Community Services of New Bedford New Bedford Neighborhood Associations Elderly Housing Residents Meetings New Bedford Housing Authority	1-3	1. Ongoing partnership in place 2. Communication strategy is part of the Age-Friendly Communication Action Plan
E. Make information about opportunities for social engagement and resources available to Native Americans, Wampanoag Tribe	New Bedford Council on Aging Coastline Elderly Services, Inc. Community Services of New Bedford	1-3	1. Communication strategy developed 2. Communication Strategy Implemented

DOMAIN 6: Civic Participation and Employment

Recommendation 1: Better connect older adults to employment resources & opportunities

We will:			
ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Develop a strategy to research and address barriers to employment for older adults	Senior Community Service Employment Program (SCSEP) Workforce Investment Board Bristol Community College Chamber of Commerce New Bedford One Stop Career Center	1	1. Barriers to employment identified 2. Strategy developed
B. Create a list of existing training and skill development opportunities and conduct outreach to older adults seeking employment	Senior Community Service Employment Program (SCSEP) Workforce Investment Board New Bedford One Stop Career Center	1-2	1. Educational and training opportunities identified 2. Older adults participate
C. Create a strategy to educate employers on the value of older workers, veterans, and those with disabilities	Senior Community Service Employment Program (SCSEP) New Bedford Council on Aging Immigrants Assistance Center MA Rehabilitation Commission City of New Bedford Veteran's Services	1-3	1. Strategy identified 2. Strategy implemented

2. Identify and promote volunteer and mentorship opportunities for older adults

We will:			
ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Develop a strategy to educate older adults and organizations on the importance volunteers and mentors	Foster Grandparents Program Ombudsman Program Money Management Program New Bedford Council on Aging City of New Bedford Department of Community Services New Bedford City Councilors New Bedford Police Chief	1	7. Strategy developed 8. Implementation of strategy
B. Work with community organizations and city departments to identify needs and opportunities for volunteers and mentors	Foster Grandparents Program Ombudsman Program Money Management Program New Bedford Council on Aging City of New Bedford Department of Community Services	1-2	1. Volunteer / mentor opportunities identified 2. Process to share information developed
C. Create a comprehensive database of agencies and city departments seeking volunteer participation and mentorship	Foster Grandparents Program Ombudsman Program Money Management Program New Bedford Council on Aging City of New Bedford Department of Community Services	1-3	1. Comprehensive list developed 2. Promotion strategy incorporated in communications plan

Recommendation 3: Ensure the inclusion of older adults in civic affairs and development of

workplace initiatives

We will:

ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Increase older adult participation in civic affairs by having a series of forums/surveys	Age-Friendly Coalition City Departments	1-3	1. Forums held, surveys conducted 2. Older residents serve on relevant workgroups
B. Explore efforts relating to workforce development including the 4C collaborative, Workforce Training Grant, Learn to Earn	Coastline Elderly Services, Inc. Workforce Investment Board Bristol Community College 4C Collaborative	1-3	3. Efforts identified 4. Information shared

DOMAIN 7: COMMUNICATION AND INFORMATION

Recommendation 1. Review and determine best practices to better reach our aging population and increase awareness of existing community resources

We will:

ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Partner with other agencies to identify 'best practices' to improve communication to the community about services and supports	Coastline Elderly Services, Inc. Massachusetts Rehabilitation Commission Aging and Disability Resource Center New Bedford Council on Aging	1-2	1. Partnership established 2. Best practices identified
B. Explore the creation of an "Age Friendly / Dementia Friendly" designation and best practices for elder friendly business areas	New Bedford Department of Public Health New Bedford Council on Aging Coastline Elderly Services, Inc. Southcoast Health Community Nurse Home Care Alzheimer's Association of MA/NH AF/DF Network members Community Businesses	1-3	1. Strategy identified 2. Strategy implemented
C. Collaborate to identify resources and best practices to enhance services for those with disabilities and coordinate with Aging and Disability Resource Centers (ADRC)	Coastline Elderly Services, Inc. Massachusetts Rehabilitation Commission Aging and Disability Resource Center	1-3	1. Collaboration established 2. Resources identified

Recommendation 2. Develop a senior communication plan

We will:

ACTION ITEM	PARTNERS	YEARS	INDICATORS
A. Develop a workgroup to explore expanding free computer and Wi-Fi lessons at the council on aging, libraries, and other public spaces. Promote intergenerational learning.	New Bedford Council on Aging New Bedford Library Greater New Bedford Technical High School New Bedford School Department Immigrants Assistance Center Boy and Girl Scouts Southcoast Young Professionals Network Southcoast Service Learning (UMD) BCC	1-3	9. Workgroup established 10. List of free workshops
B. Ensure that materials are print accessible and available in appropriate languages	Age-Friendly Network	1-3	Materials are accessible and in multiple languages
C. Develop a workgroup to create and implement a public messaging campaign to increase awareness of the signs of early dementia	New Bedford Department of Public Health New Bedford Council on Aging Coastline Elderly Services, Inc. Southcoast Health Community Nurse Home Care	1-2	1. Workgroup established 2. Messaging identified

	Alzheimer's Association of MA/NH AF/DF Network members Walgreens		
D. Coordinate with community partners to promote accessible communication methods to inform and link older adults to a centralized source of information and to help service providers and residents to identify assistance resources	New Bedford Council on Aging Coastline Elderly Services, Inc. Age-Friendly Network Cable TV Access WJFD LGBTQ Steering Committee Southcoast Health	1-2	1. Methods of communication determined 2. Enhanced communication channels established