



RHODE ISLAND OFFICE OF
Healthy  **Aging**

Empowering older Rhode Islanders
and adults with disabilities to age
healthfully, happily, and safely

2023 Strategic Plan



Rose Amoros Jones, Director
September 2019

plan summary

40 

listening sessions held to inform strategic plan development.

14 

focus areas reflect Administration's goals + people's lived experience.

72 

SMART goals set for achievement through 2023.

Rhode Island's older adult population is growing rapidly, with over 30 percent of Rhode Islanders aged 55 or older versus 28 percent nationally. The Rhode Island Office of Healthy Aging (OHA) – formerly the Division of Elderly Affairs – is the State's chief advocate for older residents and adults with disabilities.

Informed by extensive community input, the **OHA 2023 Strategic Plan** is designed to accelerate efforts to shift Rhode Island's narrative and approach to aging and better meet the demands of OHA's growing and vital constituency. The plan will serve as a blueprint for action to strengthen organizational operations and program offerings – helping those we serve live well.

Our plan is anchored in a person-first philosophy that recognizes people's needs and desires are diverse and multi-dimensional as they age. Seventy-two measurable goals are included in the plan, organized by the OHA pillar they support: choice, connection, equity, safety, or performance.

We believe the best ways to support people are to listen to them, respond to what we learn, and meet people where they are. Through 2023, OHA will continue to ensure our work is responsive to people's lived experiences by being present in the community, soliciting input from our constituents, and taking a place-based approach to service delivery.

Who We Are

OHA serves older Rhode Islanders (55+) and adults with disabilities, connecting them to resources and information that promote healthy aging and advocating for strong laws and policies that protect and empower our constituency.

As Rhode Island's designated state unit on aging, we invest – primarily through the Older Americans Act – in local programs and initiatives that help fulfill our mission. And we partner with an array of government and community groups committed to helping Rhode Islanders age strong.

Mission

Through strong advocacy, programming and community partnership, we empower older Rhode Islanders and adults with disabilities to age healthfully, happily, and safely.

Philosophy

People come first. Our efforts will continue to be informed by reliable data and the lived experience of Rhode Islanders.

Pillars

Promote Choice: A person should be the primary author of his/her own life and have access to the information and supports needed to thrive.

Create Connections: People should have opportunities to connect with each other, with help, and with their greater community. Our work should be coordinated to make this possible.

Pursue Health Equity: All Rhode Islanders should be able to participate fully and healthfully in society and benefit from available programs and services.

Ensure People's Safety: Older adults and those with disabilities should have the opportunity to live with dignity, feel safe in their homes and communities, and know that their needs will be met.

Inspire a Performance Culture: Our customers benefit most when we are responsible stewards of resources, making smart investments in line with people's needs and holding ourselves accountable to achieving established goals.



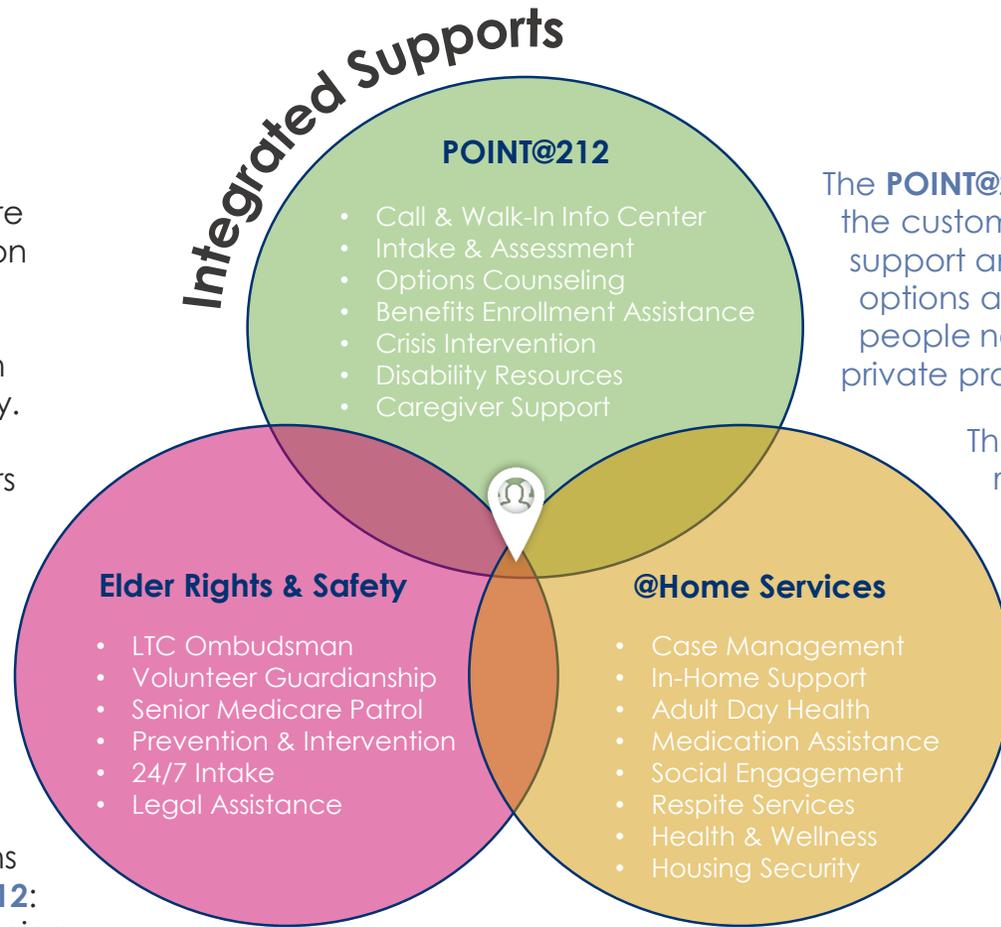
Our Services

We believe one of the best ways to support people is to meet them where they are. Our focus continues to be on integrating OHA services to ensure people are seamlessly connected to the right supports, at the right time, in their own, or neighboring, community.

Through a network of over 25 partners and six geographic regions, we offer an array of programs to older Rhode Islanders and adults with disabilities, connecting them to information and assistance, social supports, and protective services.

Under the 2023 Strategic Plan, we will further this integration – with a focus on strengthening our operations and building a more robust **POINT@212**: Rhode Island's 24/7 "helpdesk" for seniors, adults with disabilities, and caregivers. The POINT@212 is anchored at United Way of Rhode Island in Providence, with five satellite call- and walk-in centers across the state.

The POINT@212 will be complemented by the new state-of-the-art OHA website scheduled to launch in spring 2020.



The **POINT@212** provides targeted information and help based on the customer's need and preferences: from housing, respite support and transportation to food assistance, employment options and more. Healthcare counselors are available to help people navigate their care options and apply for public and private programs. Language services are available.

The POINT partners with RIServes - Rhode Island's resource network for military families – to ensure local service members, veterans and their loved ones are connected to the full range of available supports to help them succeed in civilian life.

Our vision for the future is to ensure there is 'no wrong door' in Rhode Island when seeking information or help.



OHA Services

Information & Assistance

Our goal is to ensure older Rhode Islanders and adults with disabilities are seamlessly connected to the right support, at the right time.

The **POINT@212** can provide information and help with:



- Exploring opportunities + social activities;
- Getting tailored coaching on available services;
- Applying for public or private programs; and
- Linking to specialized services (on right).

After-Hours Emergency Response is available at the POINT@212 for reports of suspected abuse, self-neglect or financial exploitation of a person age 60 years or older. Reports are taken during non-business hours, including holidays and weekends. Calls to the hotline are screened and triaged for follow up, if needed, by OHA's Elder Rights & Safety Unit (ERS). ERS is responsible for investigating these reports, which include alleged abuse by a family member, caregiver, or person with a duty to care for an elder. By State law, all Rhode Islanders are mandatory reporters of suspected abuse, neglect or financial exploitation of an elder. During business hours, reports should be made to OHA at 401.462.0555.

Dementia & Physical Disability Supportive Services are available through POINT partners the Rhode Island Chapter of the Alzheimer's Association (RIAA) and The Ocean State Center for Independent Living (OSCIL). RIAA operates the Caregivers Helpline, 800.272.3900, for families affected by dementia. They also host the annual Caregivers Journey Conference, a variety of support groups, and other educational opportunities for families. OSCIL provides a swath of services and support to people living with a physical disability, including home modification grants.

Medicare Improvements for Patients + Providers Act (MIPPA) ensures low-income Medicare beneficiaries are connected to available programs that subsidize some healthcare expenses. Specialists at the POINT help enroll eligible persons into the Medicare Premium Payment Program (MPP) and the Low-Income Subsidy Program (LIS). MPP is a Rhode Island Medicaid program, providing financial assistance for Medicare Parts A and B premiums, deductibles, co-insurance and co-payments. LIS is a federal Social Security Administration program that provides financial assistance to Medicare beneficiaries for Part D premiums, deductibles, co-insurance and co-payments. Both programs use federal/state income and resource guidelines.

Medicare-Medicaid Enrollment Supports Program (MME) ensures people who are dually eligible for Medicare and Medicaid know their options and have help with identifying the best plan for them. Specialists at the POINT@212 will review Rhode Island's Medicare-Medicaid Plan (capitated model), fee-for-service, special needs plans, and other information with clients to help them make an informed decision on their healthcare.

State Health Insurance Assistance Program (SHIP) offers individualized coaching on Medicare benefits and services. Trained SHIP counselors are available at the POINT@212, as well as by calling the Rhode Island SHIP hotline at 888.884.8721, to answer questions and assist with Medicare enrollment.

Our goal is to ensure older Rhode Islanders and adults with disabilities have the chance to age strong + stay connected to their community and loved ones for as long as possible.

Through a mix of federal and state dollars, OHA supports efforts to:



- Provide resources that promote quality of life;
- Address people's social determinants of health;
- Bridge the gap between generations; and
- Support family caregivers.

Carebreaks is Rhode Island's primary respite program for caregivers, operated by our partner, Catholic Social Services. The program is open to all Rhode Island families in need of safe, affordable, temporary care for their loved ones. Services are coordinated through qualified home healthcare providers and are based on level of need.

Elderly Transportation program (ETP) is available to people age 60 years or older, who are not Medicaid eligible or part of the RIPTA Ride program. Eligible travel includes to and from medical appointments, day health centers, meal sites, dialysis/cancer treatment and the Insight Program. A fee of \$2.00/per trip applies. ETP services are coordinated through the State's Non-Emergency Medical Transportation provider, MTM.

Grandparent Respite services are available to older adults raising children age 18 and under. Offerings include free after-school and summer-break programming through our partnership with the YMCA of Greater Providence and the YMCA of Pawtucket.

Housing Security grants are awarded bi-annually to public and private housing complexes to increase safety measures that benefit older adults and those with disabilities, such as security equipment, personnel and/or facility improvements.

Living Well Rhode Island is a chronic disease self-management program for older adults, sponsored by OHA, RIDOH, DHS and AARP. Workshops, facilitated by trained non-health professionals who are living with chronic conditions, are held once a week, for six weeks, in community settings such as senior centers, churches, libraries and hospitals. People with different chronic health problems attend together, covering topics from techniques to deal with frustration and fatigue to effectively communicating with family and appropriate use of medications and exercise.

Senior Dining program connects people to healthful meals at more than 60 locations in the state. Sites include senior high-rises, community centers, and churches. A restaurant voucher program is also available in select communities, allowing participants to enjoy a free meal at participating local eateries, including Chelo's, IHOP, and Newport Creamery. Home-delivered meals are also available through our partnership with Meals On Wheels. Other initiatives aimed at addressing hunger among Rhode Island's seniors include:

- The Commodity Supplemental Food program (CSFP), providing a monthly package of nutritious foods to persons age 60 years or older with income at or below 130 percent of the Federal Poverty Level.
- Bristol's 'Meal in a Bag' program, connecting local seniors to nutrition education, meal preparation assistance, and fresh locally-grown produce. The program is supported through a partnership between OHA, RIDOH and the Bristol Health Equity Zone.

Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE) program provides financial assistance to eligible seniors for a variety of generic medications. To qualify for the program, applicants must be Rhode Island residents age 65 years or older or residents between the ages of 55 and 64, who receive Social Security Disability payments. Applicants must meet specific income guidelines and be enrolled in a Medicare Part D plan. Applicants cannot be enrolled in LIS. Eligible RIPAE members can purchase medications covered by RIPAE at the RIPAE discounted price during the deductible phase of their Medicare Part D plan.

Senior Center Services are supported by OHA through a mix of federal and state resources. Funding may support programming, transportation, operations, or other needs as defined by the center. Through Rhode Island's State Designated Grant program, all 39 cities and towns receive some money to support their program; funding is based on the size of the older adult population in their community.

Senior Companions are people age 55 and older who provide companionship to older adults who are at risk of social isolation. Companions assist with daily tasks in the home – as well as helping seniors stay active in the community. Many companions also provide respite to caregivers of frail elders.

Students4Seniors connects high-schoolers in East Providence with local seniors. Through the program, students and seniors spend time together in a social setting, swapping stories and sharing experiences. Students4Seniors is designed to help address the social isolation that many seniors – and students – face and bridge the divide between the generations.

@Home program helps older Rhode Islanders and adults with disabilities live safely and happily in their homes for longer. Eligible, non-Medicaid persons can access subsidized in-home care services, day health programs, and customized care planning. In-home services may include personal care assistance, meal preparation, and housekeeping, based on an individual's care plan.



Through grant funding from the Administration for Community Living (ACL), OHA is working with partners to build a “dementia-capable” system of support in Rhode Island. Efforts include providing disease-management supports to individuals and families affected by dementia – as well as offering training to first responders and healthcare professionals to improve detection, identification, care planning and referrals to services.

Under a separate ACL grant, OHA is partnering with local colleges and universities to expand the state's nursing respite workforce. Four of Rhode Island's six nursing programs are participating, training students on respite care practices and pairing them with families in need of this service.

OHA Services

Elder Rights & Safety

Our goal is to ensure older Rhode Islanders and adults with disabilities know their rights + feel safe in their homes and communities.

By state law, OHA's Elder Rights & Safety Unit is charged with investigating reports of suspected abuse, self-neglect and/or financial exploitation of a person 60 years or older.

Report suspected elder abuse and/or self-neglect to:

 **401-462-0555**

Reports can be filed anonymously

Elder Justice is central to our work at OHA. Along with our federal and state partners, we are working to improve how cases of suspected abuse, self-neglect and exploitation are tracked, monitored and reported. In addition, we are focused on strengthening prevention efforts, victim supports, and raising awareness about elder justice issues in Rhode Island, and nationally.

Legal Services at OHA provides legal information, referral and assistance to elders, families and caregivers, in partnership with the Rhode Island Bar Association (RIBA) and Rhode Island Legal Services (RILS). RIBA operates a lawyer referral network for the elderly, which links older Rhode Islanders with attorneys who can assist with any legal matters. The fees charged, if any, are based upon the elder's income level. RILS assists low-income older Rhode Islanders with certain legal issues, such as landlord-tenant disputes, foreclosures, and tax/public benefit issues. An RILS attorney is available to meet with qualifying clients at the OHA office one day each week.

Long-Term Care Ombudsperson (LTCO) program is a federal requirement, designed to ensure complaints made by elders and/or their advocate about long-term-care facilities in Rhode Island are investigated and resolved. OHA partners with the Rhode Island Alliance for Better Long Term Care to deliver this service. The LTCO can be reached at 401-785-3340.

Senior Medicare Patrol (SMP) program helps Medicare beneficiaries, their families and caregivers prevent, detect, and report cases of Medicare fraud or abuse. Each year, Medicare and Medicaid errors, fraud, waste, and abuse cost taxpayers and the healthcare industry billions of dollars. Fraudulent claims mean less money is available for affordable healthcare, which is central to living well. Through SMP, fraud alerts are routinely distributed to notify beneficiaries of the latest healthcare scams, and SMP partners conduct outreach in the community to educate people about the program.

Volunteer Guardianship Program connects elders who are unable to make healthcare decisions on their own – and who live in the community or in long-term-care settings – with someone who can speak on their behalf. For more information about securing or becoming a volunteer guardian, call OHA at 401.462.3293.

Progress Highlights



Doubled number of R.I. colleges offering Nursing Student Respite Program + grew enrollment 26%



Increased new client contacts at the POINT by 21% between 2015-2018



Piloted Students 4 Seniors, pairing 11 elders with high-schoolers in East Providence



Increased senior companion pool by 9% annually - and clients served by 5%



Exceeded annual participation target for chronic-disease management classes by 17%



Grew client base 7% for food box program + added four new café sites (63 total)



Increased new clients enrolled in volunteer guardian program by 14%, 2018-2019



Introduced new technology to better support ERS clients + track outcomes



Convened 40 listening sessions + collected more than 700 survey responses from local residents to shape 2023 strategic plan.

Since January 2019: Grew Twitter followers 15% (13% Facebook), appeared in 14 news stories, and participated in over 130 events.

CHOICE

- POINT enhancement
- Website redesign
- Strategic marketing plan development + implementation
- Caregiver State Plan: development + implementation

CONNECTION

- @Home expansion
- Age-Friendly designation
- Supportive communities expansion

EQUITY

- Target population outreach + engagement
- Alzheimer's: State Plan implementation (with RIDOH)
- Chronic disease management (CDM) program expansion
- Senior center service evaluation
- Hunger Elimination Taskforce: SNAP outreach
- Benefits Enrollment Project
- BH Link elder liaison program

SAFETY

- Volunteer Guardianship Program: expansion + outreach
- Elder maltreatment: data analysis + pivot to prevention
- Elder Abuse Task Force + recommendations (legislation/awareness)
- Implement new client management system
- Enhance training opportunities (ERS, Ombudsman) + protocols

PERFORMANCE

- Universal data collection protocols/system
- Active Contract Management + program-level success measure development
- #goLEAN: training + implementation
- People, policy, practice: ongoing engagement
- Unit goals + program reviews

Initiatives in Flight

Promote Choice

A person should be the primary author of his/her own life + have access to the information, supports needed to thrive.

1 Network Enhancement:

Strengthen service delivery by further enhancing, coordinating programs and standardizing processes across partners.

- In October 2019, procure performance-based contract with POINT partners, coordinating and strengthening delivery of I&R, SHIP, SMP, MIPPA, ERS services for all elders and adults with disabilities.
- Standardize screening and assessment, training, and data collection protocols across network partners by 2020 – to support consistent, robust options counseling.
- In 2020, strengthen the provision of person-centered counseling and connection to resources for all OHA populations

2 Service Promotion + Utilization:

Develop and implement a robust marketing communications plan to promote available services and increase utilization.

- By year-end 2020, redesign OHA's official website to provide more robust information about available resources and programming.
- In 2019/20, develop and implement a media strategy to promote programs and initiatives across target audiences; activities will include partner outreach, social media, earned and paid media, special events, and collateral development.
- In 2020, host Rhode Island's first statewide conference on aging to raise awareness and foster conversation about programs and issues affecting older Rhode Islanders and adults with disabilities.

3 Caregiver Supports:

Embrace a whole-family approach, connecting families and caregivers to information and support.

- In 2020, release Rhode Island's first caregivers strategic plan – with the goal to develop robust supports and tools for all caregivers.
- As part of POINT enhancement, in 2020, strengthen coordination of services under Carebreaks, Lifespan Respite and Alzheimer's programs.
- Grow and sustain participation in the Respite Nursing Student Workforce Initiative to 80 students annually; expand partnership to all six of Rhode Island's nursing programs by 2023.
- Continuous: grow awareness and engagement in statewide Caregiver Alliance.

Create Connections

People should have opportunities to connect with each other, with help, and with their greater community. Our work should be coordinated to make this possible.

1 Age-Friendly Designation:
Work toward an 'Age Friendly' Rhode Island with our partners to promote livable communities for all ages.

- In 2020, work with DEM to formalize "age-friendliness" as a criterion for new municipal recreation grant awards
- In 2020, join AARP Age-Friendly network. By 2023, enter implementation phase of 'Age Friendly' cycle
- Continuous: Collaborate with Age Friendly Rhode Island and local cities/towns on 'Age Friendly' designations and/or initiatives; align with Health Equity Zone investments, where possible

2 Supportive Communities:
Promote success of community networks that help those we serve participate in the community and access resources.

- In 2019, establish eligibility criteria for State Designated Grants that fund senior support services in cities/towns; align with strategic goals
- By 2023, expand Students for Seniors program – currently available in East Providence – to 10 more communities
- Continuous: Support the success of programs funded under Rhode Island's "Money Follows the Person" grant program, such as Village networks
- Continuous: Promote programs such as PACE that support older Rhode Islanders to access services and age in community

3 Waiver Programs:
Exercise and expand authorities under state's 1115 Waiver that help people age in community and stay healthy.

- In 2020, conduct review of OHA's @Home program and explore expansion of income limit in State Fiscal Year 2021
- Continuous: Work with EOHHS to exercise waiver authority for respite services and home-delivered meals

Coordinate Efforts:

Further integrate service delivery for OHA programs and support broader State efforts that benefit our consumers.

- In 2020, support launch of an Independent Provider program
- By 2023, support development of a 'No Wrong Door' model
- Continuous: Hold regular cross-unit meetings to review caseloads, explore synergies, and address service gaps
- Continuous: Set regular partner meetings to review operations, progress toward goals, and explore opportunities for improvement
- Continuous: Work with the General Treasurer Office to expand financial counseling services
- Continuous: Support State efforts to improve transit options for elders and adults with disabilities
- Continuous: Partner with DLT, others to strengthen the healthcare workforce and employment opportunities for our consumers
- Continuous: Collaborate with partners to strengthen housing supports for our consumers

Pursue Health Equity

All Rhode Islanders should be able to participate fully in society + benefit from available programs and services.

1 Behavioral Healthcare:

Support efforts to tackle the addiction crisis and strengthen the behavioral healthcare system for all populations.

- Over the next four years, partner with BHDDH and Horizon Healthcare Partners to support elder liaisons at BH Link
- Continuous: Participate on the Rhode Island Elder Mental Health Advisory Council
- Continuous: Support work of the Overdose Task Force and cross-agency behavioral healthcare team to improve access to treatment and erase the stigma associated with mental illness and substance use disorders

2 Food Security:

With Rhode Island's Hunger Elimination Task Force, strengthen elders and adults with disabilities' access to healthful foods.

- In 2020, with partners, leverage Feeding America data on food insecurity among seniors and adults with disabilities to inform FFY20/SFY21 interventions
- By 2021, expand Bristol HEZ partnership to three additional communities
- Continuous: Promote a robust mix of meal programs; explore RIDE partnership to offer intergenerational café program
- Continuous: Collaborate with DHS to promote SNAP participation among older adults

3 Health & Wellness:

Continue to collaborate with partners on health promotion initiatives – especially for high-risk populations.

- In 2020, develop sustainable chronic-disease education programs with partners
- In 2020, implement evaluation tool for senior centers to measure value + impact
- By 2020, work with Catholic Social Services to train 16 leaders to deliver Powerful Tools for Caregivers workshops (8 bilingual)
- By 2021, as part of enhanced POINT, ensure all partners receive "dementia-capable" training
- By 2022, make health and wellness a required activity for Title IIIB grants
- Continuous: Partner with RIDOH, others to offer health promotion programming to older adults and people with disabilities
- Continuous: Support work under the Alzheimer's State Plan.

4 Diverse Populations:

Collaborate with community, state partners to connect target populations with OHA programs and supports.

- In 2020, implement the Benefit Enrollment Program, targeting Spanish/Portuguese-speaking populations in three core communities
- Continuous: Expand engagement with, and services to, aboriginal and tribal communities in Rhode Island
- Continuous: Collaborate with R.I. Office of Veterans Services to ensure aging and disabled veterans are supported
- Continuous: Work with partners to better understand needs of and provide resources to older LGBTQ+ community

Ensure People's Safety

Those we serve should have the opportunity to live with dignity, feel safe in their homes and communities + know that their needs will be met.

1 Legal Help:

Work with Rhode Island Legal Services and the Rhode Island Bar Association to promote and provide legal help to older adults with social and/or economic needs.

- With Rhode Island Legal Services and community partners, conduct 24 outreach events annually to raise awareness about available services
- Over the next four years, increase the number of volunteer guardianships by 30 percent by expanding the eligible population to veterans, state hospital residents, and developmental disability community
- Continuous: Train all elder rights & safety staff, including Long-Term Care Ombudsman, on available legal services and how to access them

2 Protection:

Strengthen protections and rights for elders and those with disabilities by promoting ombudsman program and collaborating with partners on stronger laws and policies.

- In 2019, initiate roll out of new tracking system for ERS that integrates with OHA's case management client tracking platform + automates intake process
- Continuous: Participate on the Rhode Island Elder Abuse Multi-Disciplinary Team to regularly review open cases and discuss needed reforms to increase the number of successful convictions
- Continuous: Participate on the Rhode Island Senate Task Force on Elder Abuse and Financial Exploitation and support resulting policy recommendations
- Continuous: Strengthen training across – and coordination of – legal services, under the Legal Services Developer requirement of OAA

3 Promotion:

Raise awareness about elder abuse and neglect prevention, Rhode Island's mandatory reporting laws, and the Elder Abuse Hotline, 401.462.0555.

- In 2020, implement a robust outreach strategy, as part of OHA's broader marketing plan, to highlight the agency's elder justice work
- Over next four years, host an annual Elder Justice Summit, bringing together government and community leaders, older Rhode Islanders, community advocates and caregivers to review laws and practices and discuss system gaps
- Continuous: Collaborate with the Rhode Island Attorney General and others to educate and provide training to community partners and providers regarding elder abuse, self-neglect and financial exploitation

Inspire a Performance Culture

Those we serve benefit most when we are responsible stewards of resources – making smart investments in line with people's needs, and holding ourselves accountable to achieving established goals.

1 Data & Technology:

Improve collection, use of data to inform decisions; streamline client management systems and processes.

- In 2020, implement ERS client tracking system to automate intake process, better monitor cases, and support richer program integration
- In 2020, shift all POINT partners to a single case management system (ServicePoint)
- Continuous: Review data, success measures quarterly during cross-unit meetings to continuously improve operations

2 Community Investments:

Actively manage contracts/ investments to increase value, align with goals, track progress, and engage partners.

- By January 2020, train key staff in active contract management
- In 2019/20, identify dedicated resource to manage OHA's investments portfolio and work with partners
- Promote investments through agency marketing plan, placing at least one media profile per quarter
- Continuous: Adopt success measures across focus areas and contracts; require regular reporting on progress

3 Engagement:

Solicit feedback from each other and those we serve on an ongoing basis; sharing insights with local, national partners.

- In 2020, implement internal engagement strategy to promote collaboration and feedback
- Collaborate with partners to host quarterly town halls across the state
- Require all vendors to conduct annual customer satisfaction surveys
- Continuous: Meet regularly with partners, including congressional delegation, to encourage ongoing dialogue around national, local issues

4 Volunteerism:

Continue to promote and increase volunteerism across core Older Americans Act programs.

- Over the next four years, increase the number of male senior companions by 200 percent – with a focus on veterans
- Host annual volunteer recognition event and promote work of volunteers as part of agency's marketing communications plan

5 Continuous Improvement:

Adopt LEAN principles and promote professional development opportunities for all employees.

- Offer LEAN 101 training to all employees; by 2023, complete process mapping exercises in each unit and implement recommendations
- Host quarterly 'Lunch & Learns' to foster discussion and increase understanding of key topics
- Promote staff training via DOA, Office of Training & Development
- Host federally-required training opportunities for staff and partners

Success Measures

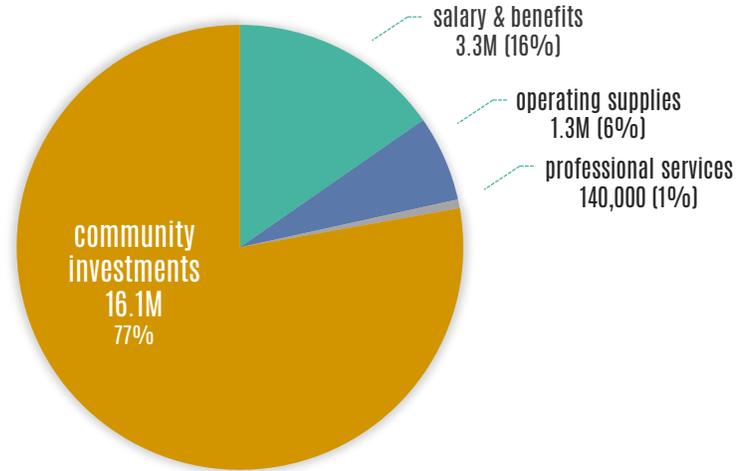
We believe helping older adults and people with disabilities live joyful, healthy lives in the community, as they define it, is central to responsible stewardship of available resources.

| OHA Pillar | Desired Outcome(s) | Measures |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Promote Choice | People know where to go for help; they are connected to the right support, at the right time; they are satisfied with the quality of our service. | <ul style="list-style-type: none"> • Customer satisfaction scores across OHA programs • Utilization rates across programs, including call center • Achievement of program-level targets • Unique/duplicate visits to website + online "request" rates • Participation rates for Caregiver Alliance + related programs |
| Create Connections | People are active + connected to their community. Our work is coordinated with broader State efforts affecting our constituency. | <ul style="list-style-type: none"> • Rhode Island initiates Age-Friendly 5-year process • "Village"-type communities established in each OHA region • Utilization rates + satisfaction across Community Living programs |
| Pursue Health Equity | ALL older Rhode Islanders and adults with disabilities feel included + have their needs met. OHA investments are aligned with social needs. | <ul style="list-style-type: none"> • Diversity trends across Community Living programs • Participation rates for programs that target diverse populations • Food insecurity rates among older adults + adults with disabilities • Referral rates for respite + dementia programs • Hotline + walk-in utilization rates for BH Link |
| Ensure People's Safety | People know their rights and feel safe and supported. They know where to go for help, if that changes. Incidents of maltreatment and self-neglect are trending downward. | <ul style="list-style-type: none"> • Participation in Volunteer Guardianship Program • Utilization rates for Elder Abuse Hotline + LTCO • Founded abuse/neglect, referral + recidivism rates • Participation rates of ERS clients in OHA community programs |
| Inspire a Performance Culture | OHA team and partners feel supported, successful + part of a healthy agency. Shared goals are clearly established + achieved. | <ul style="list-style-type: none"> • Employee and partner satisfaction scores • Professional development participation rates • Volunteerism and feedback rates |

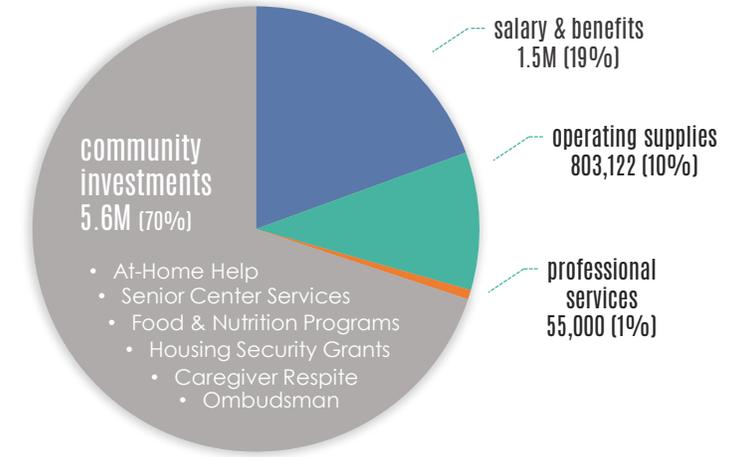
Operating Budget

2020 \$**20.9M**
all funds:

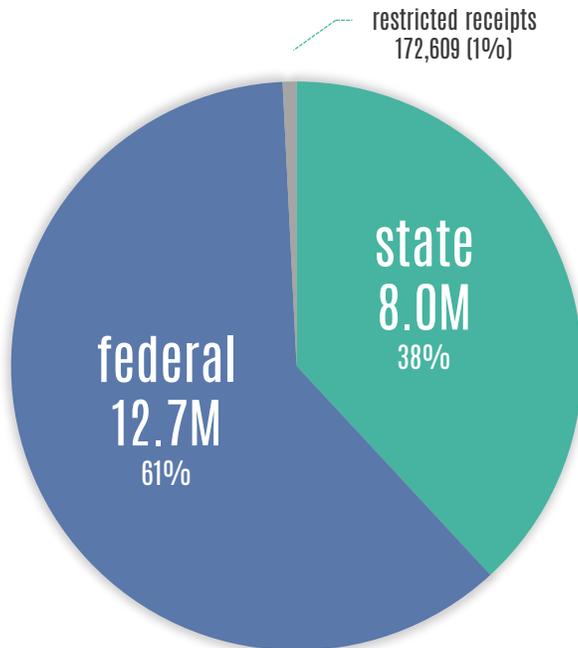
Nearly 80 percent of total funding is directed to community investments that help people age strong.



Total Budget



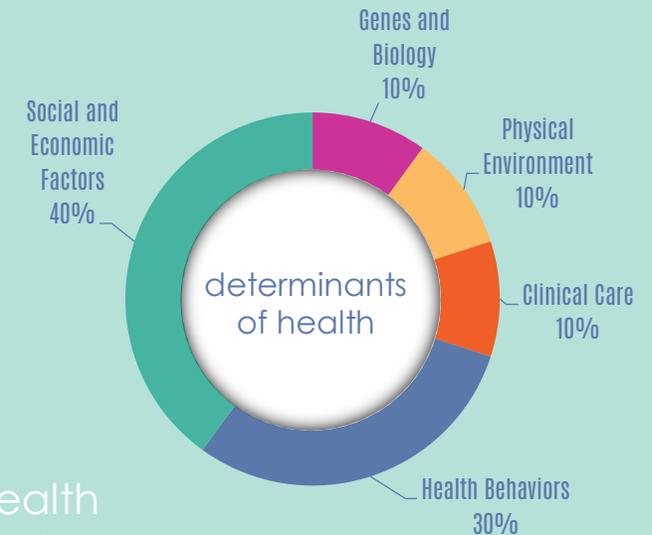
State Budget



our impact

OHA is committed to helping people connect with resources in the community that promote health + quality of life. Our goal is to provide the right support, at the right time, in the right setting.

- Help people live their best life
- Address social determinants of health
- Fuel economy + save money long term



Audience Facts

Demographic: Rhode Islanders 55+ and adults with disabilities

Economic Impact: Older adults contribute to economy in a positive, outsized proportion to their share of the population

Economic impact of the Longevity Economy

| | Impact | % of Total |
|-------------------|----------------|------------|
| State GDP | \$27.8 billion | 48% |
| Employment | 343,000 | 56% |
| Labor income | \$18.0 billion | 50% |
| State & local tax | \$2.6 billion | 49% |

The impact of R.I.'s longevity economy (\$27.8B) was driven by spending of people 50+, at \$22.1B

31%

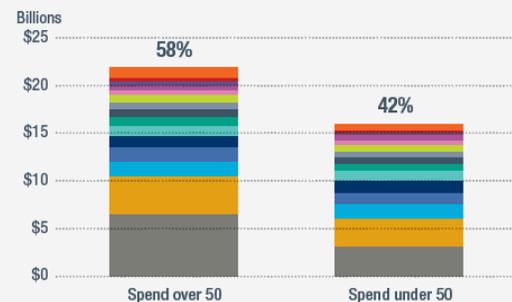
of R.I. population responsible for 48% of state GDP

56%

of R.I.'s jobs impacted + 50% of labor income

50+ account for nearly 40% of R.I. workforce, with over 70% of 50-64 population employed.

Consumer spending



- Other (62%*)
 - Fuel (51%)
 - Utilities (58%)
 - Entertainment (58%)
 - Miscellaneous durables (56%)
 - Education (44%)
 - Telecommunications (55%)
 - Cars & other transp equip (56%)
 - Miscellaneous nondurables (56%)
 - Personal and professional services (48%)
 - Food, alcohol & tobacco (54%)
 - Restaurants & hotels (52%)
 - Financial services (55%)
 - Trade margins & pers. transport services (57%)
 - Health Care (68%)
- * Numbers in parentheses are the % of spending by people over 50.

Source: AARP 2017 Longevity Economy: All State Reports

R.I. Population

U.S. Census Bureau 2017 est.



Older adults: **31%** of state population vs. 28% nationally



2030: 1 in 4 residents will be 65 or older

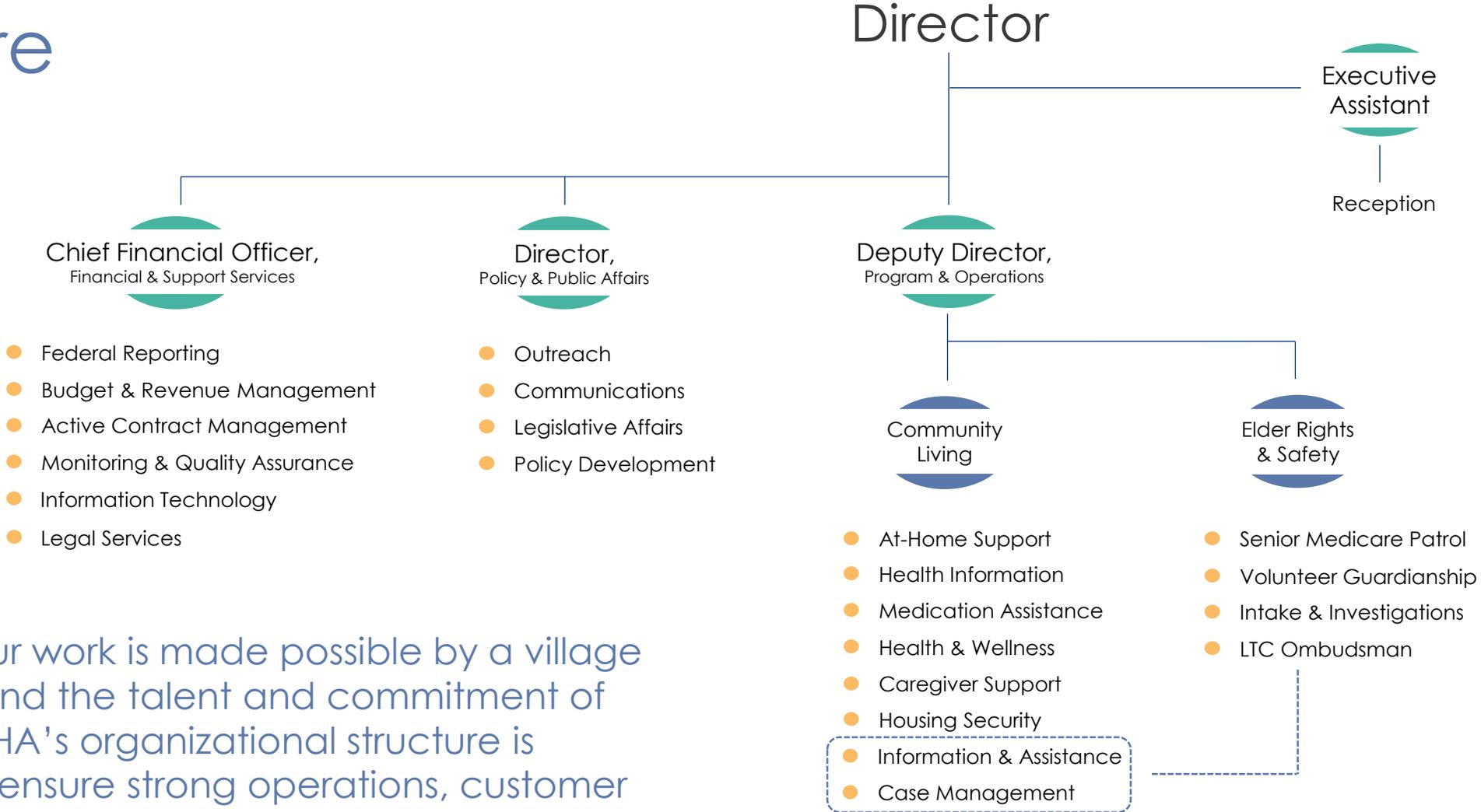
- Increasingly racially and ethnically diverse
- Living and working longer
- More physically active, affluent and educated
- More likely to live alone vs. previous generations
- Impacted by addiction + dementia crises
- Impacted by wide economic disparities

R.I. has highest share of residents 85+ in U.S.

persons w/ disability: **138,199**

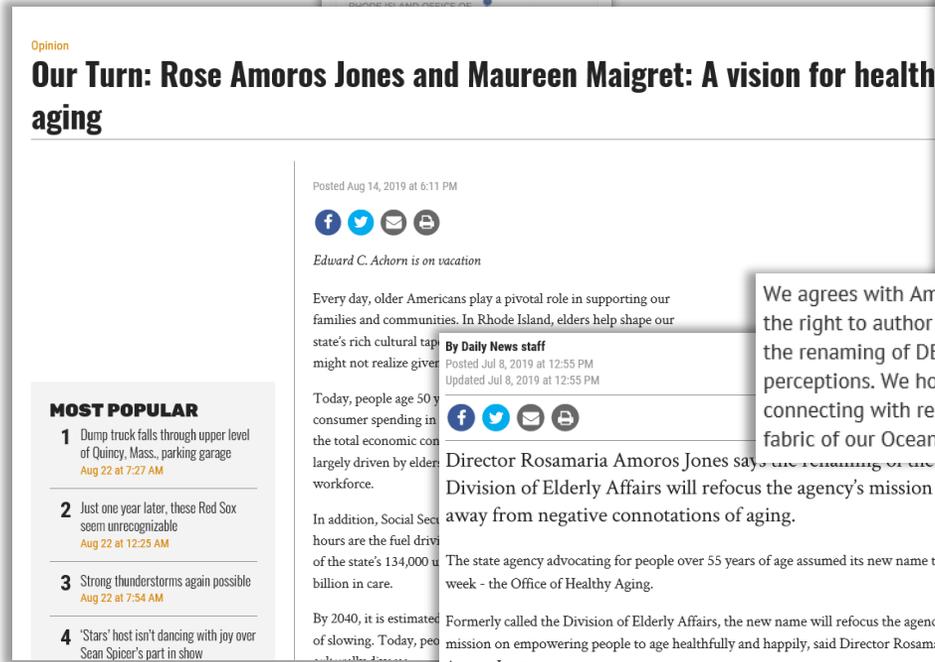


Organizational Structure



Success in our work is made possible by a village of partners and the talent and commitment of our team. OHA's organizational structure is designed to ensure strong operations, customer service, and collaboration across the agency.

Together, we will ensure Rhode Island is a great place to grow up and to grow old. It starts with a healthier narrative around aging.



We agree with Amoros Jones that these Rhode Islanders “deserve to have their stories told, the right to author their own life, and plentiful opportunities to participate in society.” We see the renaming of DEA to the Office of Healthy Aging as a positive step toward changing perceptions. We hope this pivot will result in more members of our state’s aging population connecting with resources and services that will help them continue to contribute to the rich fabric of our Ocean State community.

Director Rosamaria Amoros Jones says the renaming of the Division of Elderly Affairs will refocus the agency’s mission away from negative connotations of aging.

The state agency advocating for people over 55 years of age assumed its new name this week - the Office of Healthy Aging.

Formerly called the Division of Elderly Affairs, the new name will refocus the agency’s mission on empowering people to age healthfully and happily, said Director Rosamaria Amoros Jones.

“It is a welcome departure from a narrative on aging in Rhode Island – and elsewhere – that for too long, has been rooted in ageism; punctuated by negative descriptors, such as ‘frail’ and ‘vulnerable’; and anchored in the past,” wrote Amoros Jones in an emailed announcement on Monday.

The office is housed under the Department of Human Services. Gov. Gina Raimondo had recommended the name change in April in a staff presentation of the 2019-2020 budget for the Executive Office of Health and Human Services to the House Finance Committee.

Join the #AgingRocks movement:



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