

Home Healthcare, Hospice and Community Services
&
VNA at HCS

Community Needs Assessment

2023



Organizational Description and Overview of Services

Home Healthcare, Hospice and Community Services (HCS) and the VNA at HCS, its care and service delivery affiliate, are non-profit organizations serving southwestern New Hampshire.

The main office is located at 312 Marlboro Street in Keene, New Hampshire. The VNA at HCS is Medicare certified and licensed by the State of New Hampshire to provide home care and hospice services.

Vision

The vision of Home Healthcare, Hospice and Community Services and the VNA at HCS is to be the leading regional provider for the continuum of care through home health, hospice and community services.

Mission

The mission for Home Healthcare, Hospice and Community Services and the VNA at HCS is to provide services which enable people to function throughout life at their optimal level of health, well-being and independence according to their personal beliefs and choices.

Service Descriptions

Visiting nurse, physical and occupational therapy, social work and home health aide services assist people of all ages to recover at home after a hospitalization or stay in a skilled care facility; care is provided under physician's orders.

Hospice at HCS provides services for those who are generally within six months of the end of life. Bereavement support is provided to family members. Care is provided under physician's orders.

Home Support Services provide assistance with basic needs and activities of daily living.

Meals-On-Wheels provides nutritious meals and safety checks Monday through Friday for homebound senior citizens and individuals with disabilities. Meals on Wheels are provided in many in Cheshire County communities.

The Friendly Meals nutrition program for senior citizens provides dining congregate dining locations in Keene and Jaffrey.

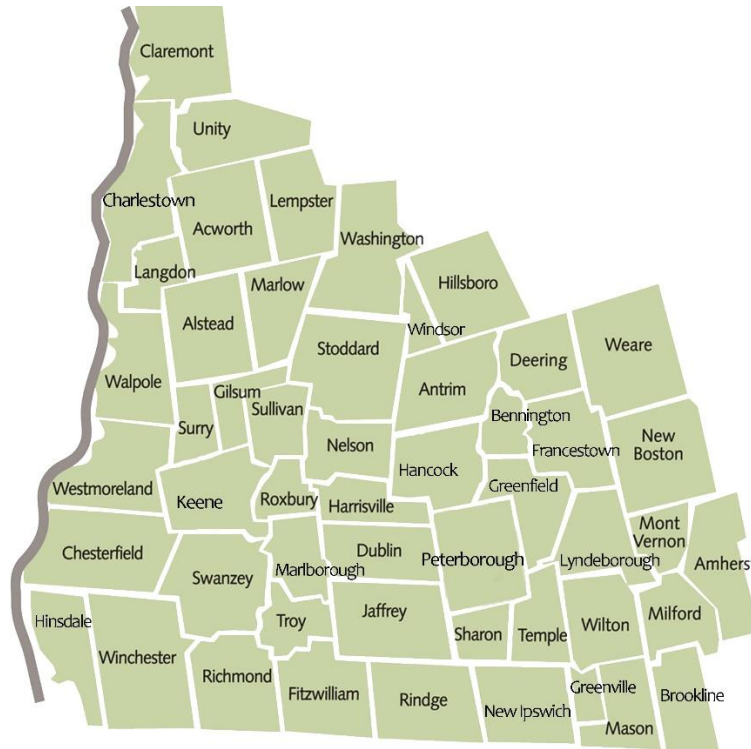
Healthy Starts provides home visiting for pregnant women and families, providing education and connection to resources, including locating and putting safety net services into place.

Community Wellness Services include foot care clinics.

The Castle Center Adult Day Program provides support for individuals who need supervision during the day and provides respite to their family caregivers. Caregiver support groups are also available.

Service Area

The service area of Home Healthcare, Hospice and Community Services is southwestern New Hampshire communities, including Cheshire County, western Hillsborough County, and southern Sullivan County.

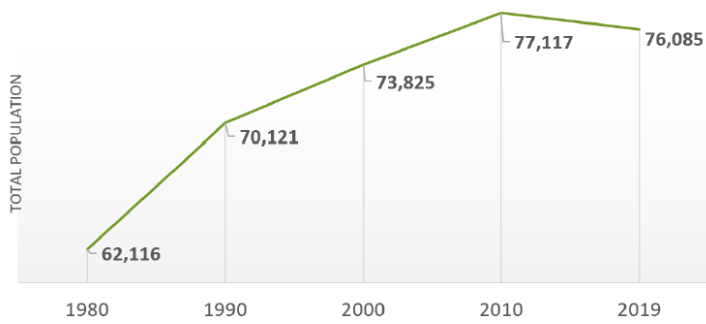


2023 Needs Assessment

In 2023, Home Healthcare, Hospice and Community Services (HCS) and the VNA at HCS reviewed the extensive demographic data available, as well as community surveys and focus groups to determine and prioritize community needs in the HCS and VNA at HCS service area.

Demographic Observations

Exhibit 8: Trend of Cheshire County's Population



Source: U.S. Census Bureau, American Community Survey Five-Year Estimates 1-Year Population Estimates

Key population observations:

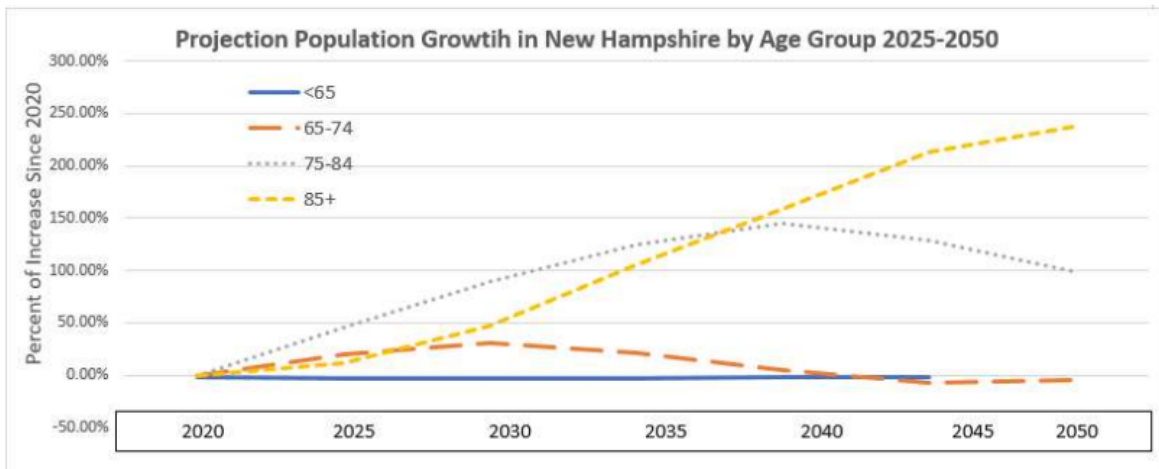
Cheshire County's population has not grown, is not diversifying, and is aging rapidly

Close to 20% of the population in the region is age 65+

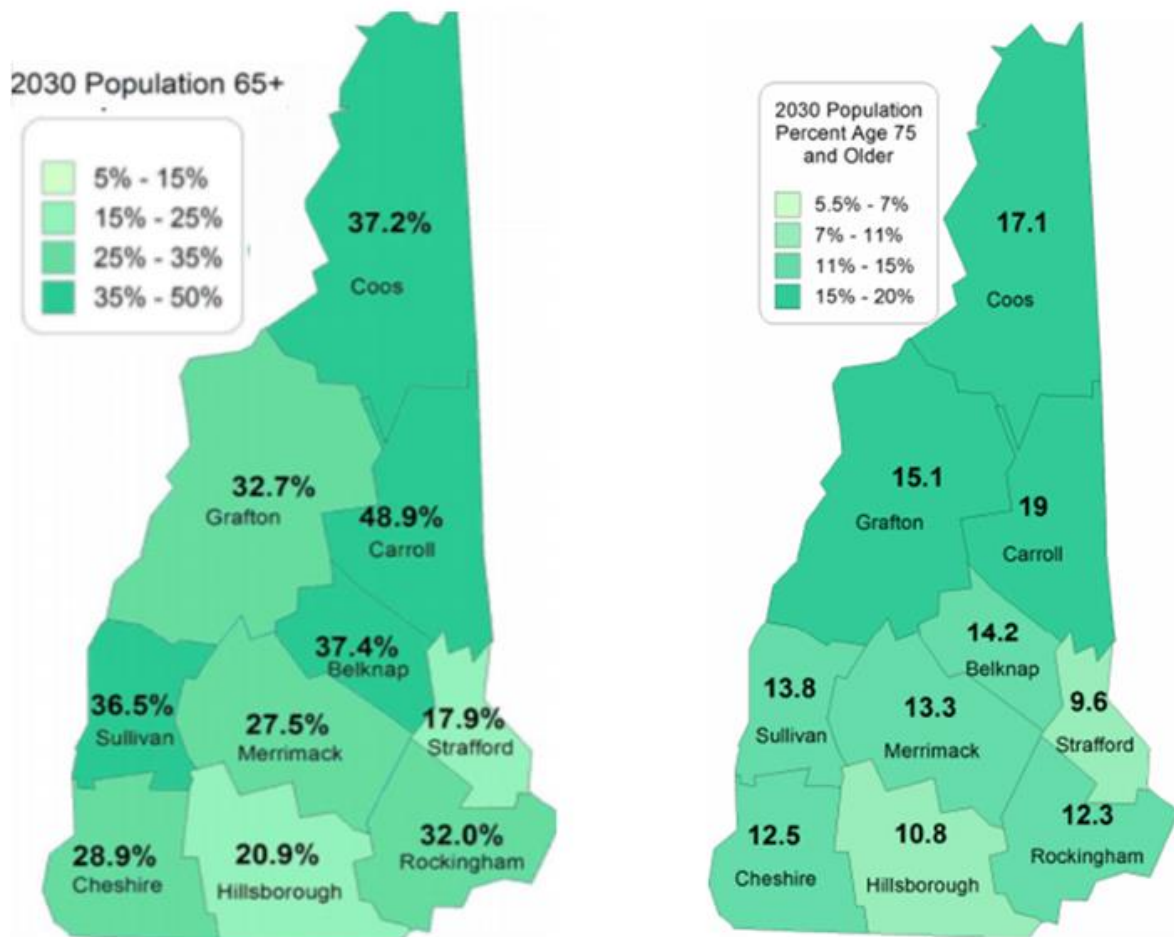
Estimates indicate that in the next 20 years, the proportion of individuals age 65+ will double to at least 40% of the total population of the region

Projection Population Growth in New Hampshire, by Age Group, 2020-2050

Data Report: 2023 NH Department of Business and Economic Affairs - Office of Planning & Development



New Hampshire Population Projections

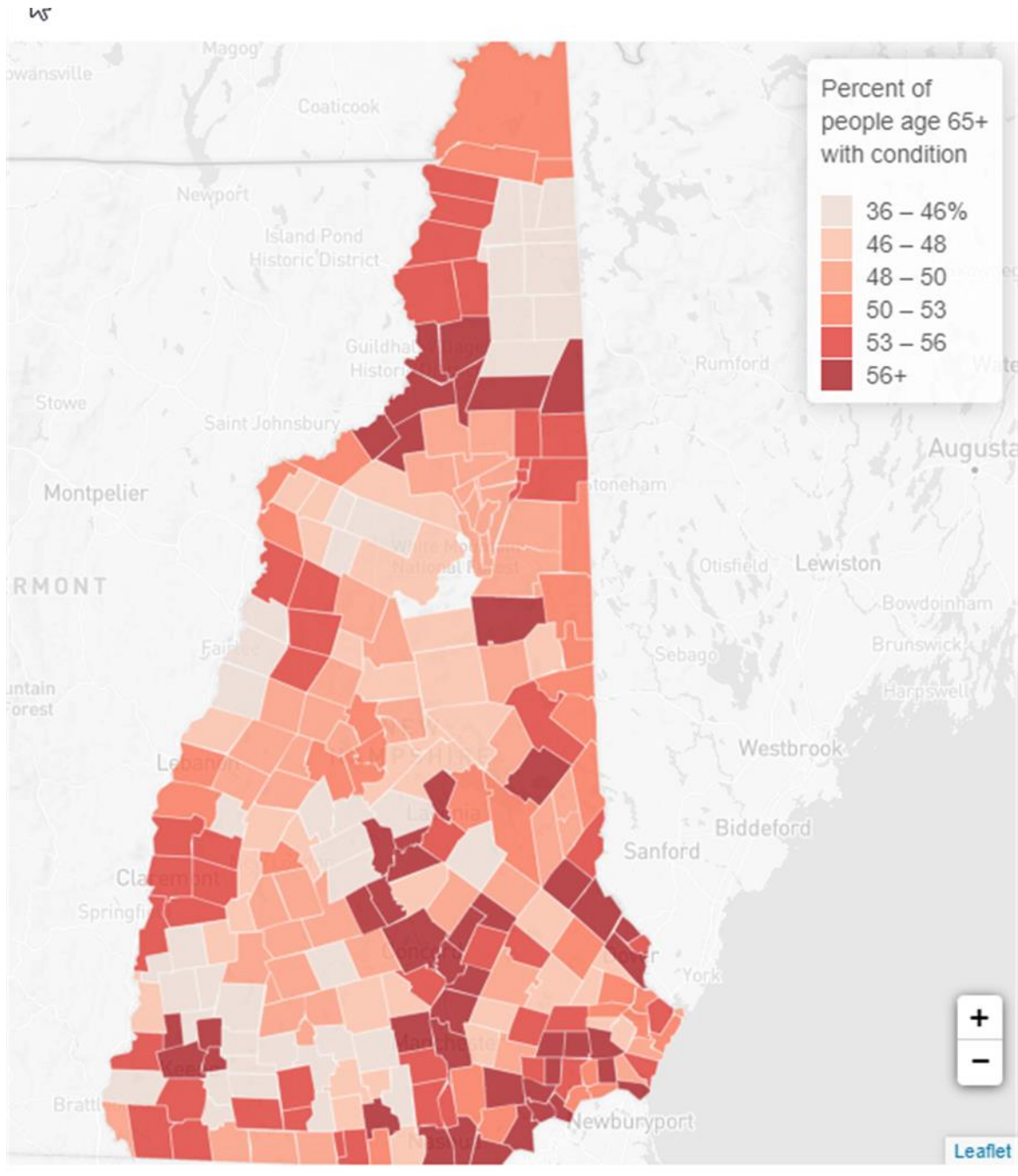


SOURCE: NHCPPS

Census Data – Aging Population

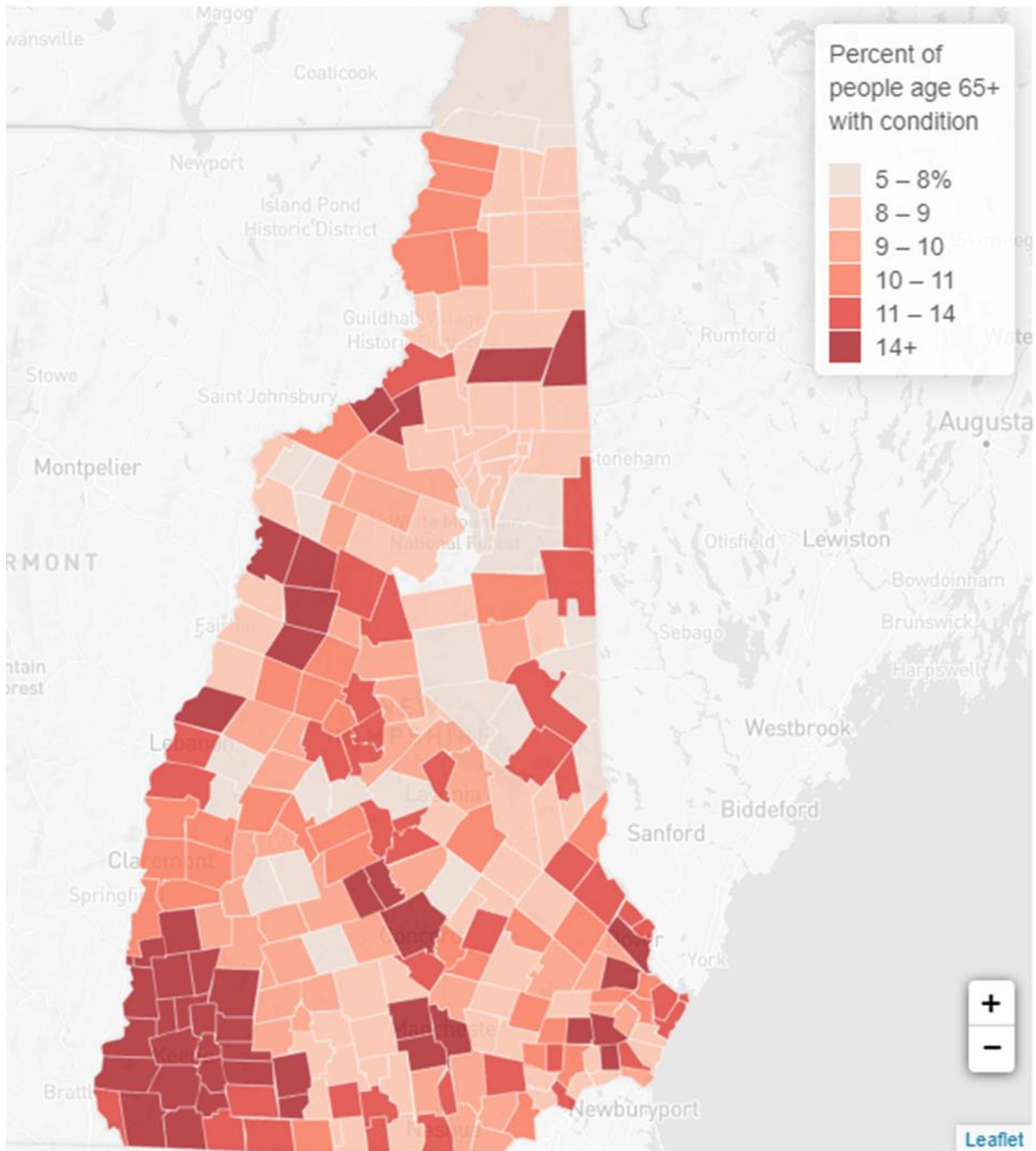
- 1 in 5 residents of Cheshire County (20%) are aged 65 or older. This is expected to grow to more than 40% by 2040. U.S. census Bureau, 2016-2020 American Community Survey five-year estimates.)
- 26.6% of Cheshire County residents age 65 or older live alone. (NH Health and Human Services Data Portal 2016-2020)
- 19.2% of adult aged 65 or older are living with Alzheimer’s Disease or a related dementia. (Healthy Aging Data Reports, Chronic Disease Rates 2022)

Percent of Population Over 65 Living with 4+ Chronic Conditions



Source: NH Healthy Aging Data

Prevalence of Alzheimer's Disease in Cheshire County



Source: NH Healthy Aging Data Report

NEW HAMPSHIRE

ALZHEIMER'S STATISTICS

65+ NUMBER OF PEOPLE AGED 65 AND OLDER WITH ALZHEIMER'S BY AGE*

* Totals may not add due to rounding

Year	65-74	75-84	85+	TOTAL
2019	4,200	11,000	10,000	25,000
2025	5,100	15,000	12,000	32,000

Estimated percentage change



CAREGIVING (2018)

68,000
Number of Caregivers

77,000,000
Total Hours of Unpaid Care

\$974,000,000
Total Value of Unpaid Care

\$59,000,000
Higher Health Costs of Caregivers

SOURCE: Alzheimer's Association, 2019 State Facts Information Sheet

Key Population Observations of Cheshire Medical Center Service Area

Key population observations:

There is a need for increasing social connectedness and fostering mental well being:

- Growing rates of both adults and children reporting an increasing number of poor mental health days (3-4) during the week.
- 1 out of 4 individuals in the region age 65+ live alone
- Substance Use Disorder rates have been increasing amongst all adult populations, as have overdose deaths

Exhibit 64: Quality of Life Indicators

	United States	New Hampshire	Cheshire County
Poor Physical Health Days	3.4	3.9	3.7
Poor Mental Health Days	4.0	4.8	4.7

Exhibit 17: Population Living With a Disability¹⁶

	Total Population	Total PLWD	% of PLWD
United States	326,569,308	40,786,461	12.7%
New Hampshire	1,355,244	170,907	12.8%
Cheshire County	76,040	10,346	13.7%

Source: U.S. Census Bureau, 2016-2020 American Community Survey Five-Year Estimates



Exhibit 18: Population Living with a Disability by Difficulty Type

	Hearing	Vision	Cognitive	Ambulatory	Self-Care	Independent Living
United States	3.6%	2.4%	5.1%	6.8%	2.6%	5.8%
New Hampshire	4.0%	1.9%	5.2%	6.0%	2.1%	5.0%
Cheshire County	4.8%	2.4%	5.1%	6.6%	2.2%	5.3%

Source: U.S. Census Bureau, 2016-2020 American Community Survey Five-Year Estimates

Many people living with chronic health conditions and disabilities are in need of specialty medical care and support.

Cheshire County has a slightly higher percentage of people living with disability at 13.7%, potentially linked to the higher percentage of those aged 65 and over.

Highest Concentration of Poverty in HCS Service Area

Town	Total Living in Poverty	% in Poverty
Keene	2,290	11.7%
Winchester	606	15.0%
Swanzey	548	7.6%
East Swanzey	514	8.1%
Peterborough	395	5.7%
Alstead	331	11.1%
Malborough	280	5.1%
New Ipswich	280	5.2%
Walpole	254	8.7%
West Chesterfield	219	10.9%

Source: U.S. Census Bureau, 2016-2020 American Community Survey Five-Year Estimate

In the HCS Service Area, many residents' socioeconomic status is vulnerable.

- Approximately 9.1% of the total population in Cheshire County is living in poverty, compared to 7.4% of New Hampshire.
- Cheshire County has a lower median household income than New Hampshire.
- Lower socioeconomic status contributed to food insecurity, housing instability and inability to afford medical services.



CHILDREN

We envision that children in the Monadnock Region live in safe, nurturing, healthy homes and communities.

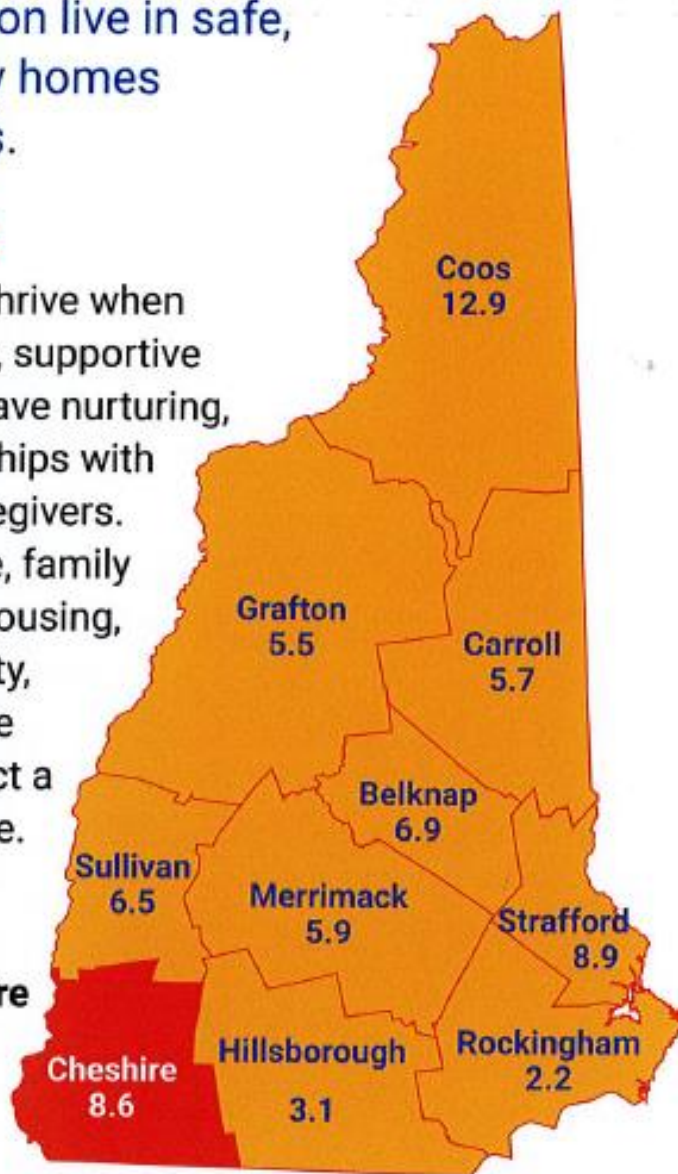
Why it Matters

Children and youth thrive when they grow up in safe, supportive environments and have nurturing, committed relationships with parents or other caregivers. Exposure to violence, family stress, inadequate housing, poor nutrition, poverty, and substance abuse can negatively impact a child's ability to thrive.

Source www.aecf.org

2020* New Hampshire Child Maltreatment Rate Per 1,000

State of NH 4.7



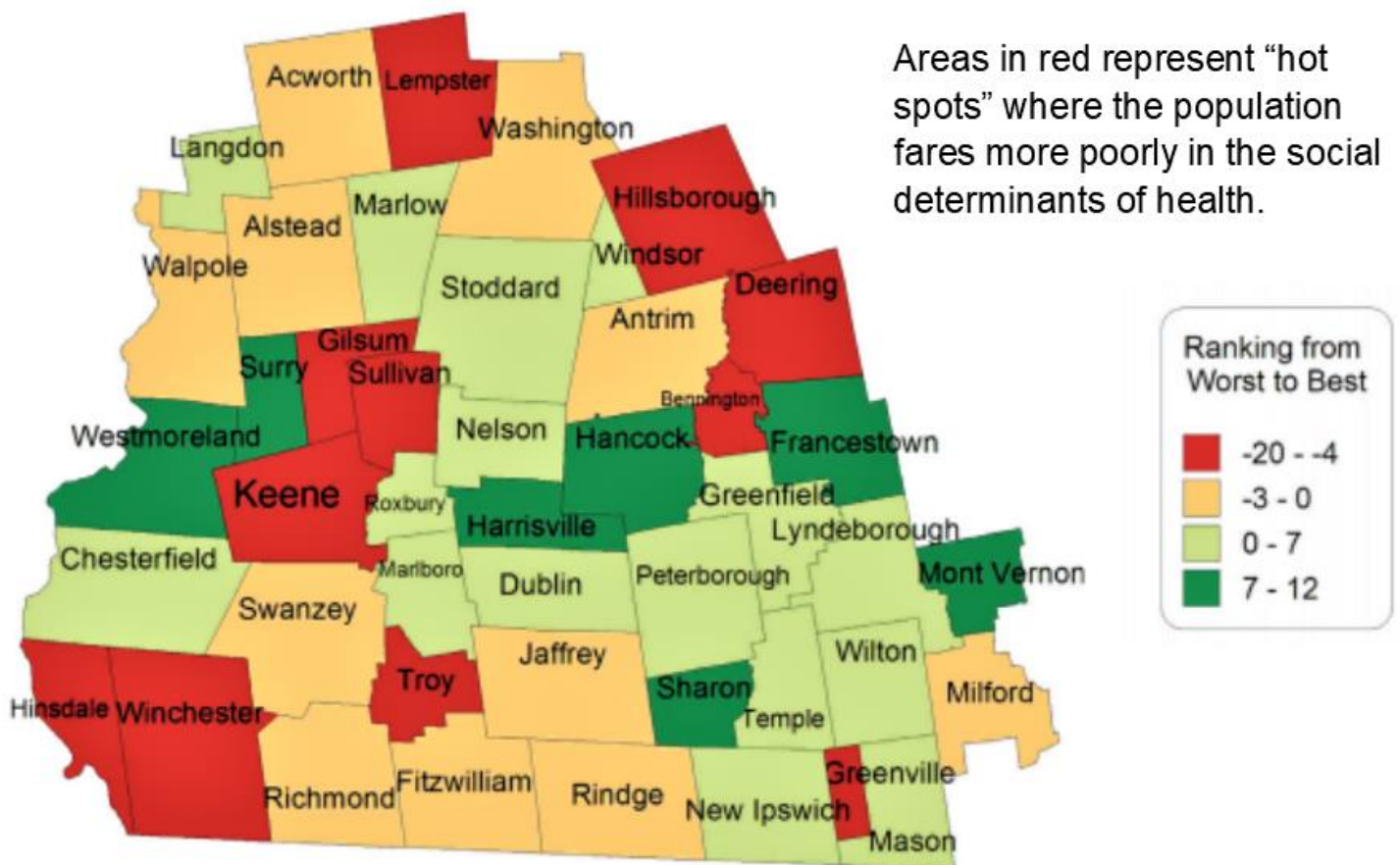
Cheshire County continues to have the 3rd highest child maltreatment rate in the State.

Source: <https://datacenter.aecf.org>

*Latest data available at the time of publication

Social Determinants of Health

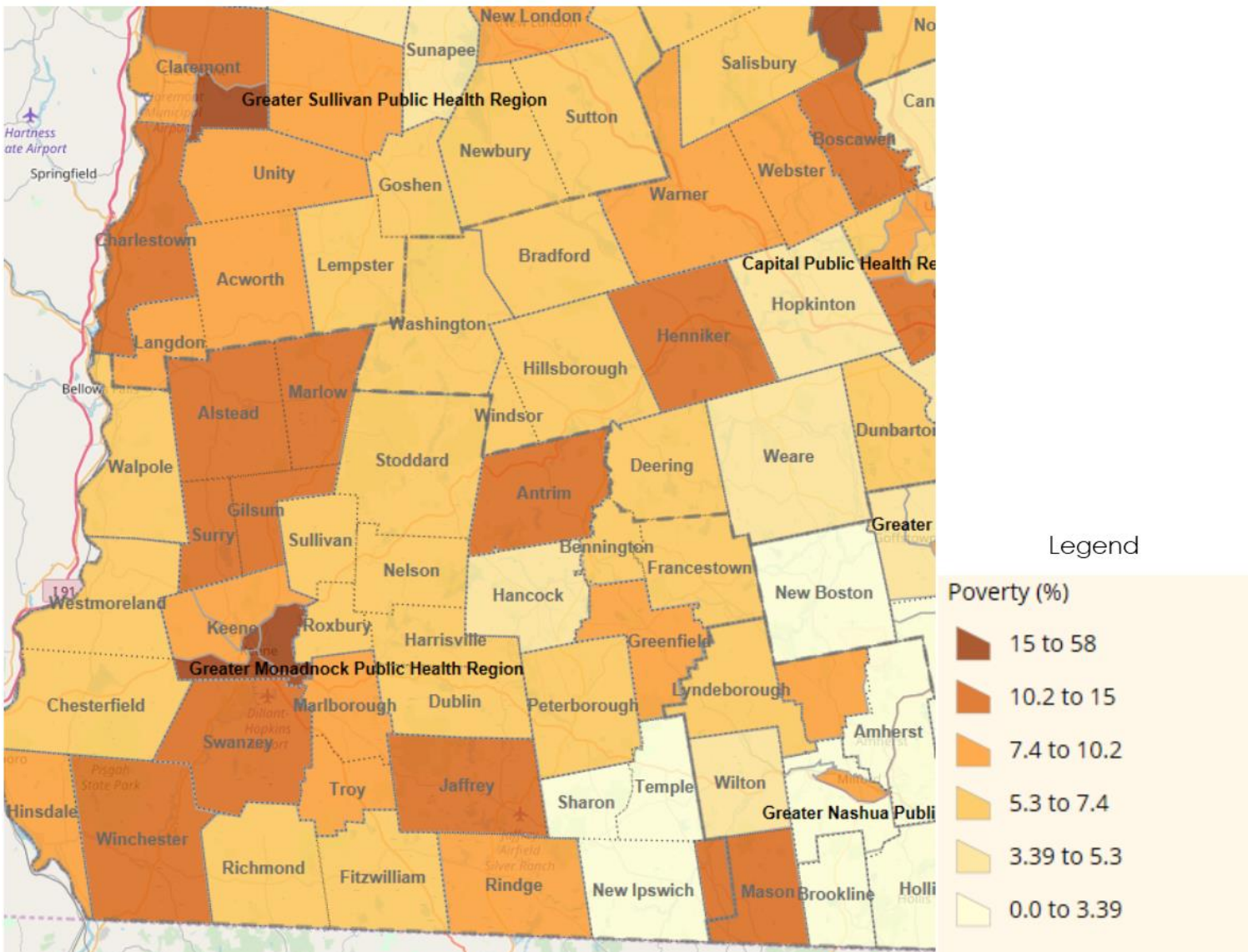
- The percent of Hillsborough and Cheshire County residents who say that they have a “poor or fair” health status is below the U.S. average, and the number of preventable hospital stays is also below the U.S. average.
- The percentage saying that they are in poor physical health and the percent with recent heavy or binge drinking is above the U.S. average.



Source: NHCPPS Analysis of Town Data

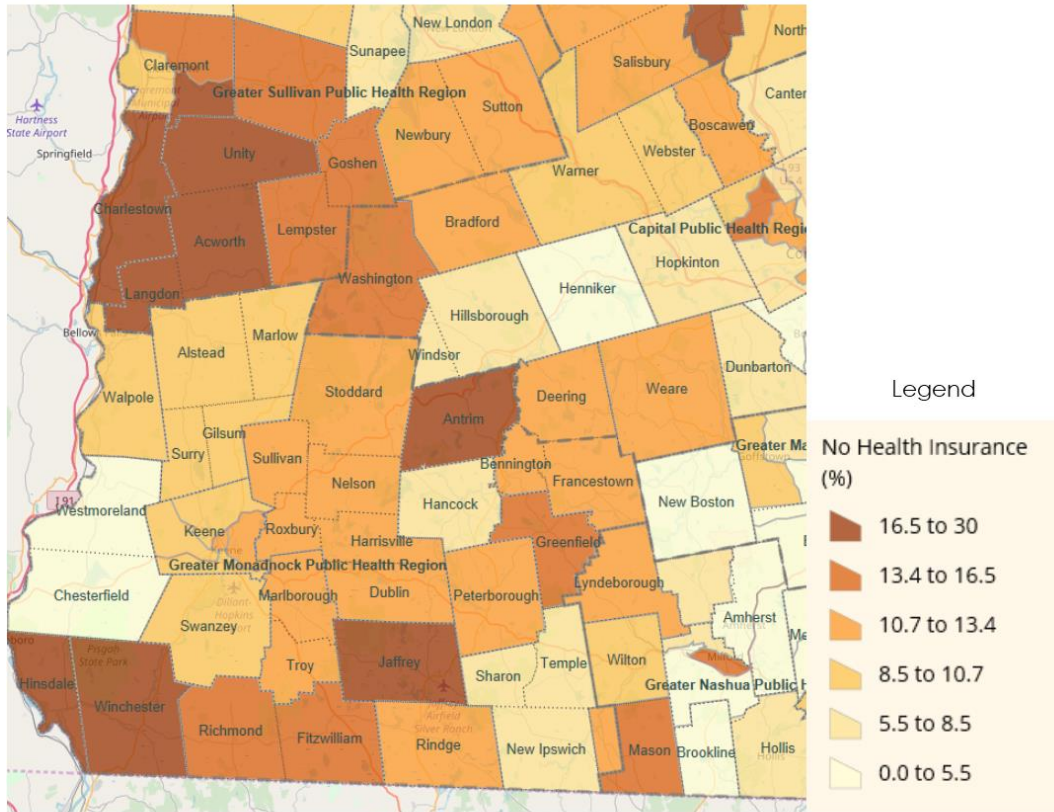
Social Vulnerability

Poverty in HCS service area



Source: University of New Hampshire 2019 used with permission

Residents with NO health insurance



SOURCE: © 2019 The University of New Hampshire, used with permission

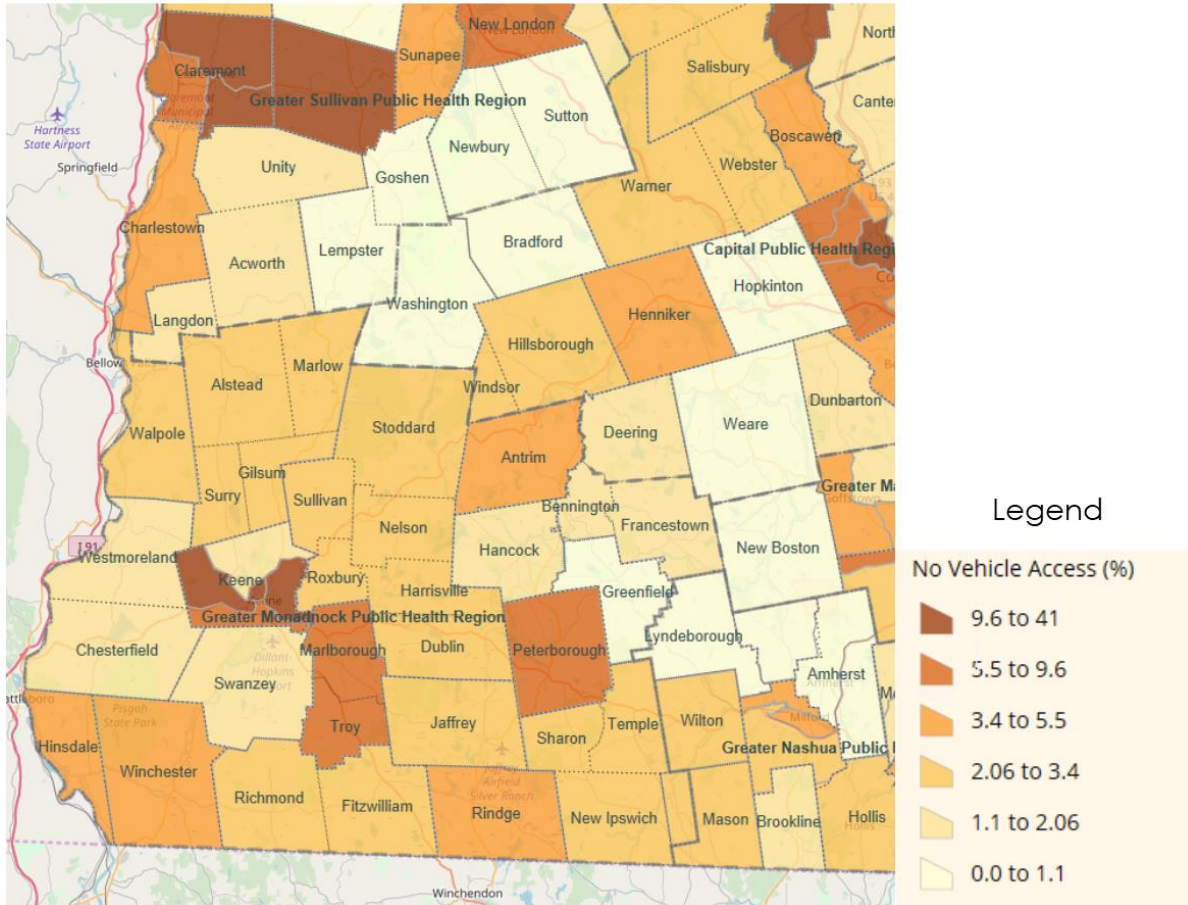
Key population observation

Many people are uninsured or underinsured, leading to issues accessing care due to cost. Individuals who are uninsured or underinsured are more likely to have difficulties paying medical bills and to forgo medical care and needed treatments because of cost.

Town	Total Uninsured Population	% of Uninsured Population
Actworth	87	14.5%
Bennington	37	14.0%
West Chesterfield	272	13.6%
Winchester	555	13.2%
Fitzwilliam	292	12.6%
Antrim	145	10.8%
Alstead	236	10.4%
New Ipswich	513	9.6%
Swanzy	683	9.5%
East Swanzy	572	9.0%

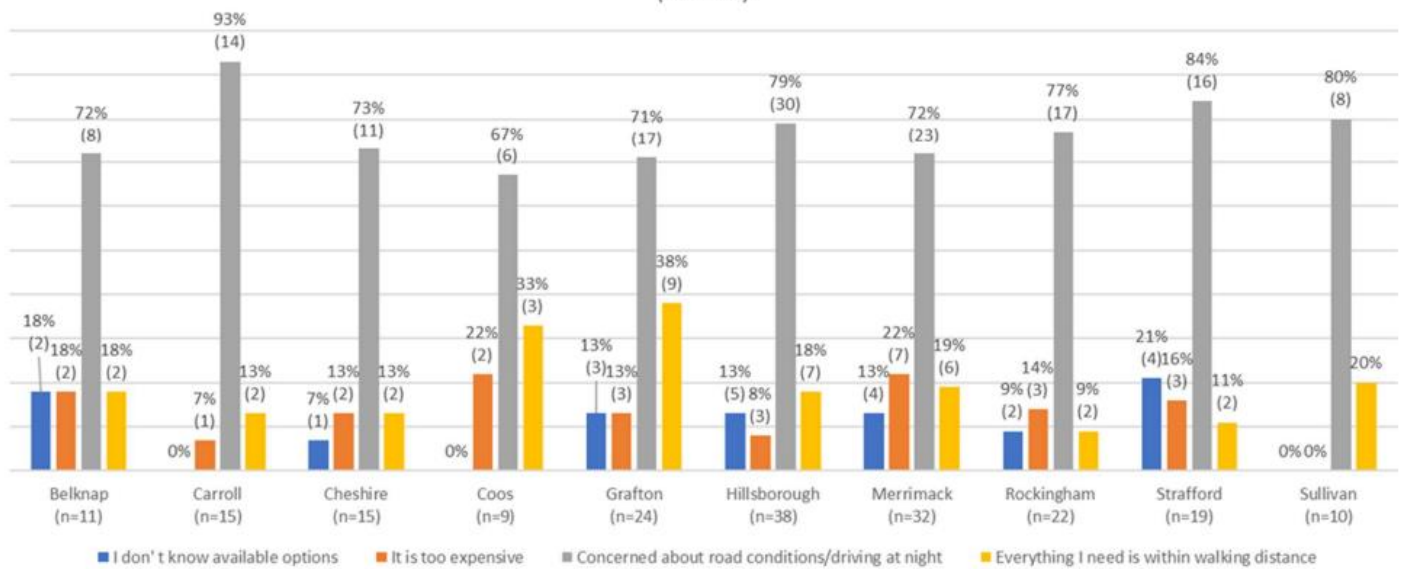
Transportation issues as a barrier to health and social activities

Residents with NO access to a vehicle

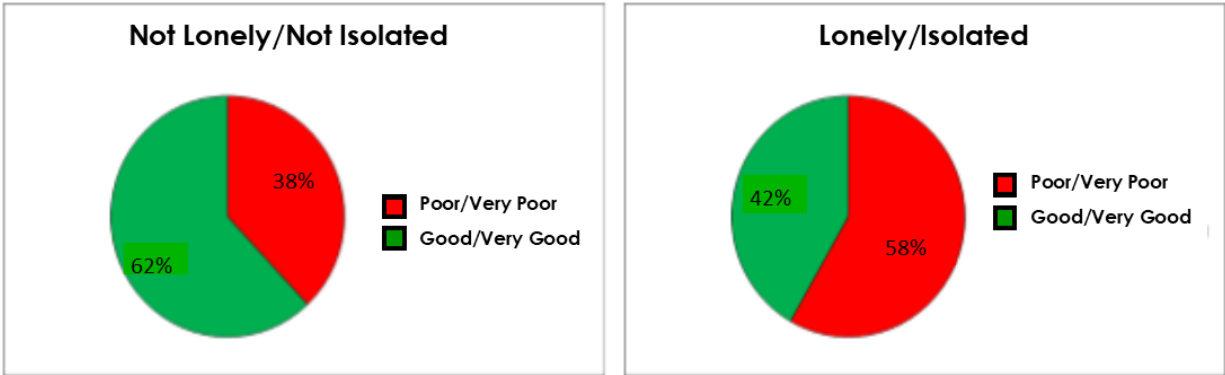


SOURCE: © 2019 The University of New Hampshire, used with permission

Figure A11: Reasons for Difficulties Leaving Home by County (N=196)

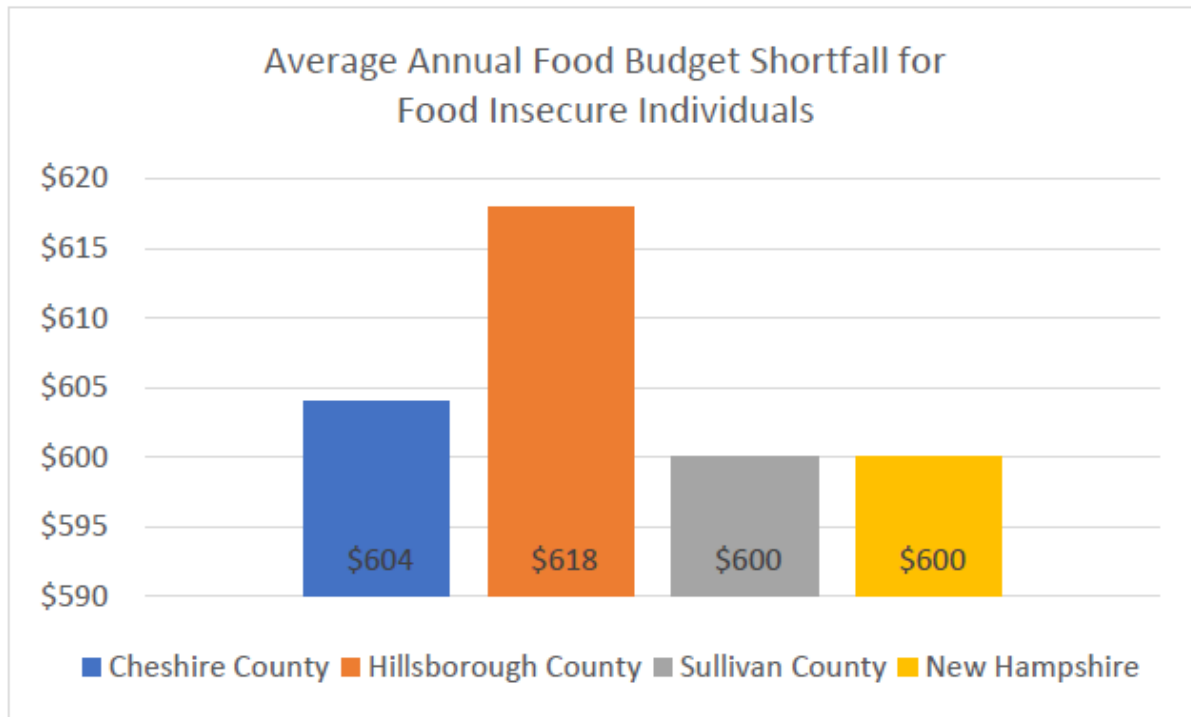


Disparities in overall health ratings by isolation status for Prescribe For Health patients



SOURCE: Cheshire Medical Center 'Prescribe For Health' Report

Food Insecurity



Source: Feeding America, 2019

Survey of HCS Meals on Wheels Participants 2023

Meals on Wheels is my main meal of the day: 67%

I don't always have enough money to buy food: 35%

The Meals on Wheels driver is the only person that I see during the week: 35%

Focus Groups and Survey Responses

HCS Leadership staff participated in focus groups that helped to inform this needs assessment.

Southwest Region Planning Commission Age Focused Study: Transportation and Social Engagement

A diverse group of stakeholders and community leaders met to discuss transportation and social engagement concerns in southwestern New Hampshire.

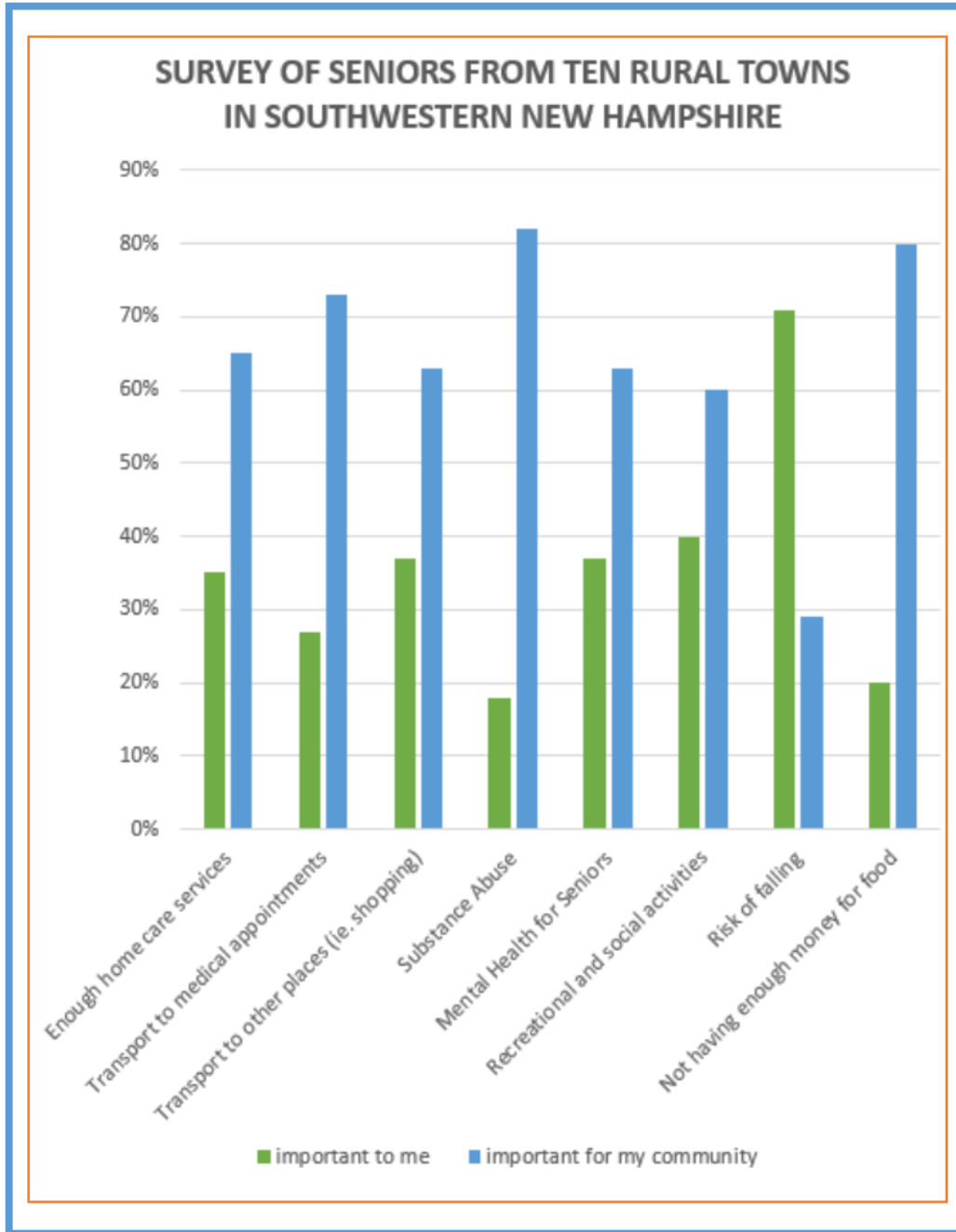
Summary: There are transportation resources in Keene, however, communities outside of Keene have limited resources. The housing and zoning regulations prevent density in many communities that would facilitate having a “critical mass” of people to transport using a bus. The lack of transportation, especially in the evening and weekends contributes to social isolation.

Cheshire Medical Center Prescribe for Health Focus Group on Social Isolation

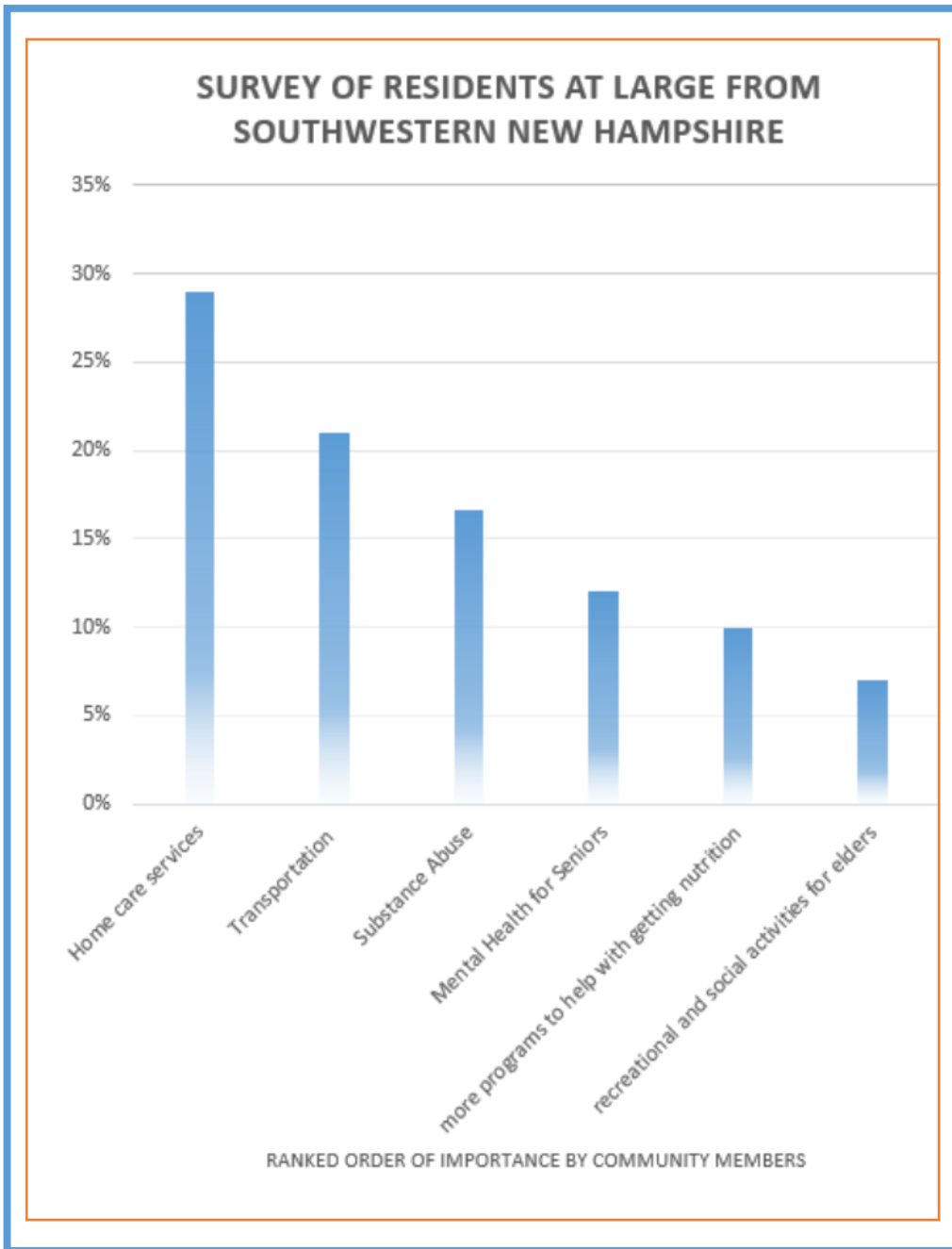
Summary of concerns:

- Increase transportation services for people in need to help create more access to activities and services that give people more social connection.
- Initiate a public health awareness campaign on the issue of social isolation and loneliness.
- Promote volunteering as opportunities for connection, especially ones that are intergenerational.
- Build awareness of existing services.
- Improve government funding and access to services and programs that address the issue of social isolation and loneliness.

Community Survey Responses



Source: Bureau of Elderly and Adult Services State Plan on Aging Survey 2023



Source: Bureau of Elderly and Adult Services State Plan onf Aging Survey 2023

Barriers to Accessing Needs

	Cheshire County	Hillsborough County	Sullivan County
Prefer not to ask	28%	27%	25%
Don't know where to go	13%	14%	30%
No one to help	10%	5%	10%
On waiting list	0%	3%	5%
No service	13%	18%	20%
Not aware of services	18%	44%	45%
Poor internet	18%	10%	20%
No phone	0%	0%	0%
Finances	20%	25%	35%
Transportation	10%	13%	15%

Source: Bureau of Elderly and Adult Services State Plan on Aging Survey 2023

Needs Assessment Comparison

2018 Assessment

Home Care Services
 Fall Prevention
 Substance Abuse Prevention
 Food Insecurity
 Caregiver Supports
 Activities to address social isolation
 Transportation
 Behavioral health in the home

2023 Assessment

Home Care Services
 Caregiver Supports
 Food Insecurity
 Activities to address social isolation
 Transportation
 Prevention Services for families

HCS and VNA at HCS Priorities

The Senior Leadership of Home Healthcare, Hospice and Community Services and the VNA at HCS summarized the following needs for community benefits after evaluating all data sources:

- Caregiver deficits; availability of home care services, particularly for low income populations
- Lack of caregiver supports and resources, both for families with children as well as vulnerable seniors
- Food insecurity for senior population
- Fall prevention
- Social isolation
- Social isolation due to the lack of transportation
- Access- lack of transportation to medical appointments
- Prevention services for families