

2021

Pelham Senior Needs Assessment



NRPC

10/25/2021

Pelham Senior Needs Assessment

Introduction

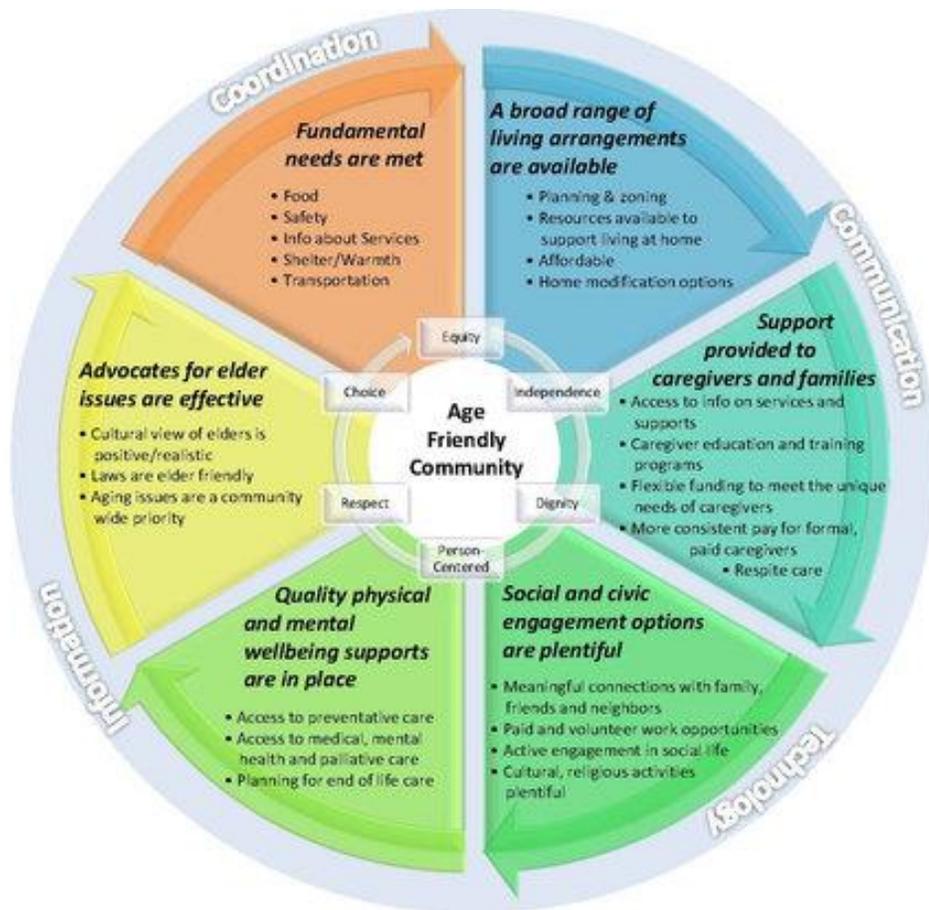
The Pelham NH Council on Aging (COA) engaged the Nashua Regional Planning Commission (NRPC) to develop an assessment of the needs of Senior residents in the town in the fall of 2020. Ultimately, the goal of the project is to ensure that Pelham develops as an *Age-Friendly* community. These efforts include stressing the importance of incorporating age-friendly goals, objectives, and strategies in a proposed update of the town's Master Plan anticipated to begin in 2022. This Assessment includes a demographic analysis, an evaluation of existing programs and services and a series of recommended strategies for meeting the needs of Pelham's current and future residents aged 50 and older. The Senior Needs Assessment's conclusions and recommendations are based in part on the results of a comprehensive survey (see Appendix A), two focus groups (one remote and one in-person) and meetings with the COA board.

It is important to acknowledge that this needs assessment was conducted during the midst of the COVID-19 pandemic which has significantly impacted almost every aspect of the lives of all people, but most especially seniors. The Pandemic did limit outreach efforts, through these impacts were at least partially mitigated by technology. The impacts to seniors' physical health and social-emotional well-being were far greater and the Pandemic certainly influenced how people perceive their needs in a changing and uncertain world.

Age-Friendly Communities

The World Health Organization (WHO) identified eight interconnected focus areas (domains) that are important to creating age-friendly communities. These include community and health care, transportation, housing, social participation, outdoor spaces and buildings, respect and social inclusion, civic participation and employment, and communication and information. NH Alliance for Healthy Aging (NHAHA) has adapted the WHO definition to create six domains including Living Arrangements, Family Caregivers, Social and Civic Engagement, Physical and Mental Well-being, Advocacy, and Fundamental Needs.¹ While not necessarily organized around these domains specifically, the Pelham Senior Needs Assessment addresses each of these areas with a particular focus on transportation and housing. The figure on the following page illustrates the focus areas defined by the NHAHA.

¹ <https://nhaha.info/>



Pelham NH Council on Aging

Incorporated in 2012, the Pelham NH Council on Aging is a 501 (c)(3) nonprofit organization dedicated to supporting seniors and senior programs in the community. The purpose of the COA is to:

- provide support to the Pelham Senior Programs and the Pelham community;
- educate the community of issues that affect the aging population;
- provide outreach to the senior community, and
- assist in enriching the lives of seniors through the social, cultural, and recreational services available at the Hobbs Community Center.²

The COA currently has 13 active board members and two ex-officio members. The Council meets monthly at the Hobbs Community Center, maintains a Facebook page, a newsletter, and provides regular updates on its activities on the Town of Pelham's website.

² Pelham NH Website <https://www.pelhamweb.com/pelham-senior-programs-at-the-hobbs-community-center/pages/senior-community-groups-pelham-nh-council>

Survey Results

The Senior Needs Assessment Survey was conducted during the spring of 2020. Most responses were received on-line though paper surveys were distributed at various locations. A total of 206 people completed the survey. The survey generated over 11,000 responses to questions and 186 written comments were received. All the respondents were 50 years old or older with the largest number falling into the 74 to 79 age group (29%) and the 70 to 74 age group (23%).

Overall, survey respondents viewed Pelham as a favorable place to age. When asked “How would you rate Pelham as a place for people to live as they age?” 66% of respondents answered excellent or good with only 6% responding with poor. The most frequently cited attribute was programming at the Senior Center (Hobbs Community Center). That said, there were several concerns raised regarding transportation, access to housing and taxation. When asked about what concerned them the most about aging in Pelham, access to transportation and ability to stay in one’s home were the top concerns at 36% each followed closely by the cost of living in Pelham. Access to the related issues of affordable age-friendly housing and access to in-home care were also top concerns.

Survey responses suggest that Pelham seniors have good access to technology with 88% possessing a home computer, laptop, tablet or smartphone and these devices are regularly used for phone calls, email, social media, and other purposes.

Overall, Pelham seniors are social with 96% reporting that they frequently or sometimes socialize with family or friends and 89% frequently or sometimes go to restaurants, bars, or breweries. A majority often or sometimes engage in activities such as going to the beach (62%), day trips to Boston, Portsmouth, or other regional Cities (56%) and the White Mountains (54%). 57% reported that they attend religious services at least sometimes while 50% reported that they played cards, pool or other similar games and went to the movies. In terms of active recreation, 58% reported that they walk or hike for recreation but only 29% visited a Health club or fitness studios and very few reported that they engage in active sports such as running, skiing, tennis, or golf. It should be noted that respondents were asked to indicate how frequently they participated in these activities *before* the Pandemic.

Though it is possible that a lack of access to certain recreation offerings and facilities influenced responses to the survey along with personal preferences, when planning for future needs, it is important to align programs and facilities with the types of activities that are most popular with the senior community including an emphasis on opportunities for socialization and transportation to desired destinations such as restaurants or the beach either informally or as part of an organized activity.

Senior Population

Projecting future population levels, especially by age group, is challenging, especially during periods of falling birthrates and rapidly changing migration patterns, however, projections are

necessary to help plan for future service and facility needs. According to US Census estimates, New Hampshire has the second oldest average population, second only to Maine, while neighboring Vermont comes in third.³ This is due both to an overall aging of the population as well as to relatively low birth rates. NRPC’s population projects are based on the cohort survival methodology which is based on both migration and natural increase. As can be seen in the table below, projected population levels vary by age group, however, the overall population of Pelham residents aged 60 years or older is projected to increase by 888 people between 2020 and 2030; an increase of 31%. Particularly noteworthy are the 80 to 84 and 85+ age groups which are anticipated to increase by 92% and 101% respectively. The projected increase of 568 residents aged 80 years old or older is likely to have a significant impact on the needs for senior programs and services in Pelham. It should also be noted that recently released Census population data for Pelham data shows that Pelham’s 2020 total population of 14,222 significantly exceeded NRPC’s prior projection of 13,392. Pelham’s overall rate of growth from 2010 to 2020 of 10.27% greatly exceeded the region’s overall rate of growth of 5.72% and was more than double New Hampshire’s 4.6% rate of growth. As such, these estimates are likely conservative. More detailed demographic data from the Census, including age related data, is anticipated in the winter or spring of 2022.

Senior Population Projections Pelham, NH				
Age Group	Year	Year	2020-2030	
	2020	2030	# change	% change
60 to 64	929	1,194	265	29%
65 to 69	572	569	(3)	-1%
70 to 74	409	397	(12)	-3%
75 to 79	387	457	70	18%
80 to 84	264	507	243	92%
85+	321	646	325	101%
Totals:	2,882	3,770	888	31%

³ <https://www.worldatlas.com/articles/states-with-the-oldest-population.html>

Facilities Servicing Pelham Seniors

Pelham is fortunate to have a range of facilities and services available to meet the needs of its senior residents. This section provides an overview of some of the most frequently used facilities and services available to Pelham seniors.



Hobbs Community Center

The Hobbs Community Center, formerly known as the Senior Center, is located at 8 Nashua Road near the Town Center. The facility is the focal point of senior programs and activities housing Pelham Senior Programs and the COA. The programs and activities offered by Pelham Senior Programs at the Hobbs Center are among the most comprehensive in the region. Some of these are summarized below by category.

- Social Programs including seasonal and holiday meals, pizza parties and coffee hours, and book clubs as well as games such as bingo, cards, cribbage, and corn hole.
- Arts & Crafts including pottery classes, painting classes, art shows, knitting & crocheting and quilting.

- Health & Wellness including health screenings, fitness classes and flu shots.
- Senior Community Groups including the Golden Girls and ROMEO (Retired Older Men Eating Out)
- Educational programs including Pelham Public Library Outreach services.
- Day trips and overnight trips to destinations such as the Casino at Foxwoods, the Hobo Train in the Lakes Region, and the White Mountains.

In addition, Meals on Wheels of Hillsborough County offers a lunch program for a requested donation of \$2.00 per meal; currently in a “Grab n’ Go” format.

Overall, Pelham Senior Programs and the Hobbs Center appear to be viewed very positively. Comments from the Senior Needs Survey noted below likely express the views of many residents.

“Senior center now is a great benefit to us seniors for social contact, trips, exercise, etc.

They are doing a great job now keeping the senior population with many options.”

“Senior Programs is a gem, not much else is elderly friendly.”

“Thankful for Pelham senior centers programs!”

Though the programs at the Hobbs Center seem to be appreciated, the participation levels of survey respondents varied widely. By far the most popular programs enjoyed by survey respondents were social programs with 54% indicating that they participated in such activities often or sometimes followed by strength and fitness classes at 40%. Most respondents were familiar with other programs offered at the Hobbs Center but indicated that they rarely or never participated.

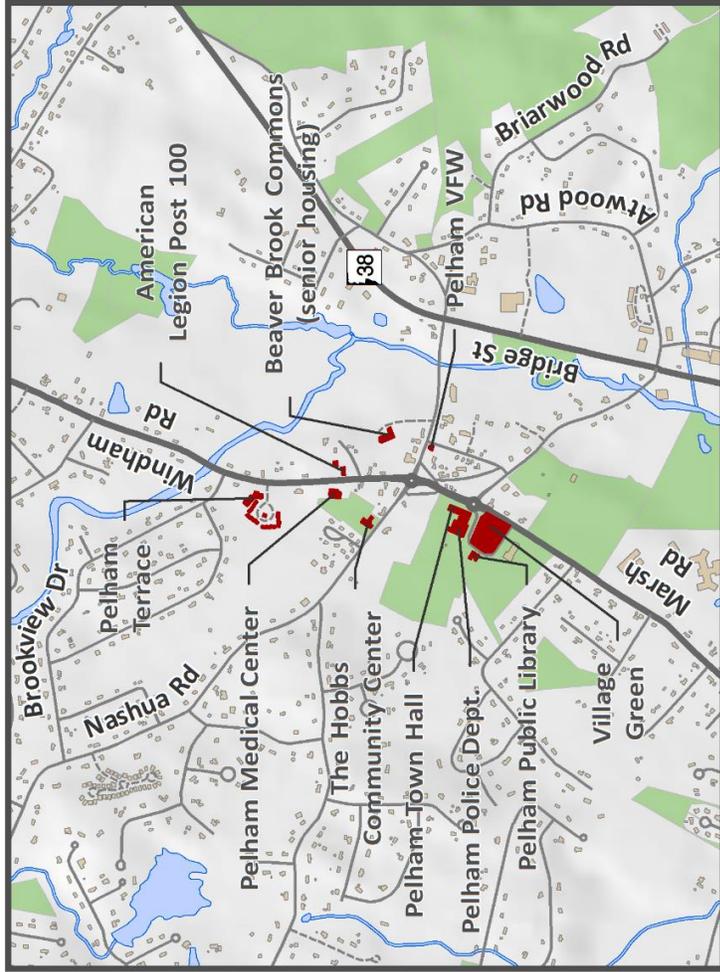
The Hobbs Community Center, comprised of an older former residential building and a large newer addition, mainly consists of two large multi-purpose rooms suitable for a wide variety of activities along with office and storage facilities, restrooms, and a large on-site parking lot. The facility, however, is heavily used and has little capacity to support expanded programming. In response to COVID-19, an outdoor tented area was erected to provide a safer environment for activities. The popularity of this outdoor space has led to a fundraising effort to replace the tent with a permanent outdoor pavilion.

Pelham Community Thrift Store

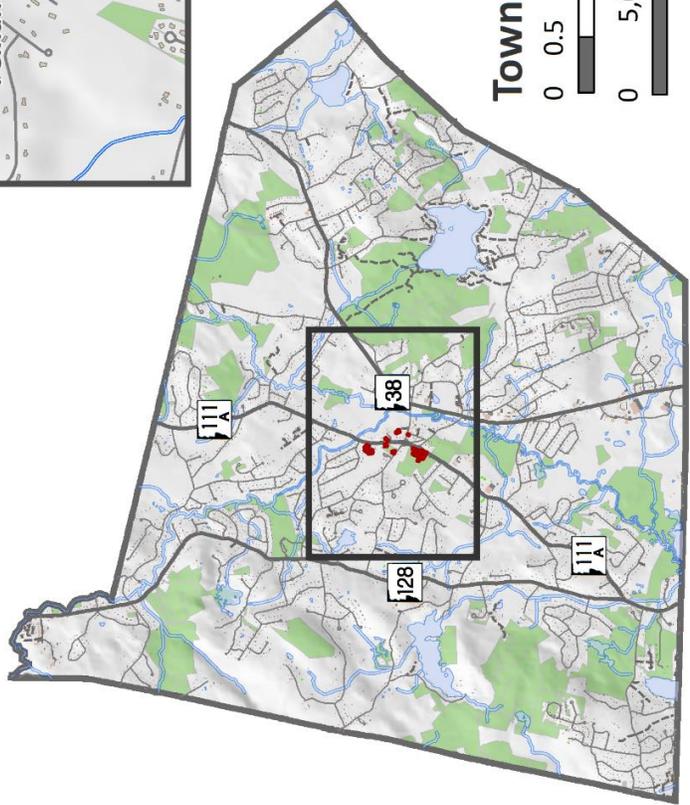
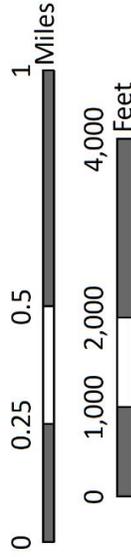
The Pelham Community Thrift Store is located at 8 Nashua Road, adjacent to the Hobbs Community Center. The store is open to the public Monday through Friday from 9:00am to 12:00pm and is staffed by volunteers. The proceeds from the store are used to support the Pelham Council on Aging.

Facilities Serving Pelham Senior Needs

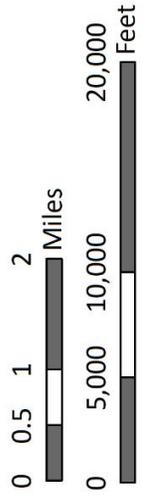
-  Facility Serving Seniors
-  Building
-  Open Space
-  State Route
-  Local Road
-  Private Road



Pelham Town Center (Scale 1 : 20,000)



Town of Pelham (Scale 1 : 85,000)





Other facilities that serve Pelham seniors, both directly and indirectly include the Pelham Medical Center, American Legion, Pelham VFW, and local churches.

In-Home Services

St Joseph’s Community Services - Meals on Wheels

Meals on Wheels delivers daily meals to disabled and homebound seniors throughout Hillsborough County. Volunteers also provide wellness checks. As noted above, the program is currently providing Grab & Go meals at the Hobbs Center. Dining centers that provide meals and opportunity for socialization were closed as a result the COVID-19 Pandemic but are gradually reopening.

Visiting Angels

Visiting Angels is a private franchise that offers a wide range of in-home care services on a fee basis. Some of these services include hourly and overnight care, meal planning and preparation, light housekeeping, laundry assistance and assistance running errands. The cost of these services, however, can be a barrier to some seniors.

Similar services are offered by *Seniors Helping Seniors* and other private organizations. The services offered by organizations such as these are invaluable to Pelham’s seniors, however,

understanding how to access these services can often be challenging for many. To help seniors and caregivers connect to available resources, NH Department of Health and Human Services has created an on-line resource center call ServiceLink.

ServiceLink

ServiceLink is designed to help individuals access services available to seniors and disabled people as well as their family caregivers including information on how to access Medicare and Medicaid.⁴ As noted on the website, ServiceLink is designated as New Hampshire's Aging and Disability Resource Center and the NHCarePath Full Service Access Partner. In addition to the website, ServiceLink has a physical presence at several locations around the state including a site at the Nashua Senior Activity Center. The creation of a website designed to provide access to resources and services available to seniors is laudable, however, navigating the site can be challenging due to the volume of information and multitude of links. Only 1% of survey respondents indicated that they used ServiceLink often and 7% indicated that they used their services sometimes.

Transportation

Transportation emerged as one of the highest priority issues in meetings with the COA Board and results from the survey and focus groups. 90% of survey respondents reported that they drive their own personal vehicle and 68% do not anticipate having to stop driving in the near future. When not driving themselves, Pelham seniors most typically drive with family or friends. Only 4% reported using the Senior Bus and only 1% use ride hailing service such as Uber or Lyft. That said, *access to reliable transportation* tied with *ability to stay in my current home* as the top concerns seniors had related to aging in Pelham. Several survey respondents also cited the need for transportation or transit improvements. Comments such as the ones below typify these concerns:

“I drive but often think how I would get places if I didn’t”

And,

“[Pelham] Badly needs a more robust transportation system”

During the focus groups, participants were able to provide more nuanced input into transportation issues which are further expanded upon in the analysis toward the end of this section. A summary of transportation alternatives currently available to Pelham Seniors is provided below.

Senior Bus (Hobbs Community Center Bus)

Pelham seniors are fortunate to have a free door to door transit service available for residents aged 50 or older for transportation to the Hobbs Community Center and for running certain

⁴ <https://www.servicelink.nh.gov/about-us/index.htm>

errands. The bus is handicapped accessible, and caregivers are permitted to accompany riders. Riders are required to call to make a reservation prior to a planned trip. Though operations are currently limited due to COVID, in general, the bus provides transportation to the Hobbs Community Center from Tuesday through Friday and provides shopping trips to various commercial establishments including the Market Basket & the Walmart Super Center in Salem on Mondays. Except for certain destinations in Salem, the bus operates only within the Town limits of Pelham. The bus is also available only between Monday-Friday from 9:00am - 3:00pm with no weekend or evening service.⁵ The lack of evening and weekend service as well as the lack of service to Nashua, destinations in Massachusetts and other locations was a concern frequently cited by survey and focus group participants.

Greater Salem Caregivers

Greater Salem Caregivers is a non-profit volunteer driver organization which provides rides for people aged 62 and older who can no longer drive. Transportation is mainly provided for medical appointments within the Greater Salem area (including pelham) though transportation to Boston, Burlington, MA, Manchester, and Nashua is available on a limited basis for access to medical care.⁶ Because it is a volunteer program, the availability of rides outside the Greater Salem service area is dependent on the availability of a willing driver. Rides provided by Caregivers typically require significant advanced registration.

In addition to transportation services, Salem Caregivers also provides friendly visits and provides grocery delivery to homebound seniors. The Friendly Visitor Program is an important program designed to address the needs of individuals who are homebound and have little social contact. Volunteer visitors are trained to address the special needs of those who are lonely or alone. Visits are usually conducted on a weekly or bi-weekly basis and range from 1 to 3 hours in length.⁷

Gentle Care Rides

Gentle Care Rides is a private business that provides transportation for elderly and disabled people for medical appointments and nonmedical trips including shopping, employment, and social visits on a fee basis. The door-to-door service is provided on an on-demand basis to various destinations in the Nashua and Manchester areas.⁸

Living at Home Senior Care

Living At Home Senior Care is a private on-demand service that provides transportation for seniors over a large service area on a fee basis up to 24 Hours a Day. The rates, however, are

⁵ <https://www.pelhamweb.com/pelham-senior-programs-at-the-hobbs-community-center/pages/transportation>

⁶ <https://salemcare.org/services/>

⁷ Ibid

⁸ <https://www.gentlecarerides.com/services>

comparatively high at \$32/hour and \$1.00/mi for wheelchair van or \$22/hour and \$0.60/mile for nonhandicapped vehicles. There is a minimum of 2-hour trip and a \$22/hour wait time fee.

For seniors who currently use transit services such as the Senior Bus or Caregivers, there is a sense that these services work well for trips to medical appointments or for grocery shopping, but the lack of weekend and evening service is a significant limitation. Further, navigating which services are available, when they are available, where they travel, and who qualifies can be daunting for many seniors and caregivers.

As noted above, the vast majority of Pelham seniors currently drive their own vehicle and two-thirds plan to do so indefinitely. Also, there are many seniors who are comfortable driving during the day, but not after dark. For some seniors, the difference between feeling comfortable driving at night or not, can be as simple the presence of striped center-lines and fog lines on the town's roads that serve to define travel lanes more clearly. Adequate lighting and clearly visible streets signs are also important. Features such as these should always be taken into consideration when road improvements, including repaving, is planned.

Since socializing with friends and family and going out to restaurants and other similar venues are the most popular activities for Pelham seniors, providing transportation alternatives to allow all seniors the opportunity to engage in social activities is essential to avoid social isolation and maintain a high quality of life. To the extent possible, expanding Senior Bus service to include at least some weekend or evening hours would be ideal, however, providing 24/7 on-demand Senior Bus service would likely be cost-prohibitive. In recent years, ride hailing services such as Uber and Lyft which provide 24/7 on-demand rides for a fee have been growing in popularity, however, many seniors are not accustomed to using a phone-based app to schedule rides.

Ride Hailing Services

Because ride-hailing services have the potential to fill significant gaps in transit available for Pelham's seniors, the Pelham Senior Programs should consider offering classes to teach seniors who are unfamiliar with hailing services such as Uber and Lyft how to download and use the Apps and create their own accounts. The Town may also wish to explore the possibility of implementing a program to help subsidize the cost of at least a limited number of Uber/Lyft trips for low-income seniors as has recently been done in the Boston area through the MBTA's pilot RIDE Flex program.

With RIDE Flex, qualifying elderly and disabled individuals can book trips with Uber and Lyft anytime without the need to schedule in advance.⁹ Under the program, riders get a monthly allocation of anywhere between two and ten subsidized trips per month based on the rider's history of usage. Because these rides can be scheduled any time and for any purpose, the

⁹ <https://www.mbta.com/accessibility/the-ride/on-demand-pilot>

program is popular with users and the per-ride cost is often lower than the cost of providing rides using an MBTA Paratransit vehicle.

Sidewalks

Based on the results of the survey and focus group discussions, relatively few Pelham seniors walk as a primary means of transportation. However, many do walk or wish to walk for exercise and recreation, though they are limited by the lack of a well-developed sidewalk network. The lack of sidewalks and the safety of walking along roads with high levels of traffic and speed were frequently cited as concerns by survey and focus group participants. Though Pelham's sidewalk network is not extensive, the town does have a strong core of sidewalks on both sides of the street between the two roundabouts on Marsh Road right in the heart of the town. These sidewalks are also ADA compliant and include well marked crosswalks together with opportunities for seating, shade, and shelter in the gazebo in the old common. With a few strategic extensions, the town could create a sidewalk network that would link Pelham's two subsidized senior housing developments with the Hobbs Community Center, Town Hall and several other facilities that serve Pelham's senior population. Recommended sidewalk extensions are outlined below.

1. Extend the existing sidewalk on Nashua Road west from the roundabout to the Hobbs Community Center.
2. Extend the existing sidewalk on Windham Road north from the Roundabout past the Pelham Medical Center to the Pelham Terrace senior apartments.
3. Extend the existing sidewalk on the north side of Main Street east from the Historic Society to the Beaver Brook Commons senior housing development.
4. Extend the existing sidewalk on Marsh Road south past the Village Green to the tennis courts on at least one side of the road.

Taken together, these modest sidewalk extensions would create a sidewalk network that would link the principal facilities serving Pelham's seniors, including the Hobbs Community Center, with both of Pelham's subsidized senior housing developments, the Town Hall complex, the medical center and important passive and active recreational facilities in addition to all three of Pelham's public schools. Importantly, federal grants are available to assist in covering the cost of sidewalk improvements including the Transportation Alternatives Program (TAP) and CMAQ funds (Congestion Mitigation & Air Quality Improvement Program). Both programs typically become available every two years. Existing and recommended sidewalks are depicted on the following page.

Housing

Alongside transportation, Housing emerged as one of the top concerns of seniors. Based on the results of the survey, 70% of Pelham seniors live in a single-family home while 13% live in some form of senior housing. 59% of survey respondents indicated that their home meets both their current and anticipated future needs, while 25% indicate that their home meets current needs but will need modifications to meet future age-related needs. Taken together, 74% of respondents believe that they could age in place though some modifications would be required for some. For many seniors, while their homes may meet their current needs, they sometimes struggle with access to contractor services for landscaping, home repairs and other needs.

Though a sizable percentage of Pelham seniors live alone (35%), 46% live with a spouse or partner and 16% live with children or other family members. Living with a spouse or other family provides a stronger support network and minimizes the risks associated with social isolation. Though, many of the seniors who live alone have family and friends nearby, they are nevertheless at greater risk of social isolation, especially during times such as the recent pandemic or major storm events.

Pelham's seniors value their independence and the ability to remain in their homes as they age is a top concern, as is the lack of affordable senior-friendly housing alternatives. When asked in the survey, "what could Pelham do to better meet the needs of seniors?" 36%, the second highest ranked response, cited "develop more affordable senior housing." Pelham currently has two affordable or subsidized senior housing developments as described below.

- Beaver Brook Commons
 - Address: 11 Main Street
 - 62+
 - 24 rental units – no current availability, waiting list approx. 2-3 years.
 - 1 accessible unit
 - 2 stories with elevator

- Pelham Terrace
 - Address: 25 Windham Road
 - 62+
 - 48 one-bedroom rental apartments
 - 26 handicapped accessible apartments

The limited number of subsidized senior rental housing available in Pelham and the long waits lists for available units suggests that the development of additional subsidized units is needed. Given high rates of home-ownership and relatively high-income levels, however, local demand

for subsidized senior housing is unclear. A more in-depth analysis of the need for subsidized housing for Pelham seniors should be pursued.



Pelham Terrace

For seniors with sufficient resources, Pelham offers several senior-friendly, age-restricted residential communities including *Long Pond Woods*, *The Villages at Pelham*, *Boulder Hills*, *Paradise Estates* and *Meadow View*. These developments offer single-family detached, single-family attached and townhouse style homes with selling prices ranging from the mid \$300 to mid-\$400 thousands. The homes typically feature two-bedrooms on one floor or on two-levels with first floor master bedrooms. Maintenance of common areas including landscaping and snowplowing is provided, and many offer on-site amenities such as a clubhouse. There are no assisted living facilities or nursing homes in Pelham though these alternatives are available in neighboring communities.

Conclusions & Recommendations

For a community of its size, Pelham offers an impressive range of programs serving seniors including its own transit service (Senior Bus) and a professionally staffed Community Center (Hobbs Community Center) focused on senior programming. Based on survey results, most seniors believe that Pelham is a good community in which to age. The town also benefits from having a Council on Aging specifically organized to address the needs of seniors. These programs and services, however, will be challenged by the substantial increase in Pelham's senior population anticipated over the next ten years, and in particular, seniors in the 80 to 84 and 85+ age groups. Further, there are several gaps in service and additional needs that should

be addressed for Pelham to truly become an age-friendly community. Recommendations to assist the community in attaining that overarching goal are summarized below.

Facilities & Services

Navigating Available Resources

Whether it's accessing transportation, in-home care or other services, a common thread that surfaced throughout the assessment process was the need for assistance to both seniors and caregivers in understanding and accessing available resources. Communication and information is one of the key domains important for creating an Age-Friendly community according to the World Health Organization and is also defined as a key element of age-friendly planning by the NH Alliance for Healthy Aging. As many seniors and caregivers are well aware, understanding what resources are available and how to access them can be daunting and necessarily, the answers are different from one individual to another. As Pelham's senior population grows, the need for assistance will only increase.

To assist seniors in accessing the services that they need to maintain their health and well-being and to reduce the demands placed on caregivers, the Town should consider hiring a professional social worker knowledgeable in the range of available programs and services. Ideally housed within the Senior Programs Department, a dedicated professional could provide one-on-one assistance to help seniors access the individualized services they need. Though the addition of a new staff position would come at a cost, it is also worth noting that there are 60% more Pelham residents aged 60 or older than children enrolled in the school district though far less resources are expended on the former.

Hobbs Community Center

The Hobbs Community Center houses Pelham's Senior Programs and the Council on Aging and is the primary venue for the wide range of senior programs offered by the Town. The current facility appears to work well, and the addition of the planned outdoor pavilion will be a substantial improvement. Accommodating the significant increase in the senior population anticipated over the next ten years, however, will be challenging without facility expansion. To address future needs, a space needs study should be undertaken as an initial step in planning for facility expansion. Consideration should also be given to offering programming at other sites in the town including the library, parks, schools, churches, clubs, and other facilities. Providing some programs off-site has the dual benefit of reducing demand for space at the Hobbs Center while integrating more activities for seniors into the community.

Parks & Conservation Lands

Pelham enjoys the benefit of a robust park system and expansive conservation lands that include extensive networks of trails. Survey results indicate, however, that these facilities are

underutilized by Pelham seniors. Every effort should be made to increase awareness of these resources and to accommodate the needs of seniors in these facilities including handicapped accessibility to the extent practical. As noted above, consideration should also be given to expanding senior programming to take greater advantage of these resources.

Transportation

Though the vast majority of Pelham seniors drive and plan to continue doing so, transportation is nevertheless one of the top concerns identified in this assessment. This is due to challenges currently faced by residents as well as concern for their ability to age in place in the community. It should be noted that the social worker position described above could also help seniors in accessing the differing transit alternatives currently available. To address senior transportation needs, consideration should be given to the recommendations summarized below.

- Ensure that all road improvements including repaving incorporate fog lines to better define travel lanes together with the installation of clearly visible signage, and lighting where necessary.
- Expand Senior Bus services to include more destinations outside of Pelham and to include at least limited weekend hours. The possibility of state and federal grants should be explored to assist in funding expanded services.
- Offer workshops through Senior Programs to teach seniors who are not currently accustomed to using with hailing services how to use services such as Uber and Lyft.
- Evaluate the feasibility of providing a limited number of subsidized Uber/Lyft rides for low-income seniors.
- Expand the sidewalk network in the town center area to connect key facilities serving Pelhams seniors.

Housing

Most Pelham seniors, by a wide margin, reside in owner-occupied single-family homes. For many, remaining in their homes will require additional assistance over time. For those with the resources, Pelham offers several age-friendly housing developments for seniors seeking to downsize and reduce their maintenance obligations. Many seniors, however, do not have sufficient resources to purchase a \$350,000 to \$450,000 home. The following recommendations are offered to assist seniors in meeting their housing needs.

- Provide greater assistance to seniors in accessing in-home care and other services including connections to home maintenance and improvement contractors to allow more seniors to remain in their homes as they age.
- Assess the demand for the development of additional affordable senior housing including subsidized rental housing.

The recommendations offered above are intended to help address the needs identified by the Senior Assessment through outreach conducted by way of surveying, focus groups, research, and discussions with the COA. Becoming an age-friendly community, however, requires more than addressing a series of specific needs. It requires incorporating the needs of seniors in all aspects of planning for improvements to the town with an emphasis on addressing access to health care, transportation, housing, social engagement, parks, and public buildings for the benefit of Pelham's rapidly growing senior population.

Appendix A
Survey Results