Jackman: A Life-Long Community
To Grow-Up & Grow-Old In

“Rise free from care before the dawn,
and seek adventures.”
— Henry David Thoreau, 1636
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November 6, 2017

Lori Parham  
AARP Maine State Director  
53 Baster Blvd  
Portland ME 04101  

Dear Ms. Parham,

On behalf of the town of Jackman, Maine, I am pleased to submit this letter of interest and commitment in the AARP/World Health Organization Network of Age-Friendly Communities. Jackman recognizes the importance of encouraging and promoting age-friendly planning and policies to address changing demographics and to enhance independent living. We are committed to a process of continual improvement to support active and healthy aging. We currently are in our 2nd year of a Maine Health Access Foundation grant for Aging in Place through Somerset Public Health and Redington Fairview General Hospital.

As part of our involvement and commitment we have already conducted a baseline assessment of age friendliness, we have an active planning committee and hold regular senior gatherings in the community to continually engage this population in planning and program implementation. We wish to have AARP’s assistance in continued action planning across the 8 domains of livability based on the findings of the assessment. With Somerset Public Health leadership, our very active group of involved older residents are deeply engaged in the planning process and we commit to monitoring progress toward implementing the action plan.

Sincerely,

[Signature]

Jayme French  
Select Board Chair  
Jackman, Maine
Executive Summary

The Age-Friendly Jackman Initiative:

The vast majority of seniors in the Jackman area and across the nation want to remain in their homes as they age. The Town of Jackman has recognized this important fact by promoting age-friendly planning and policies to make the Town more friendly/comfortable/supportive to seniors who want to age in place in the community. Some examples of the community’s commitment to its seniors include monthly senior luncheons, senior exercise and balance classes, and activity classes for socialization (including quilting, poker, bingo, etc.), participation in the Senior-Farmshare program, and classes on healthy eating, caregiver support groups, and much more. The Town extended its work for seniors by partnering with Somerset Public Health to apply successfully in November 2017, to become an AARP Age-Friendly Community.

The AARP work has included baseline community assessment of seniors’ perceptions of how the Town can be made more age-friendly, convening focus group discussions, hosting Maine AARP coffee talks and an On Tap meet- and-greet, and sharing expertise/ideas with AARP staff and with other towns in the growing Maine AARP network of Age-Friendly communities. The assessment and planning work has been guided by a steering committee of 9 community residents that includes elderly residents (see below). This action plan is only the first step in what will be a longer multi-pronged effort to increase the livability of Jackman for its senior residents. The committee has recommended both short-term and long-term initiatives. The approach is to target a manageable, select number of initiatives that the assessment shows are central to improving livability of the community, and using those initial successes as a basis for additional work later, based both on the assessment and on early implementation experiences.

About the Community:

The Town of Jackman, Maine is located in the far northern area of Somerset County. Jackman is a very rural community of 950 people living in the zip code (04945) of these, 120 were aged 55-59, 75 aged 60-64, 145 aged 65-74, 70 aged 75-84, and 7 aged 85 and older. Virtually all (95 %+) were white. Of the 222 residents aged 65+, 85 were male and 137 female. Of residents aged 60+, 20.5% had lived in poverty in the last 12 months; that percentage rose to 22.4% for persons aged 65+).

The Town of Jackman is considered a ‘landlocked island’ by the State of Maine due to its isolated location. The Jackman region is a service hub for many unorganized territories, providing EMS/Fire services, municipal waste disposal, postal services, a health center, and grocery shopping to surrounding communities.

Jackman was first organized as Jackmantown Plantation and was incorporated on July 9, 1859, it was reorganized on February 17th, 1894 under the name Jackman. The recorded history of the area began with the first settlers coming to the Moose River Valley in the mid 1800’s. The town’s growth can be traced to the north shore of the Moose River, as well as, the southern boundary of the township where the town’s namesake, James Jackman, first settled. The history of Jackman has always been associated with the road along which the town lies. Today, Route #201 still plays an important role in the town’s economy and is a major reason for the existence of the community. Jackman has a long history as a hub of logging activity in Northern Somerset County, and today the region produces the most maple syrup per capita of any region in the country. The region also has a long history as a haven for sportsmen due to its scenic beauty, abundance of game, and extensive recreational trail system.

Jackman is a Town that values all members of its community and recognizes that seniors are a living link with the town’s past (many are long-term residents) and a group facing many physical and economic challenges because of the realities of aging in a rural area. People 60 and over are also a significant portion of our residents (31.3 %), which makes it especially important to make the Town a welcoming place for them as they age.
The Mission, Vision and Values that Guide the Age-Friendly Work:

The mission, vision and values guiding efforts to develop the plan to make Jackman more friendly/comfortable/supportive to seniors who want to age in place in the community are:

Mission: Jackman Maine is a town dedicated to preserving its heritage, supporting the local economy, and developing opportunities for community growth and age-friendly initiatives.

Vision: A community dedicated to supporting intergenerational programming, and age-friendly public facilities.

Values: In Jackman we cultivate an understanding of our neighbors and support their needs through community supports. We value kindness, respect, honesty, participation, and community spirit.

Team Expertise and How the Team Included Older Adults and Representatives of the Diversity in our Community:

Key roles in the steering committee’s assessment and planning work have been played by Town Manager Victoria Forkus and Community Health Action Team chairwoman Denise Plante (Retired school administrator and citizen). Facilitation and support has been provided by Bill Primmerman of Somerset Public Health, and Ken Town has provided assistance with evaluation and report-writing.

The steering committee was recruited mainly by asking persons completing the needs assessment survey if they would like to participate in this work and engaging members from the already developed Community Health Action Team (CHAT). Residents were also invited through personal invitation and media publicity. Overall, four members are retired residents/volunteers in Jackman, one of which is a contracted community member of Somerset Public Health, and three live and work in the Town and specialize in subjects relevant to the action plan. Taken together, the committee members have a wide range of relevant expertise and knowledge of the community.

Approach Adopted by the Team to Create the Action Plan and Engage Community in the Process:

The steering committee’s initial work involved reviewing assessment survey results and other data with the project evaluator. The committee also reviewed previous actions that have proven effective in helping seniors to thrive that were identified by the Tri-State Learning Collaborative and by other AARP Age-Friendly communities in Maine. The planning team then brought all of this information and their diverse experiences to the table and brainstormed about what actions might be included in Jackman’s action plan. Discussion focused on six of the AARP/World Health Organization domains of an age-friendly community: housing, transportation, community support and health services (including communication), outdoor spaces and buildings, civic participation and employment, and respect and social inclusion (including social participation).

For each domain, members identified what community successes and assets might be built on further, as well as which immediate and longer-term actions could be taken by the community. These activities were then placed in an AARP work plan template for each domain. The work plan was taken to the Town Selectman for initial approval, which it received on Wednesday, and then out to community groups for feedback and volunteer recruitment for plan implementation.

Summary of Assessment Approach and How It Informed the Action Plan:

The goal of the assessment was to identify the key elements that would make Jackman more friendly/comfortable/supportive to seniors who want to age in place in the Town. The main data source was an
adapted version of a survey developed by AARP, which was made available to Jackman residents on-line via the Survey Monkey website. The Jackman version of the survey contained 34 questions; 63 residents completed the questionnaire. The survey sample, while not randomly selected and relatively small, appears to be fairly representative of the larger senior Jackman community.

The Jackman survey results mirror other recent research into the factors that seniors believe are important for them to successfully age in place in Maine. For example, 20 Towns and cities across the state have completed the needs assessment portion of their work on the AARP Aging in Place Initiative since 2012. It appears that virtually all of the communities so far have found that three of the eight AARP domains are the most important in the eyes of local seniors: transportation, community/health services, and housing. Some particular services also appear as priorities in much of the Town research (e.g., the importance of finding help performing household chores like shoveling and minor repairs). These three areas also emerged as most important in other studies on what it takes for Mainers to age successfully in their community and homes (e.g., a 2012 University of New England statewide assessment on aging).

**Action Plan Summary in Each Domain:**

This action plan is a multi-year effort to increase the livability of Jackman for senior residents who wish to age in place in the community. Additional findings from the assessment will be built later into additional steps, along with insights gained from the initial efforts. The action plan’s overall goals and objectives within each of the domains are:

**Housing Domain:**

**Goal:** To help citizens remain in their home and create a life-long community where we ‘grow up and grow old together’

**Objective 1** — Provide winter support services

**Objective 2** — Create safer homes for Senior Residents in the Community

**Objective 3** — By September 2022 Jackman will have increased apartment availability for seniors

**Outdoor Spaces and Buildings Domain:**

**Goal:** To increase the accessibility and availability of outdoor spaces and buildings

**Objective 1** — Develop Community Gardens & Benches

**Objective 2** — Community Trail Development Connecting Jackman to Sky Lodge

**Objective 3** — By July 2020 the Jackman community will complete Town Park renovations

**Transportation Domain:**

**Goal:** To provide easier mobility for seniors who can no longer drive themselves

**Objective 1** — By June 2020 establish a Volunteer Drivers Brigade to meet local transportation needs of residents

**Objective 2** - Explore the possibility of weekly trips administered by Unity College Sky Lodge

**Respect and Social Inclusion Domain:**

**Goal:** To Create more opportunities for social participation and inclusion in the Jackman Region

**Objective 1** — By June 2020 there will be an increase in senior gatherings with improved coordination/recognition of volunteer services and programs for older adults in the community
Objective 2-- By June 2020 increase the number of school/community activities that are intergenerational

Community Support and Health Services Domain:

Goal-- To maintain 24/7 emergency care and community support services that promote a healthy community

Objective 1-- By December 31, 2021 create and implement a plan to deliver home health care to area residents

Objective 2-- by January 2020 a series of evidence-based programs for promoting health and well-being will be offered in the community

Objective 3-- Local communities will assist in supporting 24/7 emergency medical care

Objective 4-- By January 2020 enhance access to program information for older adults through technology

Civic Participation and Employment Domain:

Goal: To keep older citizens civically engaged and ensure/improve communication in the community

Objective 1-- Civically engage senior residents of the Jackman Region

Objective 2-- By January 2021 a position of Aging in Place Coordinator will be established

Introduction of the Committee:
The assessment and planning work that has generated this action plan was directed and coordinated by a 9-member steering committee whose members are the following:

<table>
<thead>
<tr>
<th>Name</th>
<th>Representing</th>
<th>Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denise Plante</td>
<td>Retired citizen and Jackman Aging in Place Coordinator</td>
<td>Assessment and Planning</td>
</tr>
<tr>
<td>Victoria Forkus</td>
<td>Town Manager and citizen</td>
<td>Assessment and Planning</td>
</tr>
<tr>
<td>Gladys Decker</td>
<td>Volunteer Community Ambulance EMT and retired citizen</td>
<td>Assessment and Planning</td>
</tr>
<tr>
<td>Nancy Lessard</td>
<td>Volunteer driver, retired citizen</td>
<td>Assessment and Planning</td>
</tr>
<tr>
<td>Constance Guay</td>
<td>Retired citizen</td>
<td>Assessment and Planning</td>
</tr>
<tr>
<td>William Trahan</td>
<td>Volunteer driver and retired citizen</td>
<td>Assessment and Planning</td>
</tr>
<tr>
<td>Rachel Crater</td>
<td>Unity College, Sky Lodge</td>
<td>Planning</td>
</tr>
</tbody>
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Community Profile

Jackman is known for its vast wilderness and its inclement weather. It’s the first place in the state to see snow and the last to see grass. The population is just under 1,000 people with approximately 862 year-round residents, and countless seasonal visitors. The economy in Jackman is dependent on tourism, people come to Jackman to enjoy the wilderness. There are many recreational activities available in the region including, but not limited to, hunting, ATV/snowmobiling, fishing, hiking, cross-country skiing, and snowshoeing. These are all activities residents of the region enjoy, and for many resident’s outdoor recreation is a way of life. Jackman is a mere 16 miles from the Canadian border and is home to Maine’s Border Patrol and Customs crossing on Route 201. Many Canadian travelers make their way south through Jackman as they head to coastal destinations, and many U.S travelers pass through Jackman on their way north to visit Quebec City. Although close to the Canadian border, Jackman has been designated as a landlocked island due to its remote location.
Much like an island, Jackman is at a great distance from other communities. As a result, residents must be more self-reliant and community leaders more innovative. A modestly sized downtown district of small businesses allows the town to be self-sufficient. Jackman has a K–12 consolidated school, a regional bank, and several churches. At regular intervals throughout the day, a train runs through town stalling traffic as a succession of freight cars head toward Canada.

The forest provides various forms of employment in Jackman such as logging, maple sugaring, and qualified hunting/fishing guides. The Lumber Mill is the town’s largest employer, and health care is provided by a federally funded Health Center operated by Penobscot Community Health (PCHC). The nearest full-service hospital and emergency room is 85 miles away in Skowhegan. Emergency services (fire and ambulance) are operated through an inter-local agreement with surrounding towns by the Town of Jackman, and there is limited law enforcement presence in the region. Jackman is known colloquially as ‘moose country’, many say that the region is home to more moose than people—but the evidence is purely anecdotal. These beautiful animals are seen regularly around the community and pose a danger to unsuspecting motorists who may hit them in the roadways.

Finally, the closest Walmart is 81 miles away, in Skowhegan. Despite this fact, in Jackman we find that isolation breeds friendliness. Jackman is a small community where everyone knows everyone, and visitors to the region are met with the natural kindness of our residents. Many of our visitors chose to visit again and share their experiences with others. Jackman residents are independent, active, and conscious of the needs of their neighbors—they willingly lend a hand when needed.

Community Demographics and Diversity:

The main source of demographic data for Jackman and Somerset County as a whole is the American Community Survey (ACS), released annually by the Bureau of the Census. This is a national survey using a series of monthly samples to produce annual estimates for all of the areas that the Bureau formerly surveyed via its decennial census long-form questionnaire. The Census Bureau samples about 3.54 million household addresses each year, and Survey data is presented in the form of five-year estimates of key demographic, housing and workforce data for each political subdivision in the nation. The most recent published Survey covers the period from 2013 to 2017.

ACS estimates for small communities like Jackman are somewhat limited, since sample sizes are too small to yield reliable estimates for many variable combinations. The 2013-2017 Survey estimated that there were 950 persons living in the Jackman area Zip Code (04945); of these, 120 were aged 55-59, 75 aged 60-64, 145 aged 65-74, 70 aged 75-84, and 7 aged 85 and older. Virtually all (95 %+) were white. Of the 222 residents aged 65+, 85 were male and 137 female. Of residents aged 60+, 20.5% had lived in poverty in the last 12 months; that percentage rose to 22.4% for persons aged 65+. The civilian noninstitutionalized population was 897; of those, 35.8% of those aged 65-74 had some form of disability, and 69.8% of those aged 75+ fell in this category.

Of the 222 persons over age 64 in Jackman,

- Nearly three-quarters of the men aged 65+ (72.9%) were married/not separated, 3.5% were widowed, 21.2% were divorced, none were separated, and 2.4% had never married; the equivalent percentages for women aged 65+ were 26.3%, 59.1%, 13.9%, none, and 0.7%.
- 79.3% had graduated high school or pursued some form of post-secondary education, and 15.3% had a bachelor’s degree or higher.
- 42.7% of those aged 65-74 were military veterans, and 20.4% of those aged 75+.
- Only 17 persons spoke a language other than English at home.
- The labor force participation rate for those aged 60-64 was 57.3%; it was 19.3% for those aged 65-74, and 3.9% for those over 74.
The latest ACS provides some additional information on elderly residents at the county level. Somerset County’s estimated population by 2017 was 50,994; 9,921 were aged 65 and over (4,700 male and 5,221 female), and those persons lived in 6,289 households; of those households,

- 41.0% were families headed by a married couple, 4.8% were female-headed families with no husband present, and 52.0% were non-family households (with many of those living alone).
- Looking at household income in last 12 months (in 2017 inflation-adjusted dollars), a third (33.8%) had earned income (mean annual earnings of $31,565) or non-Social Security retirement income (39.1%, mean of $17,030), nearly all (92.2%) had Social Security income (mean of $17,728), and relatively few (5.8%) received Supplemental Security Income (mean $9,887), cash public assistance income (2.5%, mean $1,630), or Food Stamp/SNAP benefits (21.8%).
- 13.0% had income below 100% of poverty level, while 16.5% lived at 100-149% of poverty level, and 70.5% had income at or above 150% of poverty level.
- Of the 6,289 occupied housing units, 81.3% were owner-occupied and 18.7% were renter-occupied. Of the 5,116 owner-occupied units, nearly one-quarter (23.2%) had selected monthly owner costs exceeding 30% of their household income in last 12 months. Of the 1,173 renter-occupied units, 39.2% paid gross rent greater than 30% of their household income in past 12 months (median gross rent of $549). (30% is the figure above which individuals are considered to bear an excessive housing cost burden.)

**What Makes Our Community a Good Place to Live?**

Many who have visited the Jackman region observe the natural beauty in the landscape, the infectious charm of the quaint surroundings, and the friendly nature of the residents. Jackman epitomizes a small rural Maine community, and in many ways the residents exemplify the characteristics Maine is famous for—hardworking, honest, and resilient. Residents enjoy the benefits of a safe neighborhood, a place where most feel comfortable leaving their doors unlocked. Jackman is a family-friendly community, there are countless recreational opportunities that are suitable for children of all ages. One of the many benefits of living in this region is a moderately priced housing market, suitable for individuals of various income levels, as well as, a low unemployment rate. In addition, Forest Hills School offers small class sizes and low student-teacher ratios for optimal individualized learning. Jackman is close to the cultural offerings of Quebec City (Canada), such as annual festivals, musical performances, art/history museums, and the opportunity to experience a different language—there are many bilingual residents in this region. The Jackman region is unique in many ways and is most notable for its strong focus on community.

**History of the Jackman Age-Friendly Work**

The Town of Jackman recognizes the importance of encouraging and promoting age-friendly planning and policies to address changing demographics and to enhance independent living. Some examples of their commitment as a community include gathering places for older adults around the community, a very active food pantry and meals on wheels program, a senior community newsletter and information sharing networks, community service work by Forest Hills Consolidated School students/staff, and a Community Leadership Team that meets monthly to engage the school, businesses, organizations, outside government, and social service agencies. In support of this process of continual improvement for active and healthy aging, the Town partnered with Somerset Public Health and Redington Fairview General Hospital to submit an application to be an AARP Age-Friendly Community. This process began with approval by the Town Selectman in November of 2017 to move ahead with the application.

As part of our involvement and commitment we have already conducted a baseline community assessment of age friendliness with our citizens, conducted some focus group discussions, hosted Maine AARP coffee talks and an On Tap meet and greets, and have established an active assessment and planning committee. We now have state and regional AARP assistance in continued action planning across the eight domains of livability.
based on the findings of the assessment and the many resources available to us from other towns in the Maine network of Age-Friendly communities. Our very active group of involved older residents and community/school partners is deeply engaged in the planning process and we commit to monitoring progress toward implementing the proposed action plan. Once our Action Plan is approved, we will be incorporating it into our municipal comprehensive plan update.

Introduction to the Plan

Mission, Vision, and Values:

Mission: Jackman Maine is a town dedicated to preserving its heritage, supporting the local economy, and developing opportunities for community growth and age-friendly initiatives.

Vision: A community dedicated to supporting intergenerational programming, and age-friendly public facilities.

Values: In Jackman we cultivate an understanding of our neighbors and support their needs through community supports. We value kindness, respect, honesty, participation, and community spirit.

Team Expertise and How the Team Included Older Adults and Representatives of Your Community:

The assessment and planning team evolved out of leadership from the Jackman Town Manager and Community Health Action Team (CHAT) chairwomen Denise Plante. Facilitation work was conducted by Somerset Public Health, and evaluation was done by Ken Town, a contracted independent evaluator. Volunteer recruitment for the team was done through the written and on-line community assessment tool where people could sign up, through personal invitation, use of the media and by sharing the team’s work with community members.

Approach Adopted by the Team to Create the Action Plan and Engage Community in the Process:

We began by reviewing Jackman seniors’ needs and preferences based on our assessment survey MeHAF focus group results and a general discussion of the data with our evaluator. The assessment and planning committee also reviewed previous research by the Tri-State Aging Collaborative and action plans developed previously by some other AARP Age-Friendly communities in Maine to identify actions which have been found effective in helping seniors thrive in their communities. As the next step in the process, the assessment and planning team brought all of this information and their diverse experiences to the table and brainstormed about what actions might be included in Jackman’s plan for further improving town elders’ ability to remain in the community as they age. Discussion focused on six of the AARP/World Health Organization domains of an age-friendly community: housing, transportation, community support and health services (including communication), outdoor spaces and buildings, and civic participation and employment (including respect, social inclusion and social participation). Several of these domains were created by combining two of the eight domains originally developed by AARP/WHO. For each of these domains, members identified what community successes and positives might be built on further, as well as which immediate and longer-term actions are most important for the community to take. They did this by writing their ideas on post-it notes, which were then mounted on bulletin boards. These activities were then placed in a draft AARP work plan template for each identified domain. The attached work plan was approved by the Select Board and then taken to community groups for feedback and to recruit volunteers for implementation.

Process for Compiling Needs Assessment Data:

Recognizing that the vast majority of seniors in Jackman and elsewhere in the nation want to remain in their homes as they age, the goal of the assessment work was to identify the key elements that would make Jackman more friendly/comfortable/supportive to seniors who want to age in place in the community. Jackman’s work began several years ago when they did a community assessment to secure a Health Services and Resources Administration grant to keep their Health Center. This assessment eventually led to securing a Federally Qualified Health Center. The data made the community aware of a problem with aging in the community and they secured a Maine Health Access Foundation grant to begin creating an Age Friendly Community. Under the
leadership of the town and the Community Health Action Team (CHAT) the next logical step in their work was to apply to become an AARP Age Friendly Community.

Jackman has followed AARP’s model process (developed in collaboration with the World Health Organization) for drafting an action plan to make the community more age-friendly. Bill Primmerman, from Somerset Public Health, has provided staff support for this work. AARP has developed a model survey that local communities can use to help assess what their residents aged 55+ view as important for a positive quality of life and for successfully aging in place. That questionnaire was adapted to Jackman’s needs and was the primary local data source underlying the Town’s action plan. It was made available to Jackman residents on-line via the Survey Monkey website. In final form, the Jackman survey contained 34 questions; 63 residents completed the questionnaire (for comparison, the Census has estimated that 222 Jackman residents were aged 65+ during the 2013-2017 period).

The survey sample, while not randomly selected and somewhat small compared to the size of Jackman’s senior population, appears to be fairly representative of the American Community Survey data profile for the community.

- Two-thirds of the survey respondents are women; ACS estimates for persons aged 65+ in Jackman showed that 61.7% of those persons were women. Both the survey sample and the JACS reported that residents were nearly all white.
- 25% of the sample reported that they live alone; another two-thirds live with one other person, (mostly their spouse/partner). The rest live in larger households. ACS estimates for householders aged 65+ in the town indicated that 22.1% lived alone.
- Almost all of the respondents (90%) say they own their own home; the ACS reported that 80.1% of housing units occupied by Jackman residents aged 65+ were owner-occupied.
- 16% of survey respondents indicate that a disability or chronic illness keeps them from being as active as they want to be. ACS data for civilian noninstitutionalized persons aged 65-74 showed that 35.8% had some form of disability; this rose to 69.8% for such persons aged 75+.

The Jackman’s elder survey results mirror other recent research into what factors seniors believe are important for them to successfully age in place in Maine. For example, 20 towns and cities across the state have completed the needs assessment portion of their work on the AARP Aging in Place Initiative since 2012. It appears that virtually all of the communities so far have found that three of the eight AARP domains are the most important in the eyes of local seniors: transportation, community/health services, and housing. Some particular services also appear as priorities in much of the town research (e.g., the importance of finding help performing household chores like shoveling and minor repairs).

These three areas also emerged as most important in other studies on what it takes for Mainers to age successfully in their community and homes. For example, the 2012 University of New England statewide assessment on aging (which included 11 focus groups of 80+ seniors and on-line surveys of 236 caregivers and 161 service providers) identified 18 of the services most needed by seniors. The nine most important (in order) were:

- transportation (e.g., for keeping health appointments, picking up prescriptions or shopping for food);
- food/nutrition (e.g., meals on wheels, help with meal preparation and nutrition counseling);
- home care/homemaker help (e.g., help with activities of daily living);
- physical and mental health/social care (e.g., home health, emergency care, hospital care, ambulatory care);
- financial services (e.g., money management, social security, financial concerns);
- fuel assistance;
- check-in services (e.g., a daily phone check-in or visitation service for folks who seldom leave their home to reduce isolation and spot problems);
- home repair (e.g., installation of home safety aids, home repairs, insulating windows and doors, repairing roofs);
- Medications/prescriptions (e.g., help with medication management, payment for medications, review of medications, picking up medications).

The primary limitation to the data used by the assessment and planning committee was that it mainly relied on the survey. Ideally, needs assessments are based on multiple data sources and data-gathering methods, so that the results of the various methods can be compared with each other through a triangulation process.

**Synopsis of Key Learnings from the Assessment that Impact Plan Development:**

Respondents to the needs assessment survey were asked to rate how important each of 46 possible services are for older people in Jackman. Over half of the respondents rated 37 of the 46 possible services as “very important.” Most respondents (75–97%) believed that none of these services currently exist locally, highlighting the need to more effectively communicate what exists to local residents.

Looking only at the 17 services rated as “very important” by 65% or more of respondents, these fell almost entirely into only four of the AARP domains: Outdoor Spaces and Buildings (6 services), Community Support and Health Services (including Communication) (4), Housing (3), and Transportation (2). Thus, these four domains emerged as the most important in the minds of seniors completing the survey, and they are key elements of the action plan to promote livability in Jackman.

**What Person and What Organization Will Manage Implementation of the Plan:**

The implementation of this work plan is the responsibility of the Town of Jackman, the AARP applicant to be a designated Age Friendly Community in Maine. This work will be overseen by a sub-committee of the Community Health Action Team for the Town of Jackman. The developed plan will become integrated into the towns overall plan for economic development and the inclusiveness of its older citizen’s needs. The listed planning committee on page 7 of this report, will become the Age Friendly steering committee for oversight to carrying out the towns work plan implementation.

**The importance of AARPs Livability Index to Creation of the Plan:**

The Committee organized its research and recommendations around eight key dimensions of aging that AARP recommends that communities should consider: outdoor space and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services. After seeing overlap in the domains in survey results the committee selected 6 domains to focus on. AARP Maine provided a grant to Somerset Public Health to provide facilitation and technical assistance to the town for the planning process. For purposes of this report, older residents are those 55 and over, though there is particular emphasis on residents 65 and older.

The Committee met first as an Assessment Committee, then as a Planning Committee and finally now becoming the Towns Steering Committee. Meetings were held monthly with new members always welcome as the committee’s role shifted. We developed and conducted a survey of Jackman residents over the age of 50; held presentations and discussions at Community Meetings with the help of AARP Maine staff. A draft report to the town selectman and its citizens was the final step in the planning process before submitting the report to the national AARP organization for review and official designation of Jackman as an AARP approved Age friendly Community.
Domain-Specific Action Plans

(Action Plans for the Six Domains Addressed by the Jackman Assessment and Planning Committee)

**Housing:** Most own their homes, but many seek help with chores and renovations

Selected survey findings:

- Almost all of the respondents (90%) say they own their own home.
- Slightly more than half reported that they might need to move to another home in retirement; 8% said they might move to another home in Jackman, 45% to a home outside the area.
- The most common reasons for considering a move to a new home outside of Jackman in retirement were to get more available services, facilities (e.g., shopping, library or church) or medical care (88%); need for public or other transportation options (67%); and wanting to be closer to family (58%).
- Respondents said that they will need to modify their home in the following ways to age safely and comfortably:
  - Get a medical alert system to notify others in case of an emergency: 51% Agree, 14% Disagree
  - Make bathroom modifications such as grab bars or non-slip tiles: 34% Agree, 26% Disagree
  - Modify my current home to stay here as long as possible: 26% Agree, 20% Disagree
  - Gain easier access into my home, such as a ramp or sturdy railings: 22% Agree, 22% Disagree
  - Add more lighting: 14% Agree, 36% Disagree
  - Make easier access within my home, such as wider doorways: 14% Agree, 38% Disagree
  - Make a bedroom or bathroom on the first floor: 8% Agree, 56% Disagree

- Almost all (94%) reported that their home is warm enough in the winter; of those who say it is not, 50% said paying for fuel is a problem, and 63% cited inadequate insulation.
- 67% completely agreed that “I want to live in my current home as long as possible”; 53% completely agreed that “I want to continue living in the area as I grow older.”

Respondents were also asked to rate how important each of a list of possible housing-related services are to older people in Jackman. Those services which more than 40% of the sample said were “very important” (column 2 in the table) are listed below. For each service, the last column gives the percentage of respondents who said the service already exists in the town; respondents feel that crucial services are not generally available.
**Home repair programs for low-income and older people**
- Very Important: 77%
- Already Exists: 5%

**Affordable housing options**
- Very Important: 64%
- Already Exists: 19%

**Home repair contractors who are reliable, do quality work, and are affordable**
- Very Important: 58%
- Already Exists: 19%

**Affordable help with seasonal chores (i.e., mow or shovel)**
- Very Important: 57%
- Already Exists: 17%

**In-home safety checks and evaluations**
- Very Important: 58%
- Already Exists: 4%

Successes/positives: The recent window weatherization project; there are many vacation/temporary/transient dwellings available locally; there are low prices on real estate.

Immediate actions: Repeat the window weatherization project, with greater community publicity and more advance notice to attract more volunteers and households asking for the service (Unity is already committed to do this project again) (also let folks know that they can buy the inserts if they wish); distribute sand buckets to seniors from the town’s supply; look into having the town maintain a list of reasonably-priced folks who do various types of housing services (e.g., cleaning, home nursing care, handypersons, help with chores); promote the Red Cross fire inspection and safety inspection program to residents; follow-up with the K of C, which has a team willing to help with things like lawn maintenance and distributing sand buckets; work on broadband; work on fire alarms in homes; encourage those with unused space/apartments to consider renting to others long-term (this includes homes that have been for sale for a while); explore age-diverse roommate scenarios--would this type of arrangement be successful in Jackman?

Longer-term actions: Experiment with different housing options (already being discussed by some in town); promote more affordable housing locally (right now there’s nothing in town to rent); systematically assess the lower-income and senior-appropriate housing in town; solicit developers for designated “development zones” in the unorganized territory according to the revised adjacency principle.

Goal: To help citizens remain in their home and create a life-long community where we ‘grow up and grow old together’

**Collaborating organization(s) and partners:**
- Unity College Sky Lodge, Window Dressers, AmeriCorps, Maine Campus Compact, CHAT, Town of Jackman, Town of Moose River, Dennistown, Forest Hills School, Volunteer Network

<table>
<thead>
<tr>
<th>Objective</th>
<th>Activities</th>
<th>By whom</th>
<th>By when</th>
<th>Resources and support available/needed</th>
<th>Potential barriers or resistance</th>
<th>Partnerships</th>
<th>Metrics</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objective #1: Provide winter support services</strong></td>
<td>Weatherize windows to promote heat retention for Senior Residents</td>
<td>CHAT, Bill Trahan, Unity College Sky Lodge, AmeriCorps VISTA</td>
<td>Dec. 30th 2019</td>
<td>Supplies/materials for window dressers, volunteers, AmeriCorps VISTA network</td>
<td>Workspace, volunteers to measure/build, sliding scale fees, grant funding, coordinator for volunteers</td>
<td>Possibly Champagne Lumber is they sell a similar product</td>
<td>Media outlets, Town Offices, MRVC, Unity College Sky Lodge, Volunteer Network, Leadership Team</td>
<td># of window dressers created, # of homes served</td>
</tr>
<tr>
<td>Activity 1.2</td>
<td>Provide sand to residents to reduce ice in driveways</td>
<td>Town of Jackman, volunteer network</td>
<td>Spring 2020</td>
<td>Town sand, volunteers</td>
<td>Sand buckets, vehicles for transporting sand, volunteers, shovels</td>
<td>Limited volunteers, availability of necessary resources,</td>
<td>Leadership Team, CHAT, MRVC, Unity College Sky Lodge, Town Offices, Volunteer Network, Forest Hills School</td>
<td># of driveways serviced</td>
</tr>
<tr>
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</tr>
<tr>
<td>Activity 1.3</td>
<td>Shovel sidewalks, driveways, and entrances to homes</td>
<td>Volunteer network coordinators, CHAT Group, Leadership Team</td>
<td>Spring 2020</td>
<td>Volunteers</td>
<td>Shovels, volunteers, volunteer coordinators</td>
<td>Local businesses who provide shoveling services</td>
<td>Forest Hills School, Volunteer Network, Town Offices, Media Outlets, Leadership Team</td>
<td># of homes served</td>
</tr>
</tbody>
</table>

**Objective 2: Create safer homes for Senior Residents in the Community**

<table>
<thead>
<tr>
<th>Activity 2.1</th>
<th>Provide free fire/safety inspections to check the proper working order of smoke alarms</th>
<th>Red Cross, Jackman Moose-River Inter-local Fire Department</th>
<th>June 2020</th>
<th>Red Cross certified smoke detectors</th>
<th>Trained volunteers</th>
<th>Availability of volunteer Fire Chief coordinator</th>
<th>Leadership Team, Volunteer network, MRVC, Unity College Sky Lodge, Jackman Moose-River Fire Department</th>
<th># of homes inspected</th>
<th>Free fire /safety inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity 2.2</td>
<td>Install grab-bars, survey residents of where needed</td>
<td>Volunteer network coordinator, CHAT group</td>
<td>June 2020</td>
<td>volunteers for installation</td>
<td>Lack of funds, survey respondents/information on needed locations</td>
<td>Limited funds, lack of survey information, volunteer availability</td>
<td>Somerset Public Health, Leadership Team, Town Offices, CHAT, MRVC, Unity College Sky Lodge, AARP, Media outlets, Forest Hills School</td>
<td># of locations that grab-bar are installed in</td>
<td>Installed grab bars across the community where needed</td>
</tr>
</tbody>
</table>

**Objective #3: By September 2022 Jackman will have increased apartment availability for seniors**

<table>
<thead>
<tr>
<th>Activity 3.1</th>
<th>Establish additional apartments for senior residents</th>
<th>Reassign or create housing that is strictly for senior residents</th>
<th>August 2022</th>
<th>Forest Haven Apartments, Northland Living Center, PCHC building (abandoned nursing home facility)</th>
<th>Interested developers, senior residents in need of affordable housing</th>
<th>Landlords unwilling to accept lower rents</th>
<th>Leadership Team, Town Offices, PCHC, MRVC, VFW, American Legion, Ruffled Feathers, Federal delegation, AARP</th>
<th># of housing units established, # of residents served</th>
<th>Additional apartments establish for senior residents</th>
</tr>
</thead>
</table>

Who is responsible for maintaining and updating information: CHAT, AARP SUB-COMMITTEE

Frequency of meetings: Monthly
Outdoor Spaces and Buildings: Seniors want safety and more accessible spaces/buildings

Selected survey findings:

Respondents were asked to rate how important each of a list of possible outdoor spaces/buildings-relevant services are to older people in Jackman. Those services which more than 40% of the sample said were “very important” (column 2 in the table) are listed below. For each service, the last column gives the percentage of respondents who said the service already exists in the town; respondents feel that crucial services are not generally available.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Important</th>
<th>Already Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>Well-maintained, accessible public restrooms</td>
<td>56%</td>
<td>12%</td>
</tr>
<tr>
<td>Enforced speed limits</td>
<td>49%</td>
<td>16%</td>
</tr>
<tr>
<td>Well-lit safe intersections for walkers, bikers, and drivers</td>
<td>47%</td>
<td>15%</td>
</tr>
<tr>
<td>Walkable streets with sidewalks in good condition</td>
<td>44%</td>
<td>23%</td>
</tr>
<tr>
<td>A community policing or neighborhood watch program</td>
<td>42%</td>
<td>5%</td>
</tr>
<tr>
<td>Crosswalks with audio/visual signs</td>
<td>41%</td>
<td>10%</td>
</tr>
<tr>
<td>Safe outdoor recreational spaces</td>
<td>40%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Successes/positives: We have a lot of outdoor spaces (trails, the park); MRVC is there for the whole community, in addition to seniors; we have a skating rink (how many use it?); we installed picnic tables and benches in the park; there is a port-a-potty in the park in the summer; there is a trail in the park, a small one at the school, and one at Sky Lodge; we have basketball and tennis courts, which are well-maintained and used a lot; there are two gardens at the senior center, and residents are allowed to harvest produce from them; availability and accessibility of Talpey Field and the town park; sidewalks; senior gardens at MRVC.

Immediate actions: Support MRVC’s efforts (don’t reinvent the wheel--but what about the folks who can’t get to the center?); install benches elsewhere in town besides the park, so people can rest when they are out for a walk; develop a map showing trails/walking facilities and restrooms (this might also be useful to tourists in town); reinvigorate the garden club to beautify spaces, perhaps working with school students to do this; add flowers/green spaces around town and at the park; a gazebo at the town park; make needed repairs (e.g.,

Resident Comments:

- “We need wider sidewalks. They are uneven with too many up and down slopes. They are also not wide enough for wheel chairs, or for two people to walk side by side, so most people walk in the breakdown lane. “
- “We need a skating rink with handrails for the winter. Also a swimming pool with learn to swim programs and water exercises for seniors.”
- “The women that planted flowers in the town park had to give it up mainly because of age and health problems. Another generation needs to start a garden club to help keep our park pretty.”
dugouts and fence) to the ball field; add more port-a-potties around town if money can be found for this (e.g., there are no restroom facilities at the school for children/youth using the playground in the summer); promote broadband access for all; pave the walking path at the town park.

Longer-term actions: We need to do a better job clearing our sidewalks in winter (the town has no sidewalk plow, and only two public works employees—maybe we could get a grant for $10,000–$14,000 for a plow? But we might still have a problem with the state plowing snow back onto the sidewalks from the road); update the master plan for the park (including a paved walking path).

**Domain:** Outdoor Spaces & Buildings

**Goal:** To increase the accessibility and availability of outdoor spaces and buildings

**Collaborating organization(s) and partners:** Town of Jackman, Town of Moose River, Dennistown, Unity College Sky Lodge, CHAT, Leadership Team, Ruffled Feathers, Boy Scouts, JRCA, Forest Hills School, Scenic Byway Committee, Somerset Public Health,

<table>
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<tr>
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<th>Partnerships</th>
<th>Metrics</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Objective #1: Develop Community Gardens &amp; Benches</td>
<td><strong>Activity 1.1</strong> Plant flowers in community planters and increase # of planters in Town and maintain planter/flowers</td>
<td>Ruffled Feathers, Boy Scouts, Town of Jackman, volunteers</td>
<td>October 2019 then annually</td>
<td>Donated planters, Eagle Scout Project (existing planter repairs), MCF Grant funds, volunteers</td>
<td>Plants (both perennials and annuals), watering cans, tools, volunteers</td>
<td>The Potting Shed (if materials purchased outside of Jackman), volunteers,</td>
<td>Unity College Student Volunteers, Forest Society of Maine, Town of Jackman support</td>
<td>Network trail connecting Jackman to Sky Lodge in Moose River</td>
</tr>
</tbody>
</table>

Objective #2 Community Trail Development connecting Jackman to Sky Lodge

<p>| Activity 2.1 | Develop a network of running/walking/biking trails that connect Unity College Sky Lodge to the center of Town—a trail system that community members can utilize | Unity College Sky Lodge, Town Offices, CHAT Group, MVRC, Bureau of Parks and Land, Community Volunteers Chamber of Commerce, Unity College Sky Lodge, Town of Jackman, Town of Moose River, Dennistown, Scenic by- | September 2021 | Unity College Student Volunteers, Forest Society of Maine, Town of Jackman support | Picnic tables, volunteers, donated materials, community support | Lack of community interest ('We have enough trails') | Unity College Sky Lodge, MRVC, Boy Scouts, Forest Hills School, Town Offices, Bureau of Parks/Land, Leadership Team | # of trails developed, # of community volunteers, # of individuals using the trail system by season | Network trail connecting Jackman to Sky Lodge in Moose River |</p>
<table>
<thead>
<tr>
<th>Activity 2.2</th>
<th>Create Resource Guide  Develop map of trails, walking facilities, restrooms, etc.</th>
<th>Same as above</th>
<th>September 2021</th>
<th>Unity College Student Volunteers, Forest Society of Maine, Town of Jackman support</th>
<th>Paper, printing</th>
<th>Unity College Sky Lodge, MRVC, Boy Scouts, Forest Hills School, Town Offices, Bureau of Parks/Land, Leadership Team</th>
<th>Map completed, # of Maps distributed, Community trail map developed</th>
</tr>
</thead>
</table>

**Objective #3: By September 2021 the Jackman community will complete Town Park renovations**

| Activity 3.1 | Install Town Gazebo, and ADA accessible walking path to waterfront/beach | Town of Jackman, CHAT subcommittee, Parks and Recreation Committee | September 2021 | Maine Community Foundation Grant, AARP Grant (Pending), Budgeted municipal funds, donations | Financial capacity to complete the projects | Community Members that don’t want the park to change | Community members, Town Officers, media, potential donors, CHAT, Somerset Public Health | # of community members utilizing new park facilities | Town Park Renovations |

**Who is responsible for maintaining and updating information:** CHAT, AARP SUB-COMMITTEE

**Frequency of meetings:** Monthly
Transportation: Most drive but may need other transport options as they age

Selected survey findings:

- The vast majority of respondents (89%) say that they drive themselves to get around for things like shopping, doctor visits, or running errands; 7% ask others to drive them, and 5% report that they walk.
- When asked what factors make it hard to get to the places they need to go, nearly half (47%) cited darkness; 32% said they are uncomfortable asking for a ride; 21% cited need for money to cover gas or car ownership costs; and 21% noted a need for public transportation.

Respondents were also asked to rate how important each of a list of possible transportation-related services are to older people in Jackman. Those services which more than 40% of the sample said were “very important” (column 2 in the table) are listed below. For each service, the last column gives the percentage of respondents who said the service already exists in the town; respondents feel that crucial services are not generally available.

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<tr>
<th>Service</th>
<th>Very Important</th>
<th>Already Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation for people with disabilities and older folk</td>
<td>68%</td>
<td>16%</td>
</tr>
<tr>
<td>Affordable &amp; reliable public transportation</td>
<td>58%</td>
<td>7%</td>
</tr>
<tr>
<td>Volunteer driver transportation program</td>
<td>57%</td>
<td>26%</td>
</tr>
<tr>
<td>Transportation to volunteer in the community and to participate in social and recreational opportunities</td>
<td>55%</td>
<td>10%</td>
</tr>
</tbody>
</table>

(Note: The transportation domain was not discussed by the group at the January meeting; the following come from the notes participants made before the meeting and turned in at its conclusion)

Successes/positives: Ride sharing to and from Skowhegan.

Immediate actions: Support and grow volunteer drivers locally; developing a reliable public transportation service—which affordability is key.

Longer-term actions: In-town drivers (resident business)—two times per week, minimum number of passengers (6 passengers?), decreased cost per person ($5 per person?), drive to Wal-Mart, Hannaford, etc.

Goal: To provide easier mobility for seniors who can no longer drive themselves

Collaborating organization(s) and partners: Volunteer network Team, KVCAP, Town Offices, MRVC, Unity College Sky Lodge
<table>
<thead>
<tr>
<th>Objective</th>
<th>Activities</th>
<th>By whom</th>
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<th>Resources and support available/needed</th>
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<th>Partnerships</th>
<th>Metrics</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Objective #1: <strong>By June 2020 establish a Volunteer Drivers Brigade to meet local transportation needs of residents.</strong></td>
<td>Activity 1.1 Coordinate a volunteer driver network</td>
<td>Volunteer network coordinators, CHAT group</td>
<td>June 2020</td>
<td>Volunteers with vehicles and available time</td>
<td>Vehicles that are insured and safe, drivers with safe driving records</td>
<td>Lack of qualified and interested individuals</td>
<td>Town Offices, MRVC, Local businesses, Senior Residents, Ruffled Feathers, VFW, American Legion</td>
<td># of individuals served</td>
</tr>
<tr>
<td>Objective #2: <strong>Explore the possibility of weekly trips administered by Unity College Sky Lodge</strong></td>
<td>Activity 2.1 Organize a ride-share program using 12-passenger vans owned by Unity College Sky Lodge</td>
<td>CHAT, Unity College Sky Lodge, MRVC, Town Offices, Volunteer Network</td>
<td>June 2020</td>
<td>12-Passenger vans, volunteer drivers</td>
<td>Funds for gasoline, availability of drivers, community participants</td>
<td>Unity College Sky Lodge may have other programs that require van usage</td>
<td>Town Offices, media outlets, local businesses, MRVC, Ruffled Feathers, American Legion, VFW, Leadership Team</td>
<td># of trips taken to Skowhegan/Greenville, # of individuals served</td>
</tr>
</tbody>
</table>

**Who is responsible for maintaining and updating information:** CHAT, AARP SUB-COMMITTEE

**Collaborating organization(s) and partners:** Unity College Sky Lodge, Window Dressers, AmeriCorps, Maine Campus Compact, CHAT, Town of Jackman, Town of Moose River, Dennistown, Forest Hills School, Volunteer Network
Selected survey findings:

- Social isolation appears to be a problem for some of the sample. When asked how often they see family, friends, or neighbors in the community, 81% said several times a week, 9% reported occasionally, 7% indicated once every few weeks, and one person said rarely.
- 30% of the sample said their most common source of lifelong learning opportunities is the library, compared with 27% who cited the senior center; nearly half said “other.”
- 69% of the sample said that they feel included and respected as a resident of Jackman; another 24% said they feel this way most of the time.

Respondents were also asked to rate how important each of a list of possible social participation/inclusion/respect-related services are to older people in Jackman. Those services which more than 40% of the sample said were “very important” (column 2 in the table) are listed below. For each service, the last column gives the percentage of respondents who said the service already exists in the town; respondents feel that crucial services are not generally available.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Important</th>
<th>Already Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stores and activities that offer senior discounts</td>
<td>62%</td>
<td>5%</td>
</tr>
<tr>
<td>Community activities and events that are accessible and welcoming to people of all ages</td>
<td>49%</td>
<td>23%</td>
</tr>
<tr>
<td>Schools that involve older folk in events and activities</td>
<td>42%</td>
<td>18%</td>
</tr>
</tbody>
</table>

(Note: The respect and social inclusion (including social participation) domain was not discussed by the group at the January meeting; the following come from the notes participants made before the meeting and turned in at its conclusion)

Successes/positives: Potlucks; bingo/quilting; MRVC; basketball games.

Immediate actions: Increase opportunities for social engagement; book club/walking club; advocate for broadband; establish a seniors calling seniors program.

Longer-term actions: Partner with Unity/Sky Lodge for expanded “community center” (for all), and support senior programs that already exist there.

Goal: To Create more opportunities for social participation and inclusion in the Jackman Region

Collaborating organization(s) and partners: CHAT, MRVC, Unity College Sky Lodge, Leadership Team, Forest Hills School.
<table>
<thead>
<tr>
<th>Objective</th>
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<th>Metrics</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective #1: By June 2020 there will be an increase in senior gatherings with improved coordination/recognition of volunteer services and programs for older adults in the community</td>
<td><strong>Activity 1.1</strong> Coordinate with community groups to host one senior lunch each week, four a month</td>
<td>Somerset Public Health local advocate, volunteer coordinator</td>
<td>March 2020</td>
<td>Physical spaces for luncheons to take place</td>
<td>Donated foods, serving supplies, volunteers, paper products</td>
<td>Local restaurants</td>
<td></td>
<td>Increased number of senior luncheons</td>
</tr>
<tr>
<td></td>
<td><strong>Activity 1.2</strong> Further develop Mug-up-Mondays through Communicating to the community the goal of Mug-Up-Monday’s and extend invitations to those in need</td>
<td>Somerset Public Health Local advocate, CHAT group, MRVC</td>
<td>April 2020</td>
<td>MRVC, Somerset Public Health Grant support, in-kind donations</td>
<td>Participation, funds, community awareness, volunteer availability</td>
<td>Individuals in need of support services that are resistant or unaware of programming</td>
<td>CHAT, MRVC, Leadership Team, Media outlets, Community churches,</td>
<td></td>
</tr>
<tr>
<td>Objective #2: By September 2020 increase the number of school/community activities that are intergenerational</td>
<td><strong>Activity 2.1</strong> Establish new events, find volunteers to manage events, communicate new events to the community</td>
<td>MRVC Staff members, Chat group, community volunteers, Unity College Sky Lodge</td>
<td>September 2020</td>
<td>Current events (Bingo, Poker, Quilting, Crafts, etc.), MRVC staff members, CHAT group</td>
<td>Additional events, trained instructors, events that encourage intergenerational participation, resources to run programming (walking club, book club, etc.)</td>
<td>If there are individuals/businesses that teach activities for a price—per class (MRVC programming is generally free to the public)</td>
<td>Leadership Team, CHAT, MRVC, Unity College Sky Lodge, Forest Hills School, Community Churches, Ruffled Feathers, Media outlets, Caregivers, Senior Residents, Forest Haven Association,</td>
<td></td>
</tr>
</tbody>
</table>

Who is responsible for maintaining and updating information: AARP, CHAT SUB-COMMITTEE

Frequency of meetings: Monthly
Community Support and Health Services: Seniors want more information about what is going on in the Jackman area, and health/in-home services

Selected survey findings:

- 14% completely agreed that “It is easy for me to get good quality health services in the Jackman area”; 25% completely disagreed with this statement.
- 73% say that they have the healthcare services they need.
- 19% of respondent’s report that they have fallen in the past year, and one quarter have concerns about falling.
- 60% say that they engage in some form of physical exercise (such as walking, yoga, biking or strength training) several times a week; 6% report that they rarely or never do this.
- 16% indicate that a disability or chronic illness keeps them from being as active as they want to be.
- 12% of the sample says that it is a problem for them to pay for their medications; 19% say that it is sometimes a problem, and 69% say it is not a problem.
- Nearly all respondents indicate that they get their food at the supermarket; other reported food sources are their garden (28%), the farmer’s market (17%), local farms (13%), a food pantry (11%), or a convenience store (9%). One person volunteered that they sometimes do not have enough food.
- 89% of the sample reports that they use the Internet several times a week. Six percent say they never use it, and 6% report they have no Internet access.
- 91% communicate with others via phone, 70% through email, and 67% by Facebook.
- When asked which resources they would use if they, a family member, or a friend needed information about area services for older people, they most often cited the town office (70%), family or friends (50%), the Internet (46%), a medical provider (35%), Somerset Public Health (19%), Spectrum Generations (17%), faith-based organizations (15%), the phonebook (15%), or Redington-Fairview General Hospital (13%)

Respondents were also asked to rate how important each of a list of possible community support/health services/communication-related services are to older people in Skowhegan. Those services which more than 40% of the sample said were “very important” (column 2 in the table) are listed below. For each service, the last column gives the percentage of respondents who said the service already exists in the town; respondents feel that crucial services are not generally available.
Very Important | Already exists
--- | ---
Easy access to quality urgent and routine healthcare | 74% | 11%
Caregiver support services (including respite) | 69% | 2%
In-home help: meal preparation and light housekeeping | 66% | 4%
Trusted assistance with bill paying, filling-out forms, etc. | 53% | 7%
A central place to get community information | 52% | 16%
Recreation, wellness and fitness for older folks | 48% | 17%
Easy to find information about programs and services that will help me age safely and comfortably in my home | 47% | 15%
Easy to find information about financial help | 45% | 7%

Successes/positives: We have a limited newsletter service; we get deliveries of fresh vegetables from a farm every two weeks; the health center is still open, offering excellent 24/7 access to medical care with follow-up; we have excellent health center staff, offering personalized care and attention; the town offers fire and rescue services; residents are willing to help each other; we have a weekly exercise program (a Matter of Balance class) at the Center; evidence-based programming is offered locally (e.g., diabetes prevention); people can walk indoors at the school early in the morning, as well as at home; Unity/Sky Lodge wants to be a center serving the whole community; meals on wheels are delivered on all weekdays, and those visits are also used to make sure recipients are doing ok; staff at PCHC can help residents with health care issues; fitness classes at MRVC; the weight room at Forest Hills School.

Immediate actions: Expand gym availability (school and MRV Center/Sky Lodge); continue/expand evidence-based preventive health care work (e.g., health/wellness education classes on things like living with chronic pain, walking programs like the one at the school in early mornings); work on having a community nurse (or certified medical assistants/personal care assistants, which require less certification) provide home visits; look at ways to make existing communication with/within the community more effective; expand senior newsletter distribution (this is now under way); look into ways to expand the hard-copy newsletter (now limited to four pages)--it is a good way to communicate with seniors who don’t have email; work on lengthening the email version of the newsletter; better link key local websites (e.g., health center, Chamber of Commerce, Border Riders, towns of Jackman and Moose River)--for example, post a link on all of them to the on-line newsletter; work on developing a community bulletin board (Sky Lodge/Unity is interested in this--maybe also the Chamber of Commerce?); consider making greater use of local special interest sites on Facebook (e.g., Jackman Exchange?) for communication; expand regular check-in calls to seniors to make sure they are doing ok (the sheriff/Emergency Preparedness offer this); publicize to residents which agency to call if they want a regular check-in call; offer help with taxes to residents (e.g., United Way trains folks on this); work on a book club and/or a walking group (this would promote social inclusion as well); coordinate with high school students and K of C to provide volunteer help to seniors (e.g., with shoveling).

Longer-term actions: We need physical therapy services locally (Bingham used to come here--if we want to access Greenville services we need to go there--we can’t access these services via tele-health); could we get cardiac rehab services here as well? (though we probably only have 4-5 patients a year who need it); continue discussions about establishing an adult day care program for folks who have dementia (this will be studied as part of the MeHAF grant)--we’re now taking baby steps on this with the caregiver group; explore offering care to this population by having volunteers or medical staff go into homes, instead of in addition to having center-based care.

Goal: To maintain 24/7 Emergency care and community support services that promote a healthy community
Collaborating organization(s) and partners: PCHC, Jackman Moose-River Fire Department/Ambulance Division, CHAT, Somerset Public Health

<table>
<thead>
<tr>
<th>Objective</th>
<th>Activities</th>
<th>By whom</th>
<th>By when</th>
<th>Resources and support available/needed</th>
<th>Potential barriers or resistance</th>
<th>Partnerships</th>
<th>Metrics</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective #1: By December 31, 2021 create and implement a plan to deliver home health care to area residents</td>
<td><strong>Activity 1.1</strong></td>
<td>Develop home healthcare</td>
<td>PCHC, CHAT group, Somerset Public Health, Northland Living Center</td>
<td>December 2021</td>
<td>PCHC, interested community members with a need for home health services</td>
<td>Home health provider, trained individuals to provide care</td>
<td>Finding a home health care organization willing to operate in the Jackman area</td>
<td>Leadership Team, Northland Living Center, Forest Haven Association, Senior Community members</td>
</tr>
<tr>
<td></td>
<td><strong>Activity 2.1</strong></td>
<td>Establish exercise/balance classes at MRVC</td>
<td>MRVC, trained instructors</td>
<td>October 2019 ongoing</td>
<td>Physical space at MRVC, interested instructors, community participants</td>
<td>Additional funding to support programming</td>
<td>Forest Hills School—weightlifting program (paid for by participants)</td>
<td>Community members interested in fitness, media outlets, Unity College Ski Lodge, Town Offices, Leadership Team</td>
</tr>
<tr>
<td></td>
<td><strong>Activity 2.2</strong></td>
<td>Provide healthy eating and livability courses for community members</td>
<td>MRVC, Somerset Public Health</td>
<td>July 2019 ongoing</td>
<td>Physical space at MRVC, trained instructors</td>
<td>Additional funding, more interest among residents, community awareness</td>
<td>No known barriers</td>
<td>Mountain Country Supermarket, PCHC, Northland Living Center, MRVC</td>
</tr>
<tr>
<td>Objective #2: By January 2020 a series of evidence based programs for promoting health and well-being will be offered in the community</td>
<td></td>
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<tr>
<td>Objective #3: Local communities will assist in supporting 24/7 emergency medical care</td>
<td><strong>Activity 3.1</strong></td>
<td>Participate in annual fund drive for PCHC donations, create healthy endowment fund with MCF</td>
<td>CHAT members, Leadership Team, volunteers, PCHC</td>
<td>Ongoing annually</td>
<td>Supportive members of the community willing to donate time/funds</td>
<td>Additional volunteers and donations from outside donors (for endowment)</td>
<td>No known barriers</td>
<td>MCF, various donors throughout Maine/USA, community members</td>
</tr>
<tr>
<td>Objective #4: By January 2020 enhance access to program information for older adults through technology</td>
<td><strong>Activity 4.1</strong></td>
<td>Establish an Age Friendly web site for the community to be hosted on the town(s) web pages</td>
<td>CHAT members, Leadership Team, volunteers, Town selectman and managers</td>
<td>By January 2020</td>
<td>Supportive members of the community willing to donate time/funds</td>
<td>Someone to maintain the site</td>
<td>Time to keep it updated, Funding needs</td>
<td>Leadership Team, Northland Living Center, Forest Haven Association, Senior Community members</td>
</tr>
<tr>
<td>Activity 4.2</td>
<td>Increase membership for the Moose River Valley Center News letter</td>
<td>Unity College Sky Lodge</td>
<td>Ongoing</td>
<td>Over 140 supportive members of the community currently receiving the newsletter</td>
<td>Continued support from the college</td>
<td>No known barriers</td>
<td>Unity College, Leadership Team, Northland Living Center, Forest Haven Association, Senior Community members</td>
<td># of new members receiving the newsletter</td>
</tr>
</tbody>
</table>

**Who is responsible for maintaining and updating information:** Unity College Sky Lodge, CHAT and AARP SUB-COMMITTEE

**Frequency of meetings:** Monthly
Selected survey findings:

Respondents were asked to rate how important each of a list of possible civic participation/employment-related services are to older people in Jackman. Those services which more than 40% of the sample said were “very important” (column 2 in the table) are listed below. For each service, the last column gives the percentage of respondents who said the service already exists in the town; respondents feel that crucial services are not generally available.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Important</th>
<th>Already Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opportunities to learn new technology (phone, internet)</td>
<td>51%</td>
<td>9%</td>
</tr>
<tr>
<td>Job training for people who want to learn new skills</td>
<td>44%</td>
<td>4%</td>
</tr>
<tr>
<td>Flexible part- and full-time jobs that older folk can do</td>
<td>44%</td>
<td>18%</td>
</tr>
</tbody>
</table>

(Note: The civic participation and employment domain was not discussed by the group at the January meeting; the following come from the notes participants made before the meeting and turned in at its conclusion)

Successes/positives:

Immediate actions: Hold a community service day in the spring.

Longer-term actions: Broadband.

Goal: To keep older citizens civically engaged and ensure/improve communication in the community

Collaborating organization(s) and partners: Town of Jackman, Town of Moose River, Dennistown, Media outlets, Volunteer Network, Forest Hills School, Leadership Team, Unity College Sky Lodge, Chamber of Commerce
Objective #1: Civically engage senior residents of the Jackman Region

<table>
<thead>
<tr>
<th>Activity 1.1</th>
<th>Check feasibility of Tax Credit Program for volunteers</th>
<th>Research Maine Statutes, propose Tax Credit Program to the Board of Selectmen for FY 2020</th>
<th>Jan. 2020</th>
<th>Maine Municipal Association, other Towns that have successfully implemented a volunteer tax credit program</th>
<th>Interested volunteers</th>
<th>Taxpayers may resist if they feel their taxes will ‘go-up’ or be negatively impacted by a tax credit program for volunteers</th>
<th>Town of Jackman, Town of Moose River, Dennistown, Taxpayers, Board Members, Leadership Team, Volunteer network,</th>
<th># of tax credit granted, # of participants</th>
<th>Tax credit approved to engaged senior residents</th>
</tr>
</thead>
</table>

Activity 1.2 Host a successful Fundraiser festival for PCHC & Ambulance Division | Nancy Lessard, CHAT subcommittee, PCHC, volunteers, | August 2019 | Town Park (venue), vendors, food, volunteers, events, etc. | Additional volunteers, communication of event for widespread participation | No known barriers | Leadership Team, Local businesses, Community Members | # of participants, funds raised through event | Festival held |

Activity 1.3 Create Interlocal CHAT committee, supported by municipalities | CHAT group, municipalities | December 2019 | Chat committee members, supportive members of municipal boards | Approval from Moose River, Jackman, Dennistown selectpersons | Potential for Board members to disapprove of the idea | Leadership Team, CHAT, MRVC, Town officials, PCHC, Ambulance division | # of participants on committee from different towns/organisms territories | Inter-local CHAT supports by municipalities |

Activity 1.4 Encourage more senior discounts by local businesses | Local business owners, CHAT members | September 2020 | Local businesses, media outlets, Senior Residents | Number of senior residents | Agreement with local businesses to allow for senior discounts | Leadership Team, Forest Hills School, CHAT, MRVC, Town Offices | # of discount agreements created | Local businesses offer more senior discounts |

Objective #2: By January 2020 a position of Aging in Place Coordinator will be established

| Activity 2.1 | Create a position to coordinate aging in place initiatives | Town of Jackman, Town of Moose River, Dennistown (Paid by Stipend) | Jan. 2021 | Interested individual, current program (to be further developed) | Approval from Board of Selectmen, Budget Committee, Town(s) | Taxpayers may not support a stipend paid position | Town Officials, interested community members, Leadership Team, Volunteer network | New position created and hired | A created position to coordinate aging in place initiatives |

Who is responsible for maintaining and updating information: CHAT AARP SUB-COMMITTEE

Frequency of meetings: Monthly

In Closing

For more information on the senior survey and current activities of the Jackman Age-Friendly Committee, see the Town of Jackman Web site http://jackmanme.net/ and click on Useful Links then click on the Age Friendly Community link.

To volunteer and help the activities for seniors, contact Town manager Victoria Forkus 207-668-2111 or Denise Plante 207-668-9554

Report Designed with assistance from Somerset Public Health and Ken Town, Evaluation Consultant.