

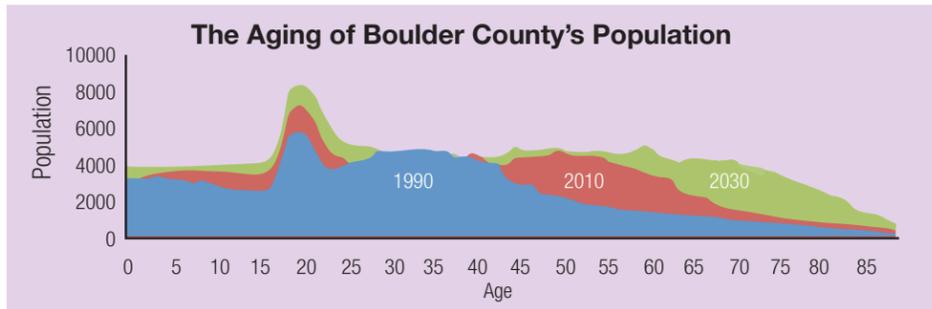
## Age Well Strategic Plan

Boulder County is aging. Older adults represent the fastest growing segment of the county's population. Age Well Boulder County is a community-wide strategic planning initiative to encourage a healthier, more age-friendly community. This collaborative effort reflects data collected from government agencies, older adults, and local service providers, and establishes goals and strategies to encourage a more age-friendly future. View the plan at [www.AllAgeWell.com](http://www.AllAgeWell.com).

**63,000+** Boulder County residents are 60 years or older

**8,000+** Older adults in Boulder County live alone

**250%** Increase in adults age 80+ by 2040



## A Community of Providers

While we provide many direct services, we also fund and coordinate services through a network of partner agencies. Our partners augment and diversify available services in our community. 90% of our clients report that these services help them maintain or improve their independence. More than \$1 million dollars were awarded to or spent on programs in partnership with the following local, regional, and national organizations, including:

- All Valley Home Care
- Boulder Community Health
- Boulder County CareConnect
- Boulder County Legal Services
- Boulder Medical Center
- Boulder Nutrition and Exercise
- Boulder Senior Services
- Center for People with Disabilities (CPWD)
- Consortium for Older Adult Wellness (COAW)
- Complete Home Health Care
- Emergency Family Assistance Association (EFAA)
- Ensign Skills Center
- Erie Active Adults
- Estes Park Home Care
- First Light Home Care
- Home Helpers
- Lafayette Senior Center
- Longmont Senior Services
- Longmont United Hospital
- Louisville Senior Services
- Mental Health Partners
- Nederland Area Seniors
- OUR Center
- Rocky Mountain Legal Center
- Sister Carmen
- Solera Health
- Touching Hearts at Home

## Age Well Conference

The 2017 Age Well Conference, our annual professional event to build our community of thinkers and doers on aging and aging services, was our largest yet:

**272** Attendees

**66** Exhibitors

**18** Presenters



## About the Area Agency on Aging (AAA)

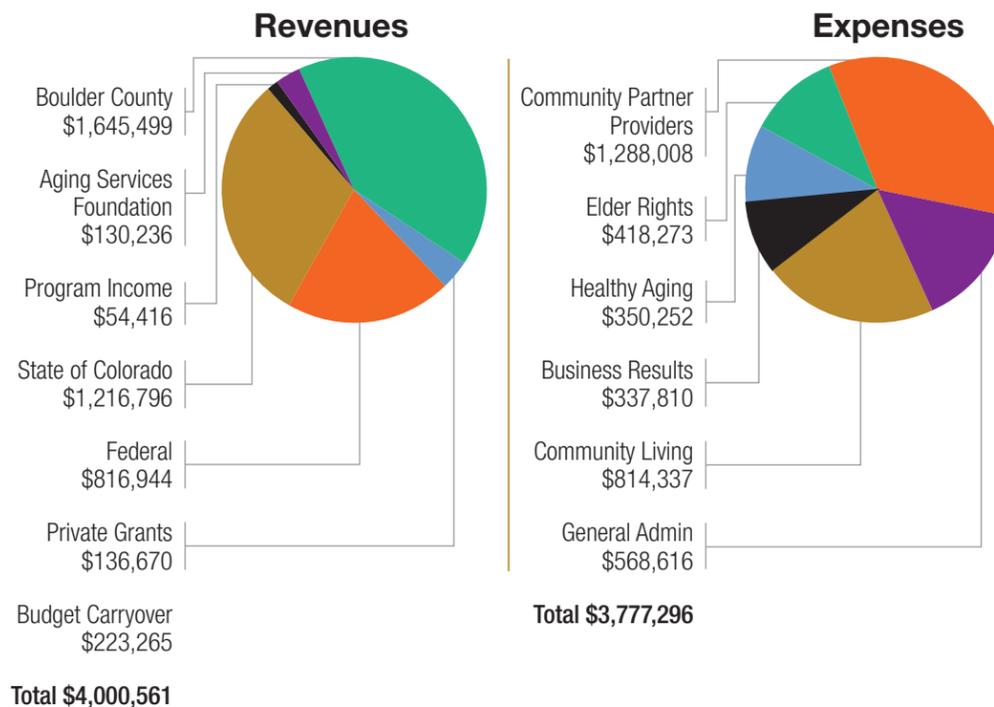
Established in 1990, the Boulder County Area Agency on Aging (BCAAA) is a nationally recognized and award winning division of county government. Our professional staff of 35 is devoted to the BCAA mission to deliver, fund, and advocate for services that promote well-being, independence, and dignity for older adults, people with disabilities, family caregivers, and veterans in Boulder County.



Area Agencies on Aging (AAA) were established through the Older Americans Act of 1965, the first federal initiative aimed at providing comprehensive services for older adults. The act created a National Aging Network comprised of federal and state groups, and local AAAs. There are currently over 600 AAAs across the U.S.

## Funding

The AAA is funded through county government funds, state and federal government grants, private grants, and corporate and individual contributions. We are fortunate to be able to augment these funds with support from the Aging Services Foundation and other local charities. These additional funds allow us to develop, deliver, and sustain a higher quantity and quality of services for our community.



Information & Assistance for Aging Well  
**303-441-1617**  
[www.BoulderCountyAging.org](http://www.BoulderCountyAging.org)



# 2017 AREA AGENCY ON AGING ANNUAL REPORT



AREA AGENCY ON AGING  
 COMMUNITY ACTION PROGRAMS  
 COMMUNITY JUSTICE SERVICES  
 CHILD PROTECTION REVIEW TEAMS  
 HEAD START  
 HEALTHY YOUTH ALLIANCE  
 VOLUNTEER INITIATIVES  
 WORKFORCE BOULDER COUNTY

Generating a Lifetime of Opportunities

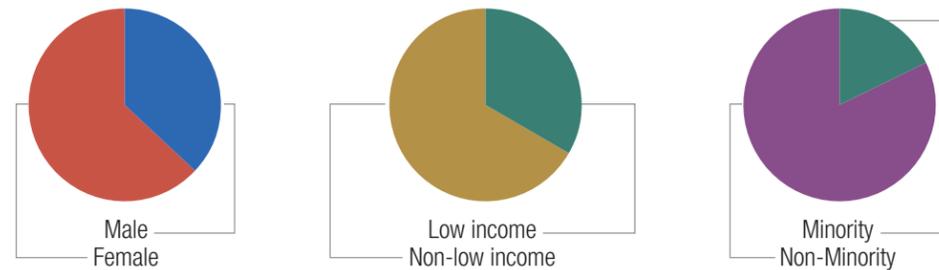
## Aging in Place

The Boulder County Area Agency on Aging funds and provides an array of services that promote opportunities and outcomes for aging well. Our services help people connect and engage with their communities, maintain or improve their mental and physical health, and avoid costly and deleterious life events and situations.

## Who We Serve

We work to answer questions and meet the needs of people age 60 and older; adults with disabilities; family and friends caring for seniors; veterans; and aging services professionals. Here's a snapshot of who we served in 2017:

**15,000+** people served



**90%** of clients attribute our services to helping them maintain or improve their independence at home, in the community.

**85%** of our clients report that they would not be able to afford services without our funding.

## Direct Services in our Community

In partnership with many local organizations, the services we funded and delivered in 2017 include:

**17,882** rides to grocery stores, appointments, and more

**948** hours of legal assistance

**7,554** hours of grocery deliveries, snow removal, and yard work

**9,335** hours of in-home chore and homemaker assistance

**300+** instances of emergency and short-term material aid, including car repairs, hearing aids, rent assistance, and utility assistance

**796** hours of mental health counseling

**2,000** hours of options counseling and case management delivered in mountain and rural communities

## Veterans Services

Our Veterans Services Office had **754** in-person meetings with and fielded **11,007** calls from veterans and their families to help them navigate and access VA and disability benefits, locate and manage military records, access home and small business loans, and much more.

## Aging Well

We help our community understand and manage the complexities of aging, and guide people to access services and resources that promote aging well.

## Healthy Aging

Our Healthy Aging programs help older adults learn how to take control of their health and wellbeing, and access healthy eating options. We offer evidence-based wellness classes, nutritional education, meals, dental assistance, and more:



**14,000** congregate and home-delivered meals funded, with 85% of recipients reporting that meals help them maintain or improve their independence

**907** people attended over 40 different activities during Falls Prevention Week. We met or exceeded the expectations of 93% of participants

**91%** of dental services clients with pre-service mouth pain experienced a reduction in pain, and 58% of all dental clients reported better eating habits after receiving dental services

**204** people received 357 hours of nutritional counseling in English or Spanish

## Family Caregiver Support

We also offer a variety of services for family caregivers, including educational events and resource fairs, information on and referrals to community resources, evidence-based skill development and stress management trainings, and respite assistance:



**4,582** hours of caregiver respite funded

**426** family caregiver information and assistance sessions

## Respite and Companion Volunteers

Roughly 300 people volunteer with BCAA each year, contributing over 7,000 hours of service in nearly every area of our work. Our Respite & Companion Volunteer program helps caregivers take breaks, and provides socialization opportunities for isolated older adults:

**100%** of clients in our Companion Volunteer Program say social visits from volunteers help maintain or improve their emotional wellbeing

**93%** of caregiver clients in our Caregiver Respite Volunteer Program say our program allows them more time to take care of themselves

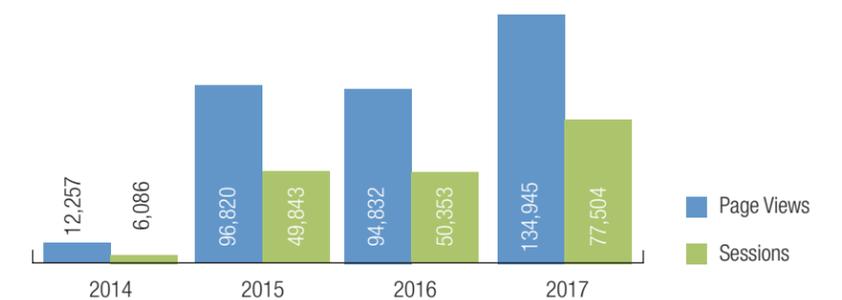
**95%** of clients in our Companion Volunteer Program are very satisfied with their volunteer matches

**92%** of caregiver clients in our Caregiver Respite Volunteer Program say our program helps them reduce stress

## Informed Aging

We also provide information, education, and counseling on many aging-related topics. The Aging and Disability Resource Center (ADRC) is our front door, where clients call, visit online, or schedule appointments with resource options counselors:

Traffic to our online resource directory, [www.BoulderCountyHelp.org](http://www.BoulderCountyHelp.org), is growing:



**2,698** calls were fielded by our Resource Options Counselors, a 27% increase from 2016

**4,359** referrals were made by our team to internal and external programs and services

## Medicare Education & Counseling

Our Medicare counselors help thousands of older adults understand and navigate their Medicare benefits through classes and individualized consultations:

**3,053** Medicare education and counseling client contacts

**98%** of clients report increased understanding of Medicare

**89%** of clients are more confident about making Medicare-related choices after taking our class



## LGBTQ

We recognize the importance of encouraging community and providing services to the LGBTQ older adult population - in responsive ways. We facilitate social support groups and community development projects, and design and deliver trainings for professionals working with LGBTQ older adults:

**900** recipients of our monthly Rainbow Elders e-newsletter

**179** professionals trained on how to be more responsive to LGBTQ elders through our Project Visibility class

**159** guests at our annual Lavender Gala community party

## Advocating for Residents' Rights

Our Long-Term Care Ombudsmen advocate for the rights of residents living or staying in long-term care and rehab facilities:

**644** long-term care facility visits and 787 client consultations by our Ombudsmen

**Top 3 LTC resident complains we fielded:**

1. Dignity / Respect
2. Discharge / Eviction
3. Medication Administration