

**2019**

AREA AGENCY ON AGING

# ANNUAL REPORT



AREA AGENCY ON AGING  
COMMUNITY ACTION PROGRAMS  
COMMUNITY JUSTICE SERVICES  
HEAD START  
HEALTHY YOUTH ALLIANCE  
STRATEGIC INITIATIVES  
WORKFORCE BOULDER COUNTY

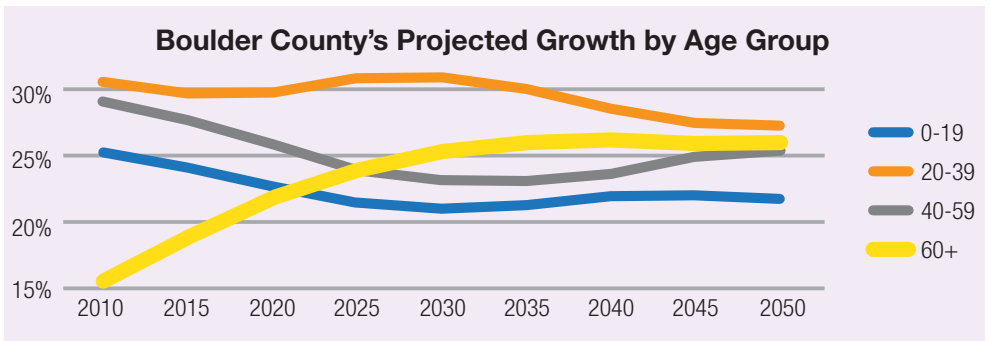
**Generating a Lifetime of Opportunities**

# Boulder County Age Well Strategic Plan

Boulder County is aging. As we live longer and healthier lives, our demographics are changing, with 26% of our population projected to be 60+ by 2035, up from 19% in 2015. This increase is projected to be sustained through at least 2050. Some of the most dramatic increases in population will occur in our community's 80+ population. Adults 80+ years old are projected to increase 244% by 2050. These unprecedented demographic shifts will have far-reaching impacts for years to come, especially on agencies that provide supportive services to adults 60+. Boulder County has the opportunity now to plan for how best to meet community needs and help residents age in the county.

**68,000+** Boulder County residents are 60 years or older

**16,000+** Residents 60 years or older live alone



For nearly three decades, BCAAA has worked with partners in community strategic planning efforts to align resources and services to the population shift. In 2019, as part of the Age Well Strategic Plan, BCAAA released the Aging in Boulder County: Past, Present, Future Report, which brought together community feedback alongside local, state, and national data on aging. In November 2019, the BCAAA co-hosted the Age Well Boulder County Stakeholder Summit with municipal-level aging services, providing a unique opportunity for the people, organizations, and systems that influence how we age to come together to dialogue and brainstorm ideas and solutions for the future. The strategic planning process undertaken by BCAAA in 2019 alongside new data from community partners will inform development of an Action Plan. The plan highlights and prioritizes current community needs during the pandemic and resulting economic challenges, guiding funding and service delivery to best address needs of Boulder County residents.

Area Agencies on Aging (AAAs) were established through the Older Americans Act Comprehensive Services Amendments of 1973, part of the federal initiative for providing comprehensive services for older adults. AAAs maximize private and public resources to ensure that essential services are available to minority, frail, rural, and low-income older adults to help people remain in their homes as they age, decrease social isolation, and improve wellness. These organizations play a pivotal role in assessing local needs, developing programs, and creating service plans that build upon local community strengths. BCAAA maximizes service potential and avoids duplication of effort by partnering with existing local agencies. AAAs provide or fund services in five broad categories, including community-based services, elder rights, information and assistance, in-home services, and support for family and informal caregivers.

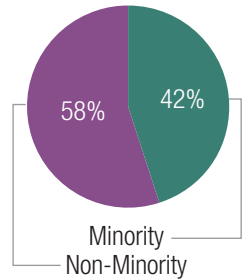
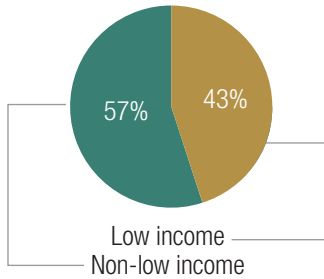
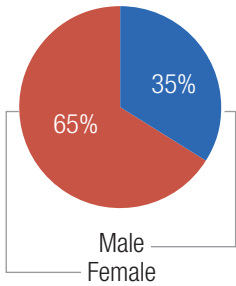
# Independence

BCAAA helps people of all means, backgrounds, and abilities connect and engage with their communities, navigate and access available services, make more informed choices, and better manage the process of getting older or caring for a loved one.

## Who We Serve

BCAAA serves older adults, people living with disabilities, family and informal caregivers, and veterans with information and assistance, case management, and referrals to many internal and community-based services and programs. We also collaborate with and educate professionals serving older adults.

# 15,000+

 people served

## Direct Services in our Community

We fund, coordinate, and promote services through a network of mission-driven partner agencies. In 2019, more than \$2 million was awarded to or spent on programs to deliver services to the community. In partnership with these providers, we funded and delivered the following in 2019:

13,352 rides to grocery stores, appointments, and more

850 hours of legal assistance

As a result of increased budget, more units of service were provided to the community in 2019 than in 2018:

8,554 hours of grocery store deliveries, snow removal, and yard work, a 178% increase from 2018

10,247 hours of in-home chore and homemaker assistance, a 56% increase from 2018

295 instances of emergency and short-term material aid like hearing aids, car repair, and rent and utility assistance

1,093 hours of mental health counseling for older adults and caregivers, 37% increase from 2018

## Aging in Community

We provide information, education, and guidance on many aging-related topics. Our *Resource Specialists* at the *AAA Resource Line* connect older adults and family or informal caregivers to supportive services as needs evolve, helping residents who are 60+ age in the places they call home. *Resource Specialists and Navigators* had **4,151 contacts with the community** in 2019, up 16% from 2018, and provided clients with **3,649 referrals to community partners** in 2019. Many clients choose to visit our online directory for resources. We have seen an increase in website visits and webpage views each year since the inception of [www.BoulderCountyHelp.org](http://www.BoulderCountyHelp.org), including a 74% increase in website visits from 2018 to 2019.

## Wellbeing

BCAAA recognizes that a little help at home can go a long way toward reducing or delaying negative health outcomes, hospital visits, and long-term care stays. Every service we provide and fund helps people manage, maintain, or improve their health and quality of life.

## Aging Well

We offer nutrition education, congregate and home-delivered meals, evidence-based wellness classes, and dental assistance to improve the lives of older adults.

**14,177**

congregate and home-delivered meals were funded by BCAA in 2019, up 5% from 2018

**100%** of congregate meal participants were satisfied with opportunities for social connection at their respective sites

**92%** received needed information on resource connection

**453**

hours of nutrition counseling were delivered in English and Spanish

**99%** of participants report feeling more confident in making decisions regarding their diet choices

**83%** of participants report that the program helped them maintain or improve their independence

**711** dental procedures for 99 lower income older adults to reduce mouth pain and improve diets

**206** people participated in evidence-based health programs

**12** diabetes support group classes were held, serving a total of 88 participants

## Medicare Education & Counseling

Our Medicare Counselors connect with older adults and caregivers to provide education through classes and individual consultations to help folks navigate their Medicare benefits.

**2,929** Medicare education and counseling client contacts

**96%** of clients would recommend our Medicare Counseling program to a friend

**93%** of clients feel more confident about making choices among Medicare programs after participating in the Medicare counseling program

**88%** of clients say the services they received through the Medicare Counseling Program helped them maintain or improve their independence

## Family and Informal Caregiver Support

Many people find themselves, at some point in their lives, assuming the role of family or informal caregiver – to a spouse, partner, adult child, a sibling, parent, friend, a neighbor, or other person in their life. Caregiving can be challenging and stressful, and can place great pressure on one's well-being, job status, and finances. We provide a variety of services for informal and family caregivers, including education events, information, referrals, training, and respite assistance.

**7,045** hours of caregiver respite funded for 59 caregivers

**73** caregivers took the National Caregiver Training Program and Powerful Tools for Caregivers courses

**1,576** recipients of the Resources for Caregivers e-newsletter at the end of 2019

## Connection

BCAAA staff and volunteers are in the community, directly connecting to folks in need. Our programs are specialized to serve populations with specific needs who seek advocacy, resources, and connection to improve their health and wellbeing.

## Volunteer Impact

Our talented and generous volunteers make a huge impact in our community. They deliver food to physically isolated older adults, provide education to family and informal caregivers, advocate with and on behalf of older adults, advise the BCAA on funding and community needs, connect with socially isolated older adults, advocate for residents of long-term care homes, educate Medicare beneficiaries, and provide health education classes. Our **249 volunteers** provided **8,911 hours of service** to the community in 2019. Of this dedicated group, **130 folks** from the *Respite & Companion Volunteer Program* provided **5,001 hours of respite and connection** in 2019.



## Veterans Services

The Boulder County Veterans Services Office (VSOs) develops and submits claims for benefits to the Department of Veterans Affairs for disability compensation, pension, death pension, medical benefits, burial benefits, insurance, education, home loans, record requests, and various benefits through other government agencies. In 2019, our VSOs fielded **9,686 calls from veterans and their families** and conducted **933 in-person meetings**.

## LGBTQ+

Recognizing the importance of combating isolation and creating connections for the LGBTQ+ older adult community, BCAA piloted the Rainbow Connections program in late 2019. The program matches volunteers with LGBTQ+ older adults to combat the negative impact on mental and physical health associated with social isolation. To date, volunteers have dedicated **156 hours to their program partners**. Our long-standing LGBTQ+ programming continues through Rainbow Elders and Project Visibility.

**1,225** recipients of our monthly Rainbow Elders e-newsletter

**105** guests at our annual Lavender Gala – providing an opportunity to connect during the holidays

**332** professionals and community members trained on how to be more responsive to LGBTQ+ older adults through our Project Visibility class, a 166% increase from 2018

## Long-Term Care Residents' Rights

Our Long-Term Care Ombudsmen advocate for the rights of residents living or staying in skilled nursing, assisted living, and rehabilitation facilities.

**532** long-term care facility visits and 582 client consultations by our Ombudsmen

### Top 3 LTC resident complaints fielded by Ombudsmen:

1. Dignity and Respect
2. Discharge/Eviction
3. Medications



# About the Boulder County Area Agency on Aging (BCAAA)

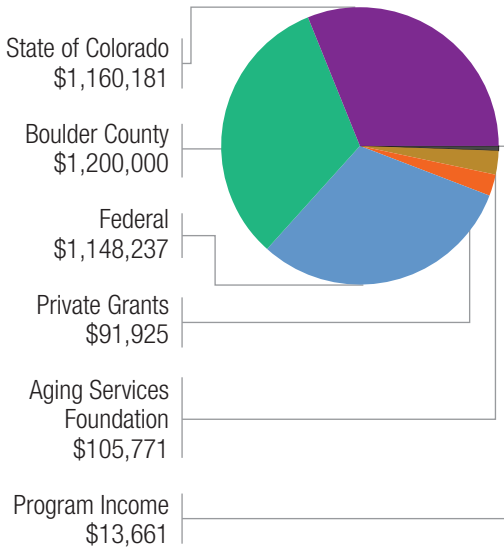
BCAAA is devoted to a long-standing mission to deliver, fund, and advocate for services that promote the well-being, independence, and dignity for older adults, people living with disabilities, family and informal caregivers, and veterans. BCAA was established in 1990 and is a nationally recognized and award-winning division of county government.



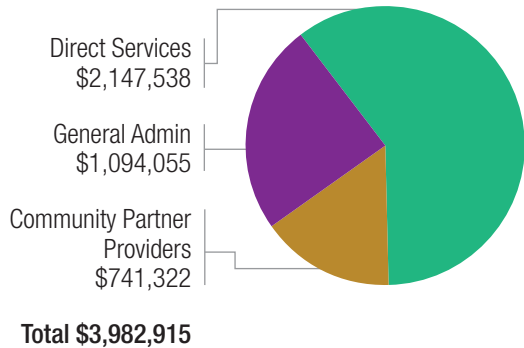
## Funding

BCAAA is funded through federal and state government grants, Boulder County funds, private grants, and corporate and individual contributions. Boulder County government augments state and federal grant funds with local county funds. BCAA also receives funding support from the Aging Services Foundation and other local charities. These additional funds allow the organization to develop, deliver, and sustain a higher quantity and improved quality of services for our community.

### Revenues



### Expenses



Expenditures in excess of revenues reflect use of revenues received in the previous calendar year.

**Total \$3,719,775**



AAA Resource Line

**303-441-1617**

[www.BoulderCountyAging.org](http://www.BoulderCountyAging.org)

If you have any questions about this report, please contact us at [bcaaa@bouldercounty.org](mailto:bcaaa@bouldercounty.org).