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.

About the Boulder County Area Agency on Aging (BCAAA)

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Funding

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Annual Report

Expenditures in excess of revenues reflect use of revenues received in the previous calendar year.
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If you have any questions about this report, please contact us at bcaaa@bouldercounty.org.

ANNUAL REPORT

Revenues

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<tr>
<th>Source</th>
<th>Amount</th>
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<tr>
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<tr>
<td>Boulder County</td>
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<td>Federal</td>
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<td>Aging Services Foundation</td>
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<td>Program Income</td>
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<td><strong>Total</strong></td>
<td><strong>$3,719,775</strong></td>
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Expenses

<table>
<thead>
<tr>
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<td>Direct Services</td>
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<td>General Admin</td>
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<td>Community Partner Providers</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$3,982,915</strong></td>
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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.

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.

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.

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
- 8,554 hours of grocery store deliveries, snow removal, and yard work
- 10,247 hours of in-home chore and homemaker assistance
- 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

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

- Medicare education counseling: 2,929 vs. 2,470
- Long-term care residents’ rights: 354 vs. 272
- Respite & Companion Volunteer Program: 8,911 vs. 7,100

Aging 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 have 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 the BoulderCountyHelp.org, including a 74% increase in website visits from 2018 to 2019.

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 beneficiaries. We delivered education and counseling to 2,929 clients in 2019, a 93% increase from 2018, with 1,093 of those clients feeling more confident about making choices among Medicare programs. Of those participating in the Medicare counseling program, 96% of clients would recommend our Medicare Counseling program to a friend and 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.

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 Visiblity.

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.

Top 3 LTC resident complaints fielded by Ombudsmen:
1. Dignity and Respect
2. Discharge/Eviction
3. Medications
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.

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- 13,352 rides to grocery stores, appointments, and more
- 850 hours of legal assistance
- 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, a 37% increase from 2018

Aging in Community
We provide information, education, and guidance on many aging-related topics. Our Resource Specialists at the AARA 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 the BoulderCountyHelp.org, including a 74% increase in website visits from 2018 to 2019.

Wellbeing
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 of congregate meal participants were satisfied with opportunities for social connection at their respective sites
- 453 hours of nutrition counseling were delivered in English and Spanish
- 99% of participants report feeling more confident making decisions regarding their diet choices
- 711 dental procedures for 99 lower income older adults to reduce mouth pain and improve diets
- 206 people participated in evidence-based health programs
- 92% of participants report that the program helped them maintain or improve their independence
- 2,929 Medicare education and counseling client contacts
- 12 diabetes support group classes were held, serving a total of 88 participants
- 96% of clients would recommend our Medicare Counseling program to a friend
- 88% of clients say the services they received through the Medicare Counseling Program helped them maintain or improve their independence
- 7,045 hours of caregiver respite funded for 59 caregivers
- 1,576 recipients of the Resources for Caregivers e-newsletter at the end of 2019
- 73 caregivers took the National Caregiver Training Program and Powerful Tools for Caregivers courses

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

- 532 long-term care facility visits
- 562 client consultations by our Ombudsmen

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- 1,225 recipients of our monthly Rainbow Elders e-newsletter
- 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
- 105 guests at our annual Lavender Gala – providing an opportunity to connect during the holidays

Volunteer Impact
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