

About the Boulder County Area Agency on Aging

Boulder County Area Agency on Aging (BCAAA) promotes well-being, independence, and dignity for older adults (60+), people living with disabilities, family and informal caregivers, and Veterans in Boulder County. Unprecedented demographic changes continue to drive BCAAA efforts to best meet the needs of the community and help residents age well. BCAAA is an anti-ageist organization committed to racial equity work. Our agency operates on a state fiscal year, which for this annual report includes July 1, 2020 through June 30, 2021 (FY21).

4,090 clients served directly by BCAAA funds

11% of BCAAA's clients identify as Hispanic/Latino

58% of clients BCAAA served in the past year live alone

244% projected increase of adults 80+ years living in Boulder County by 2050

Strategic & Action Plans

Our agency, planning team, and community partners have been driving aging-related strategic planning efforts in the community for over 20 years. While BCAAA was set to release the Age Well Boulder County Strategic Plan in March 2020, the agency shifted focus like many organizations during the pandemic. BCAAA went back to the reflections of the community from our 2018-2020 planning process, alongside what we learned during our resource and programmatic shift this past year to develop the Age Well Boulder County Action Plan. This interim document will guide BCAAA priorities until the next strategic plan.

Respect & Social Inclusion

Elder Justice Coalition – Grant Work

BCAAA is a member of the Elder Justice Coalition (EJC), a collaboration of local agencies which includes several entities working to serve and protect older adults across the county. The EJC works to raise awareness, prevent, and respond to elder abuse in the community. The EJC was awarded a grant in 2020 from the Department of Justice Office on Violence Against Women to train criminal justice professionals and organizations serving older adults and survivors of abuse.

Long-Term Care Residents' Rights

The Boulder County Long-Term Care Ombudsman (LTCO) Program is a free, confidential service for residents of nursing homes and assisted living homes. LTCO advocate for regulated rights by working with and for residents to achieve quality of care and life. The issues LTCO typically work through were compounded by the virus. Restrictions put in place to protect residents meant less in-person connection for Ombudsman from previous years as well as less and changed opportunities for families and friends of residents to connect.

76 total facility visits

368 consultations with facilities, residents, families

Top 5 Resident Complaints Fielded by Ombudsman:

1. Discharges
2. Residents Rights
3. Care Concerns
4. Financial/Property
5. Abuse, Neglect, and Exploitation

Note from Christine Vogel, BCAAA Director

Boulder County Area Agency on Aging continues to follow our mission to support those who wish to age in their home and community. Our services and funding are targeted to meet the needs of the community, balanced with seeking innovation in service delivery and meeting emergent needs in Boulder County. When we consider how we fill these gaps in services as an agency, as a community, and with our partners, the focus has shifted to four specific areas.

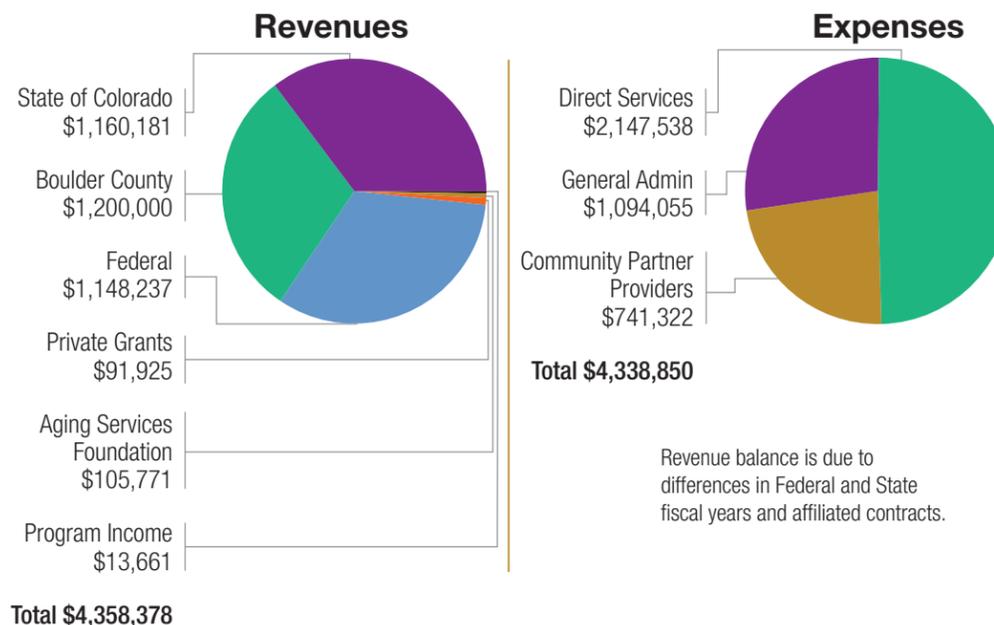
- **Economic Stability:** Bring in themes from multiple age-friendly domains including transportation, housing, civic participation and employment, and community and health services to our current age well focus.
- **Respect & Social Inclusion:** Lead anti-ageism work across Boulder County in the way we talk about aging and by teaching those fundamentals.
- **Social Participation:** Provide broad and targeted programming to the community for improved reach and connection to services.
- **Communication and Information:** Inform residents so that community members, regardless of age, are aware of our services.

We are all aging. In the next year, we will once again connect with the community in a formal process to understand and address needs related to the future of aging in Boulder County.



Fiscal Year 2021 Funding

Boulder County Area Agency on Aging is funded through several sources. The mix of funding streams allows the BCAAA to deliver high quality services to the community that can pivot as needs change.



BCAAA Resource Line
303-441-1617
www.BoulderCountyAging.org

If you have any questions about this report, please contact us at bcaaa@bouldercounty.org.



2021 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

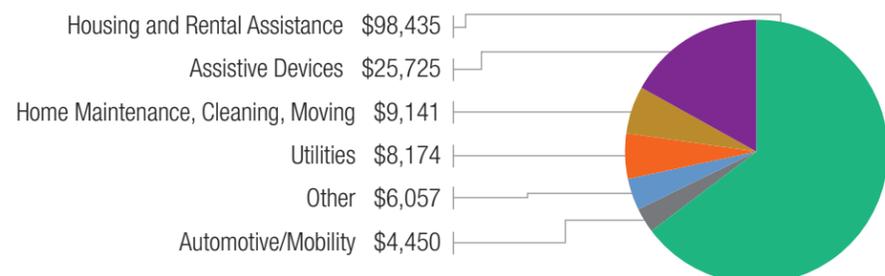
Economic Stability

Prior to the pandemic, nearly 30% of Boulder County's older adults reported difficulty meeting their daily expenses. With additional funding coming into the community to aid in pandemic recovery, BCAAA's financial assistance programs worked to increase short-term assistance available to Boulder County's older adults.

\$151,982 in total financial assistance provided to clients in FY21

167 clients served through our financial assistance program

BCAAA financial assistance programs provided:



Medicare Counseling

BCAAA's State Health Insurance Programs (SHIP) certified Medicare team provides local, objective Medicare insurance counseling in English and Spanish.

3,848 Medicare Counseling sessions with 1,722 clients

131 Spanish speaking beneficiaries served

Veterans Services

Veterans Services Officers (VSOs) serve Veterans of all ages by developing and submitting claims for benefits to the Department of Veterans Affairs for eligible Veterans and their dependents.

8,450 total contacts made with Veterans

469 benefit claims filed

\$26,722 provided in Veteran Direct Assistance

96% of the Veteran Direct Assistance provided was used for housing support

Funded Providers

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. AAA organizations play a pivotal role in assessing local needs, developing programs, and creating service plans that build upon local community strengths. BCAAA provided funding to the following organizations in FY21:

Audio Information Network of Colorado	Colorado Visiting Nurses Association	Mental Health Partners Quinsight, LLC
Boulder County Legal Services	Cultivate	Rocky Mountain Legal Center
Boulder Nutrition & Exercise	Ensign Skills Center	Satya Williams
Bridge to Justice	Groundwork Ranch	Tech Pals, Inc.
Center for People with Disabilities	Jewish Family Services Lifeline	Via Mobility Services

Social Participation

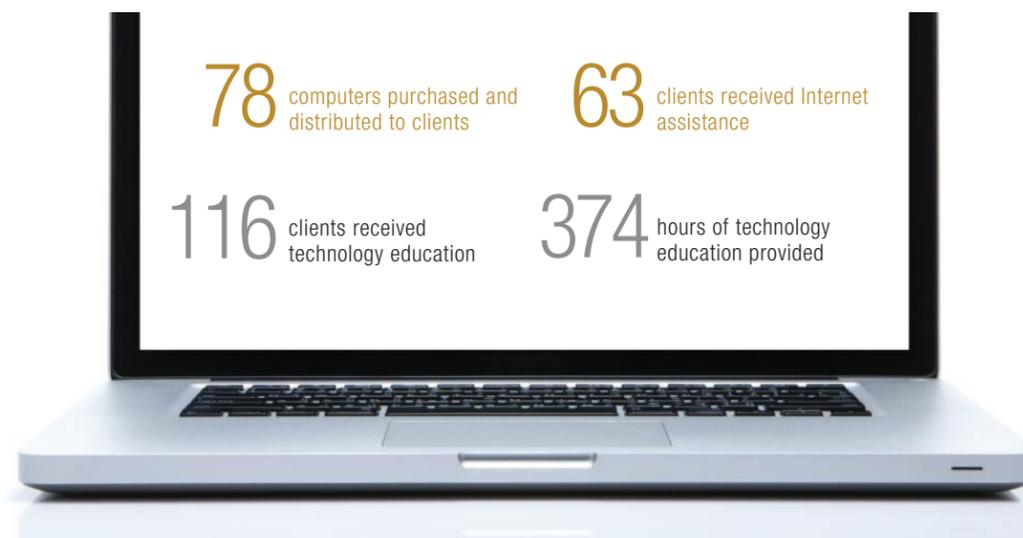
In a year where in-person social connection was virtually impossible to manage, BCAAA had to find ways to meet the social needs of the community through new and reworked programming.

Rainbow Connections

Rainbow Connections connects isolated LGBTQ+ older adults in the community with a trained volunteer who provides weekly contact and connection. Launched in June 2019, the program has flexed to best meet community needs in uncertain times. The Rainbow Connections volunteer program continues to recruit LGBTQ+ recipients who are socially isolated to be matched with LGBTQ+ or allied volunteers.

Connect with Tech

From March 2020, BCAAA pivoted programming to meet the needs of participants during COVID-19 through technology. Program participants shared that their top four uses of technology included sending/receiving email, using the internet to answer a question, social connection and engagement, and searching for a job.



Food Security

BCAAA funds congregate meals, which meet multiple needs of the community. Across the board, BCAAA saw the need for food and social connection increase in FY21. Our congregate meal providers found new ways to make sure older adults are fed – through curbside pickup and drop shipment – and to provide opportunities for connection. In addition to funding single serve meals, BCAAA provided shelf-stable food boxes and fresh, local produce in partnership with local farmers to community members. Social connection shifted from mostly in-person opportunities to phone calls and informal virtual meetings to connect on specific topics. Community partners who received a portion of the \$434,773 expended to increase food security in older adults included:

City of Louisville Senior Services	Longmont Meals on Wheels
Coal Creek Meals on Wheels	Meals on Wheels Boulder
Father of the Earth Organic Farm	Meta Carbon Organic Farms
Highlands Presbyterian Camp & Retreat Center	Moms Meals
	Nederland Area Seniors
	Word of Mouth

Communication and Information

Information channels shifted during the pandemic, which allowed BCAAA to take a deeper look in how the agency connects with the community to find a more diverse path to reach those who may be interested in services. In FY21, BCAAA reached more Spanish speakers, targeted areas of the county with higher concentrations of older adults, continued to drive electronic communications, and sent more mailed information about services, while creating new partnerships to collaborate on service and resource education.

30,252 postcards with aging resources mailed to county residents

1,174 total Facebook followers

464 new subscribers to our monthly newsletter, Aging Well in Boulder County

8,765 website visits to bouldercountyaging.org

Resource Line

Resource Navigators provide information and referrals to caregivers and older adults in Boulder County. Our Resource Specialists are able to assess individual and family needs and coordinate appropriate services.

Top 5 Presenting Issues Through Our Resource Line:

1. Aging in Place Supportive Services
2. Financial Assistance
3. Housing
4. Legal
5. Long-Term Care Ombudsman

2,084 contacts with the community through our Resource Line

Mountain Outreach

Many challenges experienced across the county are felt more acutely in the mountains, at least partly driven by limited availability, affordability, and accessibility of health and social services in western Boulder County. Acknowledging the acute needs of mountain residents, the BCAAA has prioritized dedicated, mountain-based staff for nearly 30 years.

1,381 total client contacts and monitoring activities

102 clients served

Age Well Series

The Age Well Series kicked off in Dec. 2020 as a different approach to BCAAA's in-person Age Well Conference and Caregiving Symposium. The series continues to bring programming around dementia, aging solo, anti-ageism work, caregiving, advanced care planning, and much more.

20 presentations were provided at no cost to the public and aging network professionals from the program kick off through June 2021