Business Results
Boulder County Area Agency on Aging (BCAAA) provides strategic planning and advocacy, grants compliance and oversight, and access to Veteran benefits. BCAA supports the planning, administration, logistics, financial, and reporting aspects of the agency’s operations and funded provider management. The team’s Veteran Service Officers provide support to Veterans, their dependents, spouses, and survivors across the community.

Justice, Equity, Diversity, & Inclusion (JEDI)
Part of the mandate for Area Agencies on Aging across the country is to serve typically underserved populations including residents who are low-income, residing in rural or mountainous regions, and identify as Black, Indigenous, or a Person of Color (BIPOC). BCAA employs bilingual and bicultural staff to serve Boulder County’s Spanish speakers, has higher reimbursement rates for some services for residents served in the mountains, utilizes Boulder County’s Racial Equity Toolkit when reviewing and building new programs, conducts staff trainings around (Justice, Equity, Diversity, and Inclusion) JEDI topics, and is exploring ways to expand JEDI training to providers.

Fiscal Year 2021-2022:

Revenues
- State of Colorado: $2,055,615
- Boulder County: $1,596,976
- Federal: $1,660,254
- Private Grants: $55,000
- Aging Services Foundation: $48,386
- Program Income: $2,272

Total $5,292,010

Expenses
- Direct Services: $1,885,447
- Community Provider Providers: $1,774,945
- General Admin: $1,634,619

Total $5,292,010

Revenue balance is due to differences in Federal and State fiscal years and affiliated contracts.

Note from Christine Vogel, BCAA Director
We are all aging. Unprecedented demographic changes in Boulder County mean our world must shift to meet the needs of our population as more of us are and will be 60+ in the decades to come. Boulder County Area Agency on Aging (BCAAA) promotes well-being, independence, and dignity for older adults (60+) who wish to age in our community, people living with disabilities, family and informal caregivers, and Veterans of all ages. We are an anti-ageist, anti-ableist organization committed to racial equity work. As we take on our strategic planning efforts this year, we continue to assess the current needs of our community and the subpopulations we serve. Economic stability, respect and social inclusion, social participation, and communication and information have been at the forefront of our work over the past year.

Funded Providers
The BCAA plays a pivotal role in assessing local needs, developing programs, and creating service plans that build upon local community strengths. While BCAA provides many services directly to the community, the agency also distributes funding to service providers to better serve those aging in the community. The BCAA provided funding to the following grantees and subcontractors in Fiscal Year 2021-2022:

- City of Louisville Senior Center
- Colorado Legal Services, Boulder
- Colorado Visiting Nurses
- Complete Home Health Care
- Elevate Home Care
- Envision Skills Center
- Esko Park Home Care
- Flatirons FlexCare for Seniors
- Highlands Presbyterian Camp & Retreat Center
- Homewatch Caregivers
- Lifeline Systems Company
- Mental Health Partners
- Mom’s Meals
- Nederland Area Seniors
- Quinsight LLC
- Rocky Mountain Legal Center
- Satya Williams
- Sister Carmen Community Center
- Tech Pals Inc.
- Via Mobility Services
- Word of Mouth

Communications
BCAA received feedback from the community that residents are unaware of services for older adults and caregivers until they need them. BCAA, along with community partners, strives to lead with anti-ageism and inform the community of what services are available. The agency’s communication tools continue to reach more members of the community each year.

Veteran Services
Veteran Service Officers support Veterans and their dependents through education and assisting with state and Department of Veterans Affairs benefits, while also connecting with local resources. This can include VA disability, healthcare, local, state, and federal recourses, and more.
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Strategic Planning

BCAAA has been collecting and analyzing data about the strengths and needs of older adults in Boulder County for decades. Understanding the challenges and opportunities of the county’s aging population is critical for elected officials, leadership, service providers, non-profits, faith community, and neighborhoods alike if we are to successfully create communities in which we can all age well.

Preparations in Fiscal Year 2022 included data collection through the Community Assessment Survey for Older Adults (CASSOA), scheduling time to connect with residents through Community Conversations, and preparing information from secondary data sources to help tell the story of aging. BCAAA’s strategic planning efforts will create a data report and strategic plan to be released in Fiscal Year 2023.

Communications

BCAAA received feedback from the community that residents are unaware of services for older adults and caregivers until they need them. BCAAA, along with community partners, strives to lead with anti-ageism and inform the community of what services are available. The agency’s communication tools continue to reach more members of the community each year.

Fiscal Year 2021 Funding

BCAAA is funded through several sources. Mixed revenue allows the agency to support staff to provide direct services and advocacy for our community. BCAAA also provides funding to community partners.

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Veteran Service Officers support Veterans and their dependents through education and assisting with state and Department of Veterans Affairs benefits, while also connecting with local resources. This can include VA disability, healthcare, local, state, and federal recourses, and more.

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Revenues

<table>
<thead>
<tr>
<th>Service Provider</th>
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<tbody>
<tr>
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Total Resources: $5,323,503

Expenses

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

Resource Navigators provide information and referrals to caregivers and older adults through our Resource Line. Resource Specialists are available to help individuals and their family or informal caregivers make informed choices about the services and support options available and can provide short-term assistance in accessing and planning for long-term care needs. These specialists assist with:

• Benefits navigation and application assistance;
• Counseling on various benefits, services, and programs;
• Plan and coordinate resource services; and
• Support, education, and resources.

Elder Rights

Boulder County Area Agency on Aging works to protect the rights of older adults to live safely, with dignity, and to be free from abuse, neglect, or exploitation. The Elder Rights Team provides advocacy and resources to vulnerable community members and works with community partners to form a collaborative response to abuse in later life.

Long-Term Care Ombudsman

The Long-Term Care Ombudsman (LTCO) program is a free, confidential service for residents of nursing homes and assisted living homes. Residents of these homes have federally regulated rights in which LTCO advocate for these rights, working with and for residents to achieve quality of care and life.

Long Term Care Ombudsman provided:

582 consultations to providers, facilities, families, and the community
20 visits (compared to only 20 the previous year)

Top 4 resident complaints filed by Ombudsman:

1. Care Issues
2. Discharge
3. Dignity and Respect
4. Environment

LGBTQ+ Programs

Project Visibility provides training and support to service providers on creating inclusive services for LGBTQ+ older adults. Rainbow Elders of Boulder County provides social connection and community education through monthly meetings, seasonal events, and ongoing communication. An advisory group was established in 2021 with a mission to direct LGBTQ+ services.

Rainbow Elders have conducted six virtual coffee klatches, two in-person supper clubs, co-hosted a 50+ mixer during Pride, and hosted the 21st annual Lavender Gala virtually in FY22. BCAA’s LGBTQ+ programs have grown since adding virtual offerings.

Respite & Companion Volunteer Program (RCVP)

RCVP volunteers are matched with an older adult whom they visit for two hours once a week. The program provides social connection for an older adult and respite for their caregiver, if they have one.

30 matches maintained contact over the phone through COVID
6 volunteers trained per month on average

Justice Coalition for Abuse in Later Life (JCALL)

From now through 2023, Boulder County will be delivering enhanced training and services to confront abuse, neglect, and exploitation in later life pursuant to a federal grant received from the U.S. Department of Justice Office on Violence Against Women. The grant work includes providing training to law enforcement and others, enhancing services for age 50+ survivors of abuse, neglect, or exploitation, and conducting community outreach campaigns. The grant is directed by the Boulder County JCALL, a collaborative partnership of justice professionals and community and government agencies and organizations serving adults age 50+ in Boulder County.

By Service:

Congregate Meals - $59,967.63
Home Delivered Meals - $269,412.64
Drop-Ship Meal (aka Mom’s Meals) - $48,969.80
Nutrition Counseling - $53,685.00
Nutrition Education - $33,593
Total - $545,569.04

Services for Mountain Residents

BCAAA has served western Boulder County, a historically underserved geographic area, for more than 30 years by employing two Resource Specialists. The team supported efforts to bring Clinica Family Health, a nonprofit community health center, to the mountains for residents, assisted with vaccine clinics, is collaborating on new transportation access, has increased food access for community members, and supported a pilot program with Wildfire Partners to provide mitigation for residents.

By Provider:

Highlands Camp & Retreat Center (Congregate Meals, Alton Park) - $8,546.20
Boulder Nutrition & Exercise (Nutrition Counseling) - $9,740.08
Father Earth & MetaCarbon (CSA Shares) - $5,837.25
Louisville (Congregate & Home Delivered Meals) - $124,984.80
Word of Mouth (Congregate Meals, Lyons) - $10,732.25
Mom’s Meals (Drop-Ship Meals) - $44,344.56
Nederland Area Seniors (Congregate & Home Delivered Meals) - $159,651.31
Satya Williams (Spanish Nutrition Counseling) - $22,425

Caregiver Programs

BCAAA empowers and supports caregivers and their care partners through the caregiving journey. The team provides valuable information and resources and makes referrals to community partners.

Voucher Services

Resource Specialists connect older adults and caregivers with a variety of grant-funded supportive services to maintain independence and promote aging safely in community. Whenever possible, clients direct service-related goals and select providers.

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• Benefits navigation and application assistance;
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• Plan and coordinate resource services; and
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Wellness

Maintaining the ability to live a healthy, independent life is a priority for many people. BCAA’s evidence-based wellness classes have been proven to help residents served develop the skills to live with ongoing health conditions and challenges.

Nutrition

Eating well is vital for health, longevity, and quality of life. Getting the right nutrients and fresh, quality food is an important component in preventing and managing chronic diseases that older adults may experience. Nutrition counseling educates older adults and caregivers on the right foods for their unique situation. Congregate meals also provide a social component.

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Total - $545,569.04

Medicare Programs

Programs provide up-to-date, objective information and guidance when comparing and enrolling in Prescription Drug plans (Medicare Part D), Advantage Plans, and information about Supplemental insurance plans (Medigaps). Medicare Basics Classes are designed for anyone wanting to understand Medicare enrollment, plans, benefits, and costs.

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- 23 participants at In-person Living Well with Dementia event
- 11 webinars provided during the Caregiver Education Series

Voucher Services
Resource Specialists connect older adults and caregivers with a variety of grant-funded supportive services to maintain independence and promote aging safely in community. Whenever possible, clients direct service-related goals and select providers.

- 8 clients received 81 months of medical alert device assistance
- 44 clients received 3,916 hours of Homemaker Care
- 24 clients received 2,375 hours of Personal Care
- 20 clients received 2,060 hours of Caregiver Respite
- 391 clients received Financial Assistance totaling $338,978.81 (average $866.90/client)

Services for Mountain Residents
BCAAA has served western Boulder County, a historically underserved geographic area, for more than 30 years by employing two Resource Specialists. The team supported efforts to bring Clinica Family Health, a nonprofit community health center, to the mountains for residents, assisted with vaccine clinics, is collaborating on new transportation access, has increased food access for community members, and supported a pilot program with Wildlife Partners to provide mitigation for residents.

- 132 clients served by Mountain Resource Specialists

Elder Rights
Boulder County Area Agency on Aging works to protect the rights of older adults to live safely, with dignity, and to be free from abuse, neglect, or exploitation. The Elder Rights Team provides advocacy and resources to vulnerable community members and works with community partners to form a collaborative response to abuse in later life.

Long-Term Care Ombudsman
The Long-Term Care Ombudsman (LTCO) program is a free, confidential service for residents of nursing homes and assisted living homes. Residents of these homes have federally regulated rights in which LTCO advocate for these rights, working with and for residents to achieve quality of care and life.

Long Term Care Ombudsman provided:
- 582 consultations to families, residents, and the community
- 20 visits (compared to only 20 the previous year)

Top 4 resident complaints fielded by Ombudsman:
1. Care Issues
2. Dignity and Respect
3. Discharge
4. Environment

LGBTQ+ Programs
Project Visibility provides training and support to service providers on creating inclusive communities for LGBTQ+ older adults. Rainbow Elders of Boulder County provides social connection and community education through monthly meetings, seasonal events, and ongoing communication. An advisory group was established in 2021 with a mission to direct LGBTQ+ services.

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RCVP volunteers are matched with an older adult whom they visit for two hours once a week. The program provides social connection for an older adult and respite for their caregiver, if they have one.

- 30 matches maintained contact over the phone through COVID
- 6 volunteers trained per month on average

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Healthy Aging
Boulder County Area Agency on Aging supports and encourages all older adults in making healthy lifestyle choices. The Healthy Aging team is dedicated to helping the community learn how to take control of their personal health and wellbeing. BCAA’s programming helps individuals learn how to manage chronic health issues, navigate the complexities of Medicare, prevent falls, increase physical activity, and eat healthier.

Medicare Programs
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Wellness
Maintaining the ability to live a healthy, independent life is a priority for many people. BCAA’s evidence-based wellness classes have been proven to help residents served develop the skills to live with ongoing health conditions and challenges.

Nutrition
Eating well is vital for health, longevity, and quality of life. Getting the right nutrients and fresh, quality food is an important component in preventing and managing chronic diseases that older adults may experience. Nutrition counseling educates older adults and caregivers on the right foods for their unique situation. Congregate meals also provide a social component.

By Service:
- Congregate Meals - $19,967.03
- Home Delivered Meals - $249,412.64
- Drop-Ship Meal (aka Mom’s Meals) - $48,069.80
- Nutrition Counseling - $33,589.00
- Nutrition Education - $458,569.04

By Provider:
- Highlands Camp & Retreat Center (Congregate Meals, Atlin/Annapolis) - $8,548.20
- Boulder Nutrition & Exercise (Nutrition Counseling) - $20,745.00
- Faller Earth & MetaCarbon (CSA Shares) - $41,873.25
- Louisville (Congregate & Home Delivered Meals) - $171,344.80
- Food for Thought (Congregate Meals) - $10,732.25
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- 128 hours of contact through Rainbow Connections
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- Boulder Nutrition & Exercise (Nutrition Counseling) - $30,740.00
- Center for Research on Nonprofit Organizations (CIR) (Congregate Meals) - $2,875.23
- Llano Del Sol (Congregate & Home Delivered Meals) - $142,984.80
- World of Mouth (Congregate Meals, Lyons) - $10,723.25
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- 17,202 clients served by Mountain Resource Specialists
- 3,916 hours of Personal Care
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Eating well is vital for health, longevity, and quality of life. Getting the right nutrients and fresh, quality food is an important component in preventing and managing chronic diseases that older adults may experience. Nutrition counseling educates older adults and caregivers on the right foods for their unique situation. Congregate meals also provide a social component.

By Service:
- Congregate Meals - $59,967.63
- Home Delivered Meals - $249,412.64
- Drop-Ship Menus (aka Mom’s Meals) - $48,969.80
- Nutrition Counseling - $53,685.00
- Nutrition Education - $33,593
- Total = $485,969.04

By Provider:
- Highlands Camp & Retreat Center (Congregate Meals, Allenspark) - $6,546.20
- Boulder Nutrition & Exercise (Nutrition Counseling) - $30,740.00
- Center for Research on Nonprofit Organizations (CIR) (Congregate Meals) - $2,875.23
- Llano Del Sol (Congregate & Home Delivered Meals) - $142,984.80
- World of Mouth (Congregate Meals, Lyons) - $10,723.25
- Mom’s Meals (Congregate Meals, Lyons) - $159,651.31
- Satya Williams (Spanish Nutrition Counseling) - $22,425
Boulder County Area Agency on Aging (BCAAA) provides strategic planning and advocacy, grants compliance and oversight, and access to Veteran benefits. BCAA supports the planning, administration, logistics, financial, and reporting aspects of the agency’s operations and funded provider management. The team’s Veteran Service Officers provide support to Veterans, their dependents, spouses, and survivors across the community.

Justice, Equity, Diversity, & Inclusion (JEDI)
Part of the mandate for Area Agencies on Aging across the country is to serve typically underserved populations including residents who are low-income, residing in rural or mountainous regions, and identify as Black, Indigenous, or a Person of Color (BIPOC). BCAA employs bilingual and bicultural staff to serve Boulder County’s Spanish speakers, has higher reimbursement rates for some services for residents served in the mountains, utilizes Boulder County’s Racial Equity Toolkit when reviewing and building new programs, conducts staff trainings around (Justice, Equity, Diversity, and Inclusion) JEDI topics, and is exploring ways to expand JEDI training to providers.

Strategic Planning
BCAAA has been collecting and analyzing data about the strengths and needs of older adults in Boulder County for decades. Understanding the challenges and opportunities of the county’s aging population is critical for elected officials, leadership, service providers, non-profits, faith community, and neighborhoods alike if we are to successfully create communities in which we can all age well.

Preparations in Fiscal Year 2022 included data collection through the Community Assessment Survey for Older Adults (CASOA), scheduling time to connect with residents through Community Conversations, and preparing information from secondary data sources to help tell the story of aging.

BCAAA’s strategic planning efforts will create a data report and strategic plan to be released in Fiscal Year 2023.

Communications
BCAAA received feedback from the community that residents are unaware of services for older adults and caregivers unless they need them. BCAA, along with community partners, strives to lead with anti-ageism and inform the community of what services are available. The agency’s communication tools continue to reach more members of the community each year.

Veteran Services
Veteran Service Officers support Veterans and their dependents through education and assisting with state and Department of Veterans Affairs benefits, while also connecting with local resources. This can include VA disability, healthcare, local, state, and federal recourses, and more.

Note from Christine Vogel, BCAA Director
We are all aging. Unprecedented demographic changes in Boulder County mean our world must shift to meet the needs of our population as more of us are and will be 60+ in the decades to come. Boulder County Area Agency on Aging (BCAAA) promotes well-being, independence, and dignity for older adults (60+) who wish to age in our community, people living with disabilities, family and informal caregivers, and Veterans of all ages. We are an anti-ageist, anti-ableist organization committed to racial equity work. As we take on our strategic planning efforts this year, we continue to assess the current needs of our community and the subpopulations we serve. Economic stability, respect and social inclusion, social participation, and communication and information have been at the forefront of our work over the past year.

Funded Providers
The BCAA plays a pivotal role in assessing local needs, developing programs, and creating service plans that build upon local community strengths. While BCAA provides many services directly to the community, the agency also distributes funding to service providers to better serve those aging in the community. The BCAA provided funding to the following grantees and subcontractors in Fiscal Year 2021-2022:

Fiscal Year 2021 Funding
BCCAA is funded through several sources. Mixed revenue allows the agency to support staff to provide direct services and advocacy for our community. BCAA also provides funding to community partners.

Revenues
- State of Colorado: $2,055,615
- Boulder County: $1,596,976
- Federal: $1,366,254
- Private Grants: $55,000
- Aging Services Foundation: $48,386
- Program Income: $2,272

Total $5,292,010

Expenses
- Direct Services: $1,858,447
- Community Provider: $1,774,945
- General Admin: $1,634,619

Revenue balance is due to differences in Federal and State fiscal years and affiliated contracts.