



OLDER ADULT SERVICES



2022 Annual Report

ABOUT US

Older Adult Services (OAS) is part of the Housing & Human Services Department. OAS offers all adults 60 and over a safe and welcoming environment. Our programs and services are delivered in Age Well Centers that honor the needs and desires of older adults. We are committed to supporting an age-friendly community through our work on anti-ageism, [Lifelong Boulder](#), mitigating social isolation and encouraging community engagement. Older Adult Services staff provides a continuum of services from health and wellness to lifelong learning, case management and supportive services.

Eden Bailey, Older Adult Services Manager

OUR PROGRAMS AND SERVICES

Case Management: Case Managers assist City of Boulder residents 60+ and their caregivers with referrals to community resources, counseling on available options, case management, and financial support for eligible clients. Services include coordination of support groups on a variety of topics as well as aging in place programs.

- * Emma Gooding-Lord, Case Manager
- * Ashley Fowler, Case Manager

Health and Wellness Programs: A variety of classes and services offer information about mental, physical, and emotional health and well-being as well as health supportive programs such as therapeutic massage, foot care, and hearing and vision screenings.

- * Maureen Dobson, Sr. Program Manager
- * Judy Kreith, Dance and Fitness Instructor
- * Peter Michaelsen, Yoga Instructor
- * Linda Manchester, Fitness Instructor (retired at the end of 2022)

Lifelong Learning Programs: A variety of classes that offer lifelong learning in technology, creative pursuits, and social connection, including special interest groups on topics such as writing, book clubs, photography, biking, table tennis and more. Offerings also include local and regional trips and international travel.

- * Whitney Garcia, Lifelong Learning and Social Programs Manager

Program and Administrative Support: Programs and administrative needs include production of our *Let's Age Well Program Guide*, our weekly e-newsletter, and other marketing materials.

- * Lorna McClanahan, Program Support Specialist

Customer Service: Customer Service Representatives provide the first point of contact for older adults and assist in registering for classes.

- * Karen Maye, Older Adult Services Representative - East Age Well Center
- * Melody Salazar, Older Adult Services - West Age Well Center
- * Jessika Hardin, Older Adult Services - West Age Well Center
- * Suzanne Michot, Temp Older Adult Services Representative
- * Belen Carmichael, Temp Older Adult Services Representative
- * Saara Inskeep, Temp Older Adult Services Representative

Facility and Safety Management: The West Age Well Center continues to maintain its high standards of safety and service ensuring that customers and staff work in a welcoming and supportive environment.

- * Facilities Operations Specialist, Cody Carlough

OUR SERVICE TO THE COMMUNITY

Programs

Our programs and services included onsite, online, and telephone options which promoted health, lifelong learning, and social connection. In 2022 we had 4,730 enrollments with 882 onsite programs and 120 online programs for a total offering of 1002 programs.

- The average age of program participants was 75 with women making up 77% of registrations.
- 92% of program customers who filled out evaluations were very satisfied with the program they attended.
- The majority of program registrations were from the 80303 and 80304 zip code areas.
- The front desk staff received 5,422 incoming calls in 2022.
- 1,600 subscribers to the *Age Well Newsletter*

We joyfully reopened the East Age Well Center in September and have continued to see programs and attendance increase.

OUR VOLUNTEERS

In 2022 Older Adult Services benefitted from 802 volunteer hours from 49 volunteers for a value of \$24,012. Volunteers contributed time and skills in a wide variety of areas including but not limited to game groups such as mahjong, cribbage, bridge, canasta, Texas Hold 'Em; creativity, art, and photography groups, book groups, a bike group, an open mic and poetry & storytelling group, a writing group, table tennis, a volunteer technology assistance program with students, escorts for outings (trips), discussion groups, and the Age Well Advisory Committee.

All of our special interest groups are volunteer-led and contribute to Older Adult Services' commitment to providing opportunity for social connection with peers, and its mission which is *to inspire and empower older adults to age well through community connection, learning and play.*

In addition, the Age Well Advisory Committee (AWAC) provided 99.5 volunteer hours in support of Older Adult Services through their recommendations on programs and services and by serving as connectors to older adults in the community for a value of \$2,980. In total all our volunteers contributed 901.5 hours for a combined value of \$26,992.

Information & Assistance / Case Management

Our case managers provided a continuum of information and assistance for older adults. At the end of 2022 there were 936 active clients. The case managers logged 600 hours of direct contact with 413 hours focused on case management and 181 hours for information and assistance. In addition, they received 3,146 incoming calls to the helpline.

- 673 unduplicated clients received at least one direct service:
 - 295 case management clients
 - 378 information and assistance clients
- For clients who self-reported gender:
 - 64% female
 - 36% male
- 75 was the average age of a case management/information and assistance client.
- The majority of clients were from the 80304, 80301, and 80303 zip code areas.

Financial Assistance

Older Adult Services distributed the following amounts to 151 unduplicated customers:

- \$96,887 for assistance with basic needs (food/rent/transportation/utilities/healthcare, etc.)
- \$7,223 for eye exams and glasses through the Hynd Fund (countywide)
- \$268 in program scholarships

Funding sources: Boulder Seniors Foundation, the Boulder County Area Agency on Aging, donations made to the residents of Orchard Grove Mobile Home Park, Frasier Resident Community, American Rescue Plan Act (ARPA) funds, and the James Hynd Trust for the Blind

Thank you to HHS staff that support our work and assist with this report:

- Monica Richtsmeier
- Nancy Rain
- Nicolía Eldred-Skemp

OUR INITIATIVES AND PARTNERSHIPS:

Anti-Ageism Initiative: All our work is centered around the principal that ageism in any form is unacceptable. OAS staff continues to work on trainings that we will be able to offer to city employees as well as other organizations in our community. These trainings will emphasize the importance of an age-friendly community as outlined in the [Lifelong Boulder Initiative](#).

Partnerships: Partnering with other organizations is essential in providing a wide range of services to our older adult community. In 2022 our local and county partners and national memberships included: Regional Aging Network; Justice Coalition for All (JCALL – Ending Abuse in Later Life); Eldercare Network; Adult Protection Review Team; National Council on Aging; and the American Society on

Aging. Our program collaborations included Boulder Community Health; CU Boulder and Anschutz; Visiting Nurses Association; Alzheimer’s Association; AARP; Neuropong™, Boulder County Area Agency on Aging; Senior Planet; Active Minds; Studio Arts Boulder; Collette Travel; Boulder Universal Multi-District Online School; NCAR; Family Hearing; Boulder International Film Festival; Circle Talk; Via Mobility; and City of Boulder departments - Public Library, Climate Initiatives, Open Space and Mountain Parks, and Parks and Recreation.

Through our partnership with Meals on Wheels Boulder, the Eat Well Café offered lunch to all community members five days per week at the West Age Well Center. In 2022 they served 7585 meals at the West Age Well Center.

OUR VISION: LOOKING AHEAD 2023

Older Adult Services goals for 2023 include:

- Maintaining and increasing health and wellness programs;
- Continuing to build lifelong learning and social programs ;
- Increasing technology skills and social connections through technology education and support;
- Continuing to provide information & assistance, case management, and basic needs financial; support for older adults living with lower incomes;
- Continuing the work of Lifelong Boulder; and
- Strengthen partnerships with physical and mental health providers.

West Age Well Center for Older Adults

909 Arapahoe Ave. Boulder, CO 80302
303-441-3148

Monday - Friday, 9:00 a.m. – 3:00 p.m.

East Age Well Center for Older Adults

5600 Sioux Dr. Boulder, CO 80303
303-413-7290

Monday-Friday 8:00 a.m. – 4:30 p.m.

Meals on Wheels Eat Well Café

Located inside the West Age Well Center

Open for lunch Monday - Friday

11:00 a.m. to 1:00 p.m.