



OLDER ADULT SERVICES



2021 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.

PROGRAMS AND SERVICES

Client Services Coordination: Client Services Coordinators 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.

- * Jacki Myers, Client Services Program Manager
- * Myrna Cuevas, Client Services Program Manager (bilingüe)

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. Programs Manager
- * Judy Kreith, Dance and Fitness Instructor
- * Linda Manchester, Fitness Instructor

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, Program Manager

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

- * Clara Castro, Customer Service Representative
- * Karen Maye, Customer Service Representative
- * Suzanne Michot, Customer Service Representative - Sub
- * Belen Carmichael, Customer Service Representative - Sub
- * Theresa Nolan, Customer Service Representative - Sub

Facility and Safety Management: The West Age Well Center continues to maintain its high standards of safety and service and did so throughout the COVID-19 pandemic ensuring that customers and staff were protected.

- * Brian Reimel, Building Services Supervisor

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

- * Lorna McClanahan, Program Support Specialist

SERVICE TO THE COMMUNITY

The West Age Well Center was open for limited services from January through August 13, and fully opened on August 16. Our programs and services included both onsite, online, and telephone options which promoted health, lifelong learning, and social connection:

- 540 onsite programs with 916 participants
- 181 online programs with 1868 participants
- Over 800 clients received a continuum of Information & Assistance/Case Management services with 803 active clients at the end of 2021

Snapshot of our customers who have registered for programs:

- Overwhelmingly female
- Majority of clients are between 70 and 80 years of age
- Primarily live in the 80301, 80303 and 80304 zip code areas

Our volunteers continued to support our work by committing to 546 hours of service for a value of \$15,582.84.

Older Adult Services distributed \$70,805.43 in the following categories

- Assistive Devices (hearing aids, glasses, phones)
- Transportation
- Home Maintenance (cleaning and moving)
- Housing (rent, storage)
- Utilities (water, electricity/gas, internet)
- Healthcare (dental, medical)
- Food Insecurity
- Caregiving Support

Funding sources: Boulder Seniors Foundation, the Boulder County Area Agency on Aging, donations made to the residents of Orchard Grove, and the Hynd Blind Fund of the James Hynd Trust

The Age Well Advisory Committee (AWAC) provided 42 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. In 2021 recruitment efforts added four new members.

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 2021 they served 1775 meals at the West Age Well Center between August 16 and December 31.

INITIATIVES AND COLLABORATIONS:

Lifelong Boulder Initiative: In 2020, the Housing & Human Services Department, led by Older Adult Services, began a two-year collaboration with other city departments, on an initiative called *Lifelong Boulder* as part of a statewide initiative to make Colorado communities age-friendly. In recognition of these efforts, the City of Boulder has received the designation of a Colorado Lifelong City. This is a timely initiative as Colorado is the second fastest aging state in the nation with a projection that by 2023, Coloradans aged 60+ will outnumber Coloradans aged 18 and younger. These efforts lay a foundation that assures all residents of Boulder are valued as they live, work, and age in our community.

Anti-Ageism Initiative: All our work is centered around the principal that ageism in any form is unacceptable. To that end we are working on a series of trainings that we will be able to offer to city employees as well as other organizations in our community.

Collaborations: Working with other organizations is essential in providing a wide range of services to our older adult community. Some highlighted joint efforts that helped us provide services and programs in 2021 included Boulder Community Health; CU Boulder and Anschutz; Visiting Nurses Association; Family Hearing; Alzheimer’s Association; AARP; AARP/Tax-Aide; Boulder County Area Agency on Aging; Boulder County District Attorney’s Office; Senior Planet; Active Minds; Studio Arts Boulder; Collette Travel; Boulder International Film Festival; Boulder Universal; and Circle Talk. City partners included Boulder Public Library, Parks & Recreation, Climate Initiatives, and Open Space and Mountain Parks.

Regional partnerships included the Regional Aging Network; Justice Coalition for All (JCALL – Ending Abuse in Later Life); Mobility for All; Eldercare Network; and the Adult Protection Review Team. Our memberships include the National Council on Aging and the American Society on Aging.

LOOKING AHEAD 2022

We are working towards reopening the East Age Well Center in 2022 and resume programs and services out of that location.

West Age Well Center for Older Adults

909 Arapahoe Ave. Boulder, CO 80302

303-441-3148

Monday - Friday, 8:30 a.m. - 4:30 p.m.

East Age Well Center for Older Adults

(Reopening in 2022)

5600 Sioux Dr. Boulder, CO 80303

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.