

FOUR-YEAR AREA PLAN  
TITLE III and TITLE VIII  
2020-2023  
*OLDER AMERICANS ACT*





**STATE FISCAL YEARS  
2020 – 2023  
(July 1, 2019 thru June 30, 2023)**

**TABLE OF CONTENTS**

SECTION I: Executive Summary.....	pg. 1
SECTION II: Public Input .....	pg. 4
SECTION III: Demographics .....	pg. 6
SECTION IV: Community Assessment Survey of Older Adults (CASOA)	pg. 8
SECTION V: Core Services & Utilization of Volunteers .....	pg. 16

**FORMS**

Worksheet A:	Meal Sites	pg. 20
Worksheet B:	Regional Advisory Council Membership	pg. 21
Worksheet C:	Community Focal Points and Senior Centers	pg. 22
Worksheet D:	Statement of Intent/Signature Page	pg. 23

## **Section I: Executive Summary**

### ***“It Doesn’t Matter to You; Until it Matters to You”***

Region 10 Area Agency on Aging (R10AAA) is the designated regional planning and service agency for services to residents age 60 years and older and their family caregivers in, Delta, Gunnison, Hinsdale, Montrose, Ouray and San Miguel Counties. The Four-Year Planning and Service Area Aging Plan are effective from 7/1/2019-6/30/2023. This plan is a statement of policy and serves as a guide for AAA planning efforts in developing a comprehensive and coordinated system of supportive services. The strategies and goals set forth in this plan are based on the needs and priorities of the older adult population and on the requirements in the Region for meeting those needs with adequate funding sources.

R10AAA recognizes that a major challenge during the next four years is the need to balance the growing number of older adults, (nearly 1/3 of the total population of Region 10 according to the American Community Survey of the US Bureau of the Census) and the demand for services in the region to meet those needs. Nearly 11,000 of our older adults are living in poverty, this is 1/3 of our population over age 60. This segment of the population will require multiple AAA services to remain in the community and home is clearly where they want to be. R10AAA is 9,610 square miles and outside of the cities of Montrose and Delta most of our communities have total population between 100-2175. The percentage of older adults is between 23%-45%. These small communities have few if any services to support an aging population and bringing services to them is costly and challenging.

In 2017, Region 10 CLS (Community Living Services) contracted with local human service agencies to create satellite ADRC offices in each county. This model for information and assistance and options counseling has allowed us to better meet the needs of consumers in the more rural areas. We are now able to meet with consumers in a timely fashion and connect them with local resources quickly. It also helped us identify gaps and engage new partners to help meet those needs. The voucher model we use for transportation and in-home services continues to be a cost effective, consumer directed way to provide services. The workforce shortage continues to impact all programs especially in the rural areas. We continue to work with community partners to find creative solutions for providing services and supports.

The Four-Year Plan was developed with information from adults aged 60+ and was gathered by R10AAA staff and Regional Advisory Council members through a series of community meetings/forums. These were conducted from September 2018 through January 2019 across the region. Transportation In-home services, caregiver respite, and affordable housing rank highest as areas of importance to older adults and their caregivers. The CASOA (Community Assessment Survey for Older Adults) and information gathered through the Community Inclusion Census Data highlighted concerns. Depression, difficulty with independent living, falls and community accessibility are issues that need to be addressed in the 4-year plan. Access to affordable dental and vision care ranked high in the very rural parts of the region in addition to medical and mental health support. The lack of reliable cell and internet service also came up in most of the community meetings. The current 4-year plan indicated that many older adults were not tech savvy, that trend has changed dramatically. Most older adults use the internet regularly for research, connecting with friends and family and shopping. Many older adults regularly use social media increasing the risk of elder abuse and financial exploitation. Many of these consumers do not understand how to effectively protect themselves through technology. This is another opportunity to engage new partners and offer education.

Caregiver support continues to be a high priority for R10AAA and the research this year indicates that care provided to those over age 60 has declined slightly however; care provided by older adults to children under age 18 has nearly doubled. This is a strong indication that grandparents serving as primary custodians will need to be addressed. Individual counseling, respite and support systems specific to grandparents brings new challenges and opportunities to engage partners that are better equipped to provide support.

Outreach to the non-English speaking population is a high priority that also gives us the opportunity to engage new partners. According to the American Community Survey of the US Bureau of Census there are 414 people in R10



that are over 60, minority and living in poverty. We are currently serving 80 people in this demographic that have reported race and/or ethnicity. A task force has been formed to begin exploring the needs, gaps and resources for outreach and the provision of services and supports.

Other areas of need identified are as follows:

- Availability of affordable housing
- Access to dependable and flexible transportation
- Assistance with daily activities
- Ability to maintain independence at home
- Falls prevention
- Caregiver respite
- Mental health support
- Social isolation/community engagement
- Community accessibility

After analyzing both the regional strengths and needs of older adults for the next four years, our vision for the R10AAA for 2020 and beyond is to be the focal point in the region for coordination, collaboration and resource development for older adult services. To achieve this vision, R10AAA will employ the following strategies as funding allows:

- 1) Continue to develop and streamline an integrated network of services for consumers to assist them in maintaining their independence within their communities.
- 2) Continue to support and strengthen the array of older adult services currently provided. We have revised our funding priorities in the last four years to match the regional needs of older adults and will continue with this policy.
- 3) Continue to increase efforts in developing partnerships with contractors and vendors that can provide innovative, organized and cost effective older adult services for the regional aging network.
- 4) Continue to provide proactive oversight and support to R10AAA contractors and vendors in all areas of fiscal and programmatic management. Through effective and successful monitoring, evaluation and communication, R10AAA contractors and vendors have increased their efficiencies and alternative funding efforts in the last four years and we will continue with this process.
- 5) Continue to provide guidance in the development of coordination with various local providers/consumers to increase communications and avoid duplication of services and supports.
- 6) Increasing cost efficiencies will continue to be implemented with all services. Nutrition, transportation, in-home services, caregiver and ADRC Options Counselors around the region will receive additional support to reach future sustainability goals.
- 7) Potential service expansion in nutrition programs, will receive consideration to better meet the needs of the underserved.
- 8) Expand evidence-based health promotion and caregiver support programs to all areas of the region. Falls prevention and caregiver support will be the primary focus.
- 9) Advocacy efforts for more affordable housing options, integrated regional transportation systems, rural area home health services and better serving minority older adults will be a priority.

- 10) The Regional Advisory Council (RAC) will continue its important role of providing advice and assistance to the R10AAA and to consumers in their respective counties. RAC members are active and available for reviewing the coordination of services, supplying information and referrals to their communities and providing advocacy for all older adults. Ongoing efforts to recruit new and diverse individuals as members in RAC activities will continue.
- 11) The R10AAA will continue to strengthen its role in the region for information dissemination surrounding aging issues. Increasing Region 10's AAA physical presence in the rural communities, social media, the website and e newsletter, regular participation in area senior resource councils and continued outreach activities to various older adult focal points will again be a priority.

Utilizing all the above strategies, R10AAA anticipates that delivery of regional services can remain at current levels if funding (federal and state) remains consistent in the next four years. Older adult consumers in Region 10 will continue to benefit from an increasingly coordinated, effective and efficient regional aging network that both recognizes and meets the needs of a growing older adult population. The Area Plan will be reviewed annually by the Regional Advisory Council to reflect new and emerging trends and evaluate the success of current programs to ensure effective use of funding and chart progress toward outcomes. Revisions and updates to the Area Plan will be submitted to the State Unit on Aging.

## **Section II: Public Input**

Community meetings were held at 16 sites in Region 10 to determine current and unmet needs. All counties were represented with 2 meetings having no community participation. The meetings/forums were held at older adult nutrition sites, community centers, service organizations, provider meetings, ADRC and RAC meetings. Elected officials, senior health & social service organizations, older adult service providers and interested citizens were invited to participate.

Community Meetings occurred at the following locations and dates:

• Lake City Baptist Fellowship Hall	October 5, 2018
• Gunnison Senior Center	October 24, 2018
• Crested Butte (no attendance)	October 24, 2018
Paonia Senior Center, Paonia, CO	October 31, 2018
• Montrose Region 10 office p.m. meeting	November 6, 2018
• Montrose Senior Center	November 9, 2018
• Ouray Community Center	November 15, 2018
• Hotchkiss Town Hall	November 16, 2018
• Crawford Library (no attendance)	November 16, 2018
• Norwood Senior Fair	December 13, 2018
• Nucla Senior Center	December 13, 2018
• Delta Senior Center	December 14, 2018
• Gunnison professional group	December 19, 2018
• Telluride Seniors	December 10, 2018
• Telluride Seniors	January 7, 2018
• Region 10 League for Assistance and Planning (COG) Board Meeting	December 6, 2018

Facilitated discussions were held when possible to determine the needs and concerns of older adults. An Older Adult Needs Survey was distributed to all meeting/forum participants. Completed surveys were either collected during the meeting/forum process or mailed to R10AAA.

Results were tallied for the region as well as by each county. These results will be provided to the RAC members, Senior Coordinators, Senior Resource Councils, R10AAA Service Providers and the Region 10 Board.

### **FOLLOW-UP WITH COMMUNITY INPUT PROCESS**

As described above, a series of community meetings/forums were held throughout Region 10 during the months, October thru January, to gather public input into the four-year planning process. An initial draft of the R10AAA Four-Year Plan was then developed and distributed to RAC members, R10AAA service providers, Region 10 Executive Staff and the Board. These entities were asked to review and provide additional input. They were also asked to distribute the draft to their respective organizations, elected officials and other interested citizens for their review and input. Links to the 4-year plan will be posted on the R10 website and follow up presentations will be offered at each community focal point.

## Community Needs

After analyzing the R10AAA Older Adult Needs Survey data, the COSOA, information from the state demographer's office and local level formal and informal surveys; R10AAA concluded that the areas of concern most often expressed either during discussions and/or in the survey results and research included the following in order of ranking:

Bold indicates programs in need of increased effort based on 4-year plan research.

Transportation services

In-home services and supports

**Caregiver support including grandparent support**

Affordable and accessible housing

Nutrition Programs & food insecurity

Access to medical, mental health care, dental, vision & hearing care

**Falls prevention**

Information & education regarding LTSS (Long-Term Services & Supports)

**Outreach to minorities**

Home health and Hospice services in rural and frontier areas

Adult Day & respite options in rural and frontier areas

The number of older adults with custodial care of children has doubled and R10AAA currently lacks the capacity and expertise to provide appropriate support. New partners with stronger capacity for meeting these needs have been encouraged to apply for funding during the FY 20 funding cycle.

Nearly ½ of older adults surveyed reported falling at least once in the past 12 months. Attendance at the Matter of Balance classes offered has been sporadic. This is an opportunity to review or falls prevention programs and marketing ideas to increase attendance.

R10AAA is currently providing services to 1/4<sup>th</sup> of the minority population who **may** need services. The task force will evaluate current and projected needs, gaps and outreach strategies and develop and action plan. Implementation of the plan will begin in FY 19.

## Demographic Overview

Region 10 continues to maintain a primarily rural nature with an average population density of ten people per square mile. The rural demography of the region requires that services are needed to connect with consumers that are increasingly classified as older, older adults (over 85 years), those that are isolated by long distances from both services and social networks (rural), and those that are new to AAA services (boomers/minorities). The capacity of the regional aging network to respond quickly to the changing economic and regulatory requirements, as well as the changing needs of older adults varies within the Region. The ability to provide updated infrastructure, experienced personnel and current technology are critical factors for aging network organizations to respond to change in a timely fashion.

## Section III: Demographics

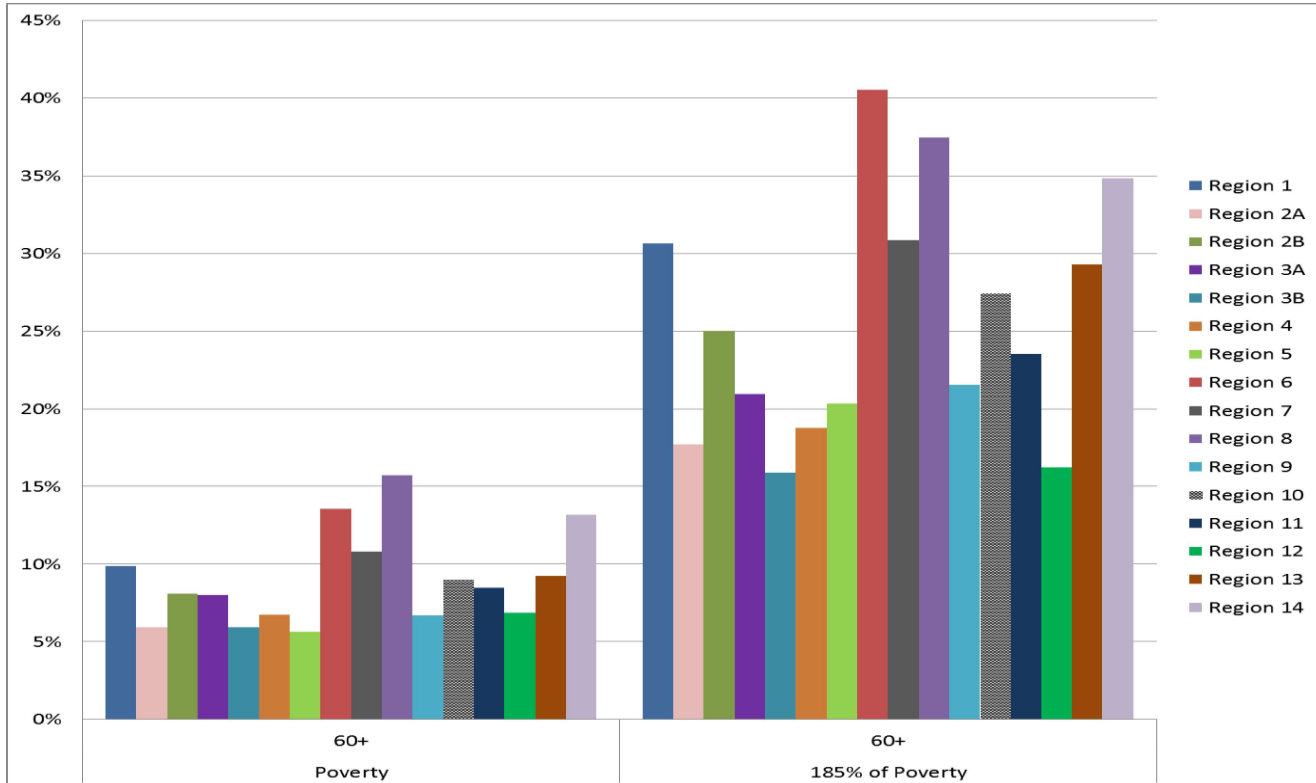
The overall population of the region is growing at a moderate pace, which is seen in the older adult population as well. Over the next four-year period the regional 85+ population is predicted to increase to about 22% to 8,836, this is the cohort that will require the most support to remain in the community. The distribution of these older adults will not be uniform. Most older adults will remain in Delta and Montrose Counties, mainly due to the availability of services and moderate housing costs.

2016 JULY POPULATION ESTIMATES

COUNTY	POPULATION 60+	POPULATION 75+	POVERTY* 60+	MINORITY 60+	RURAL 60+	POVERTY & MINORITY 60+	185% OF POVERTY* 60+	SQUARE MILES	TOTAL POPULATION
Delta	9,790	3,324	1,201	708	7,468	103	2,982	1,149	30,471
Gunnison	2,952	580	193	123	1,487	21	692	3,257	16,394
Hinsdale	276	78	31	5	276	3	86	1,124	775
Montrose	12,090	4,127	1,229	1,041	5,637	255	3,412	2,247	41,421
Ouray	1,710	402	97	43	1,710	17	300	542	4,844
COUNTY	POPULATION 60+	POPULATION 75+	POVERTY* 60+	MINORITY 60+	RURAL 60+	POVERTY & MINORITY 60+	185% OF POVERTY* 60+	SQUARE MILES	TOTAL POPULATION
San Miguel	1,485	225	127	69	1,485	15	313	1,291	8,000
<b>Colorado Total</b>	<b>1,069,949</b>	<b>291,782</b>	<b>83,891</b>	<b>180,622</b>	<b>191,481</b>	<b>24,468</b>	<b>220,701</b>	<b>104,094</b>	<b>5,538,180</b>
REGION	POPULATION 60+	POPULATION 75+	POVERTY* 60+	MINORITY 60+	RURAL 60+	POVERTY & MINORITY 60+	185% OF POVERTY* 60+	SQUARE MILES	TOTAL POPULATION
Region 10	28,303	8,736	2,878	1,988	18,064	414	7,784	9,610	101,905

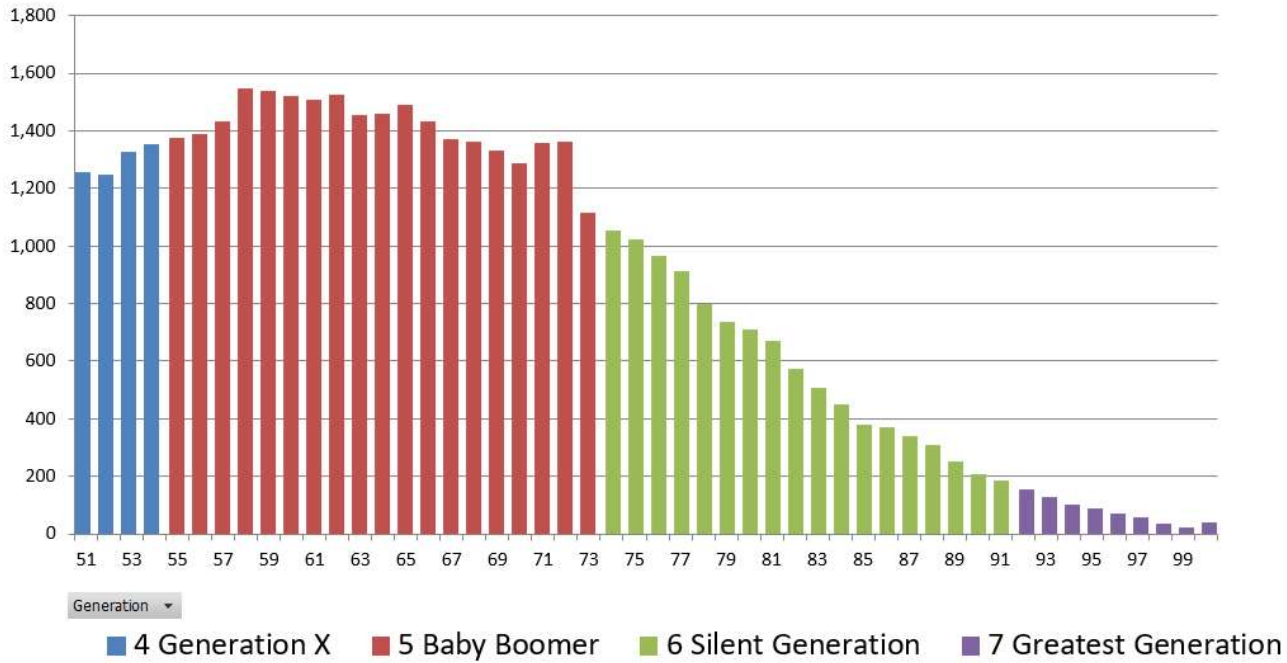
\* Based on Estimates from 2012–2016 American Community Survey of the U.S. Bureau of the Census.

## Population Profile



## Region 10 Generations Chart

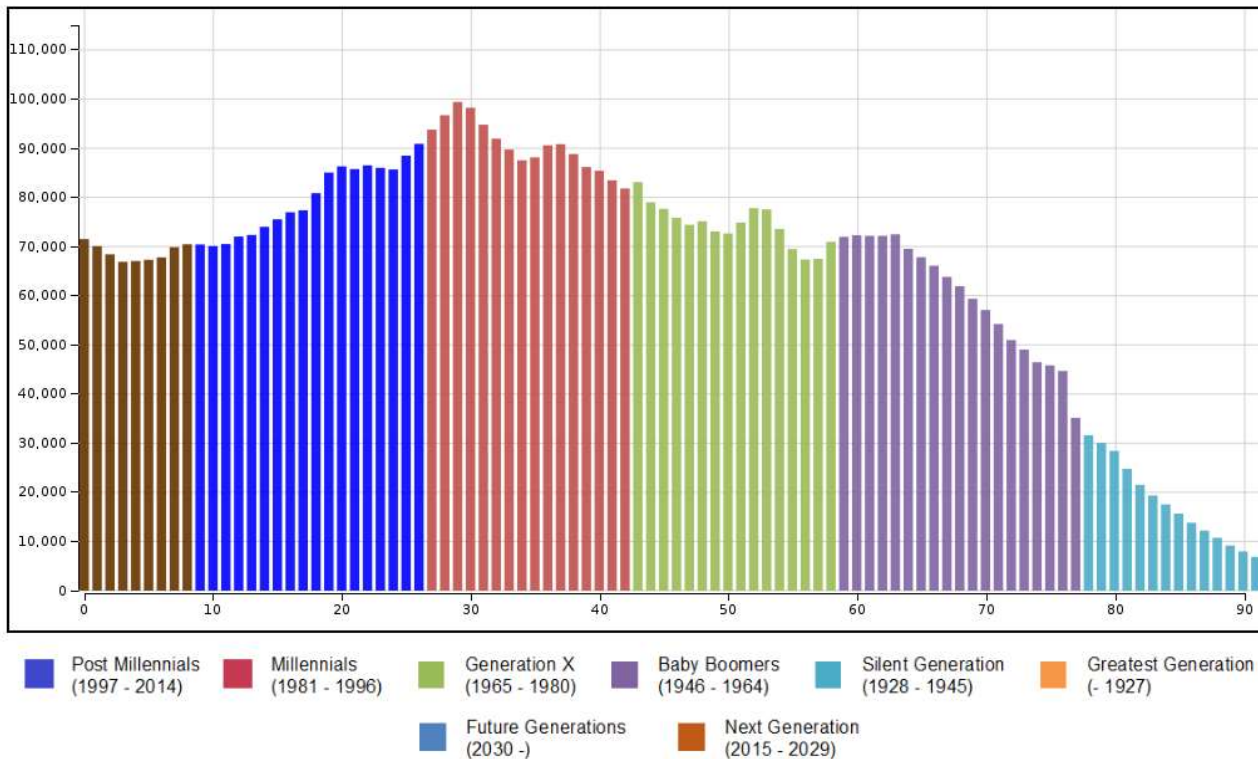
Region 10 Population by Single Year of Age by Generation, 2019



[demography.dola.colorado.gov/gis/map-gallery](https://demography.dola.colorado.gov/gis/map-gallery)

Colorado

2023





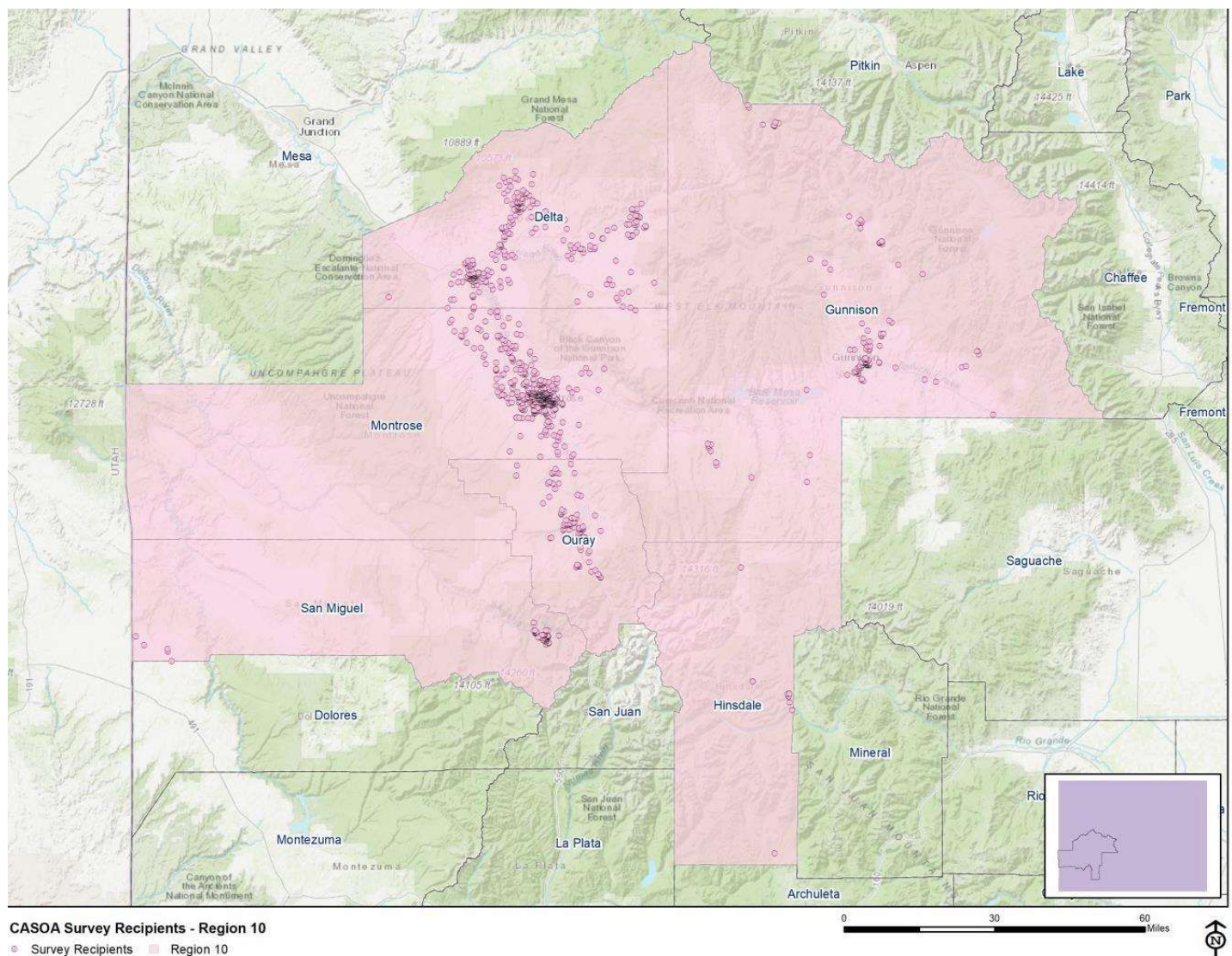
## Section IV: Community Assessment Survey of Older Adults

### Selecting Survey Recipients

One of the first steps taken to ensure survey results are representative of the target population is to use a source from which you select survey recipients that provides adequate to good "coverage" of the target population. This source is referred to as the "sampling frame" in survey research lingo.

The target population for this survey was residents in households age 60 years or older within Region 10's service area. Since it is cost prohibitive to survey every person age 60 years or older in Western Colorado, a random selection of records from the sampling frame was made. An example that may be familiar from a math or statistics class is the jar or bowl of marbles of various colors. If the jar has two-thirds red marbles and one-third blue marbles, a random selection of marbles from that jar should result in a similar proportion (although perhaps not identical) of red and blue marbles as in the original jar.

The sampling frame used for this survey was a list of households with a high likelihood of having a resident age 60 years or older within Region 10's service area from Go-Dog Direct. These lists do not provide complete coverage of all members of the target population but do provide a fairly complete coverage. The lists provided by Go-Dog Direct cannot be mapped directly to political boundaries such as municipalities or counties, but to United States Postal Service (USPS) boundaries such as zip codes or carrier routes. To ensure all eligible households are included, they randomly selected households from their entire list for the target population for all the zip codes that contain even a part of the study

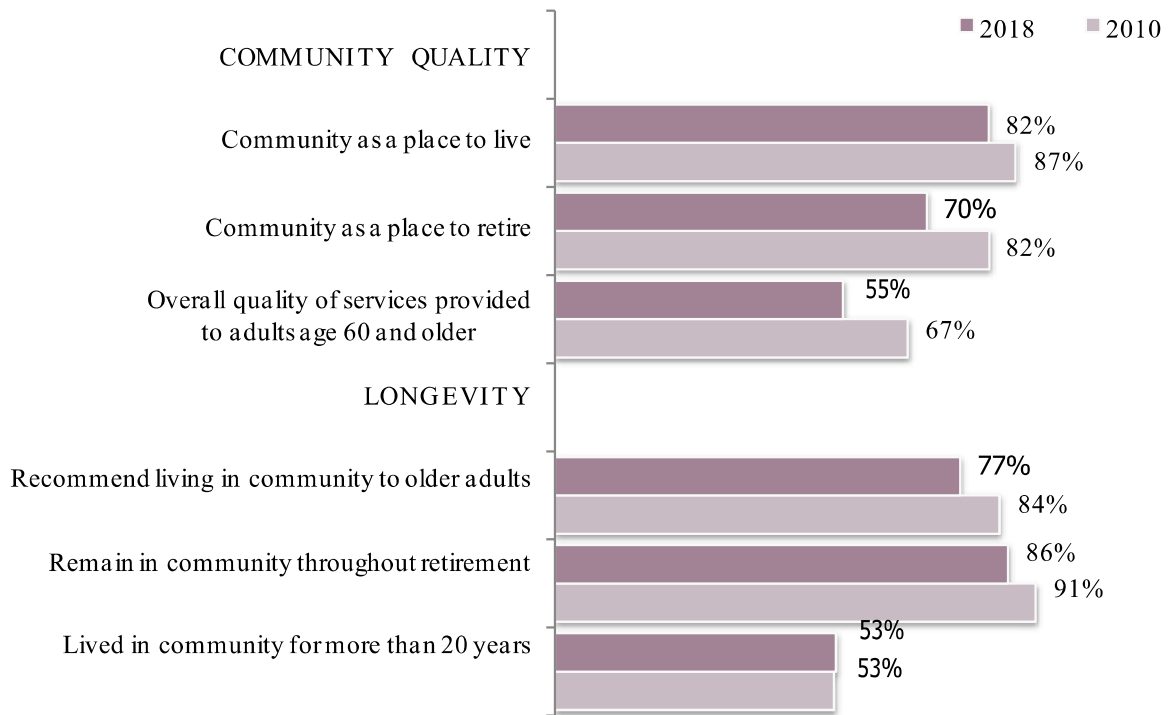


## Overall Community Quality

The CASOA survey contained several questions related to the life of older residents in the community. This section of the report explores aspects of the overall quality of the community by examining how older residents view the community overall, how connected they feel to the community and how well they can access information and services offered by Region 10. Survey participants rated the community as a place to live and to retire as well as the overall quality of services provided to older adults. As further testament to the quality of a community respondents indicated how likely they would be to not only recommend the community to other older adults but also how likely they would be to remain in the community throughout their retirement.

Most of Western Colorado's older residents gave high ratings to the community as a place to live. Services offered to older adults were considered "excellent" or "good" by about half of older residents. Overall, about three-quarters of older adults said they would recommend the community to others, which declined from 2010 to 2018. About half of residents had lived in the area more than 20 years and 86% of seniors planned to remain in the area throughout their retirement. Generally, a similar proportion of residents tended to rate these aspects of the community as "excellent" or "good" as other older adults across the nation.

**Figure 3: Western Colorado as a Place for Older Residents**



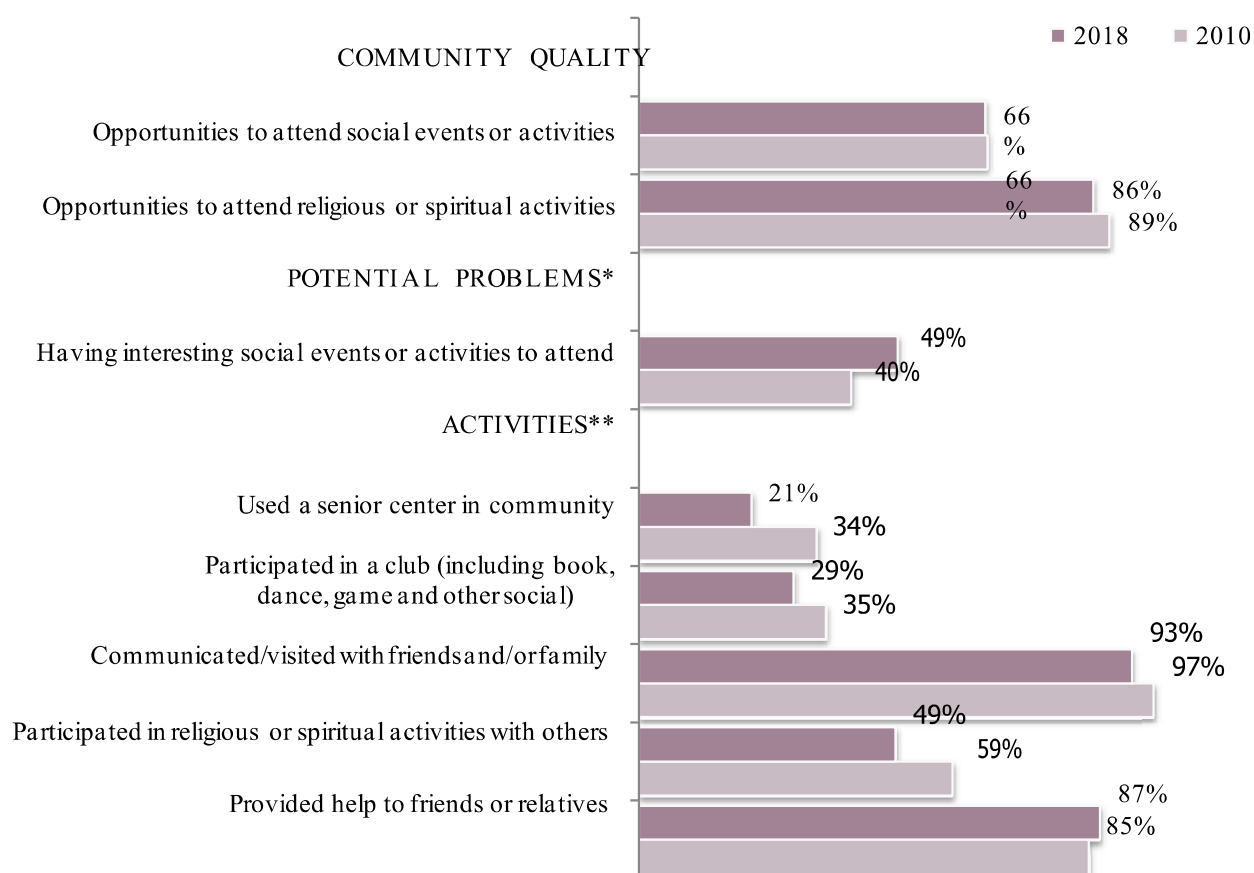


## Social Engagement

Communities are the foundation for social life. Sociologist Eric Klingenberg describes communities as “the soil out of which social networks grow and develop or, alternatively, wither and devolve.”<sup>4</sup> Region 10 has a great potential to strengthen the community by fostering increased social engagement of its older residents.

About two-thirds of older residents rated opportunities to attend social activities as “excellent” or “good” and a higher proportion rated opportunities to attend religious or spiritual activities this way. About half of seniors said that they had at least “minor” problems having interesting social events or activities to attend. About 5 in 10 older residents engaged in religious or spiritual activities while 3 in 10 participated in clubs. Use of a senior center (21% of respondents), which often serves as a social hub for seniors, decreased from 2010 to 2018 but was similar compared to use in other communities.

**Figure 7: Social Engagement in Western Colorado**

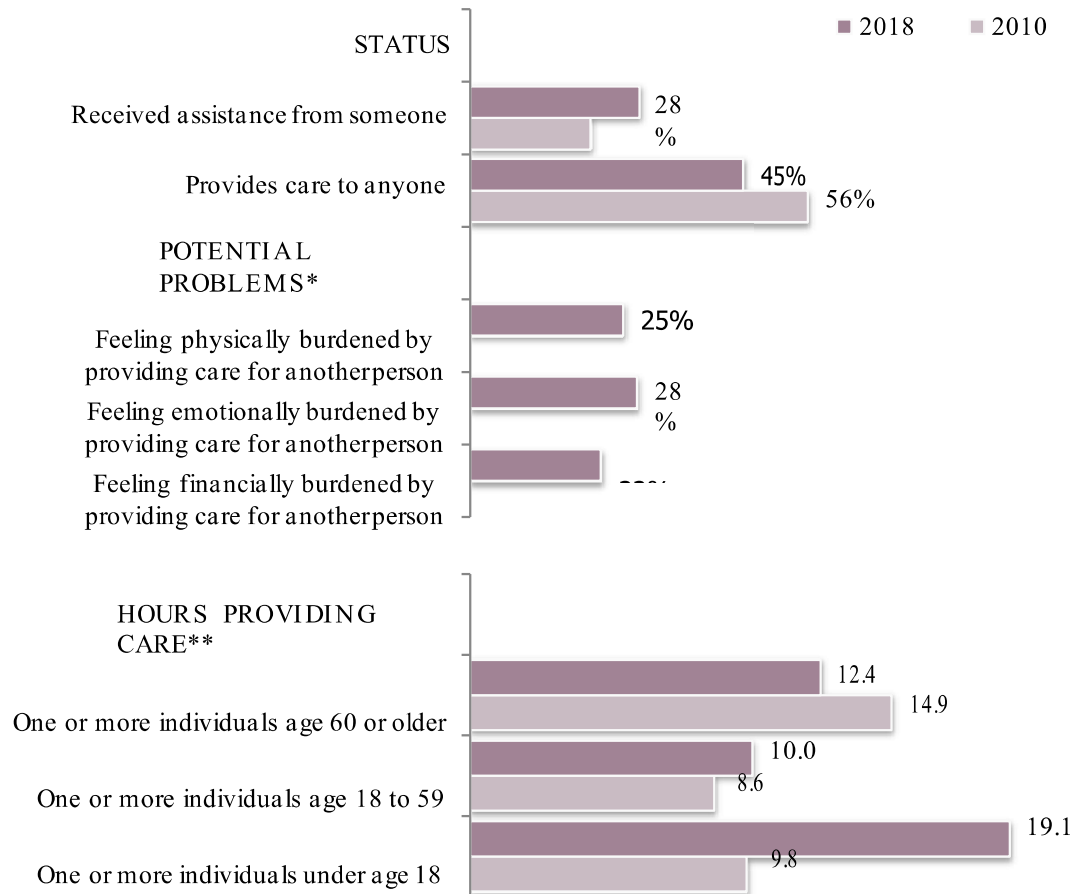


## Caregiving

More than 10 million people nationwide have disabling conditions that affect their ability to live independently<sup>5</sup> and almost 80% of these residents are seniors. Those who provide care to a loved one or friend with such a condition often feel a sense of contribution and personal worth despite the physical, emotional and financial burden such care can produce. While care is most often provided by family members and is unpaid, its value has been estimated at \$350 billion annually.<sup>6</sup>

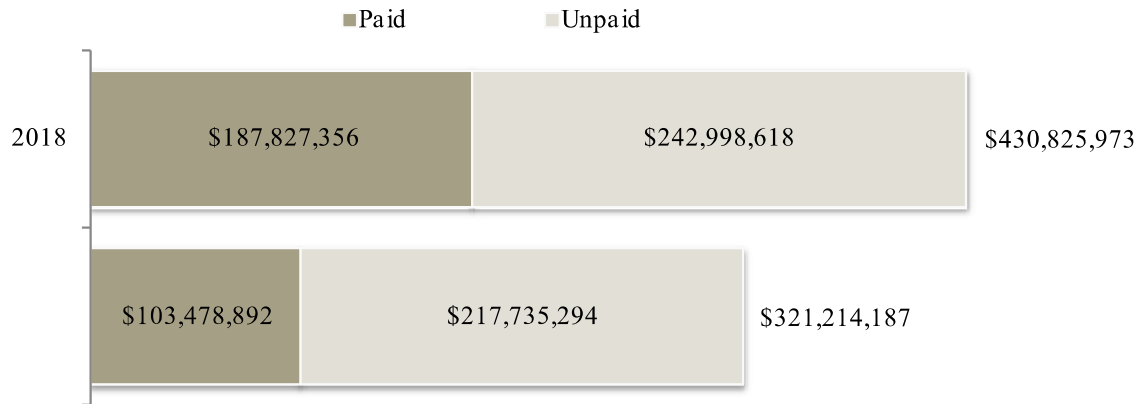
Overall, 45% older residents in Western Colorado said they were providing care for others and 28% were the recipients of care. Survey participants rated the extent to which they experienced physical strain, emotional stress or financial hardship because of being a caregiver. Generally, about one-quarter felt burdened by their caregiving responsibilities, providing about 12 hours of care to seniors each week on average.

Figure 9: Caregiving in Western Colorado



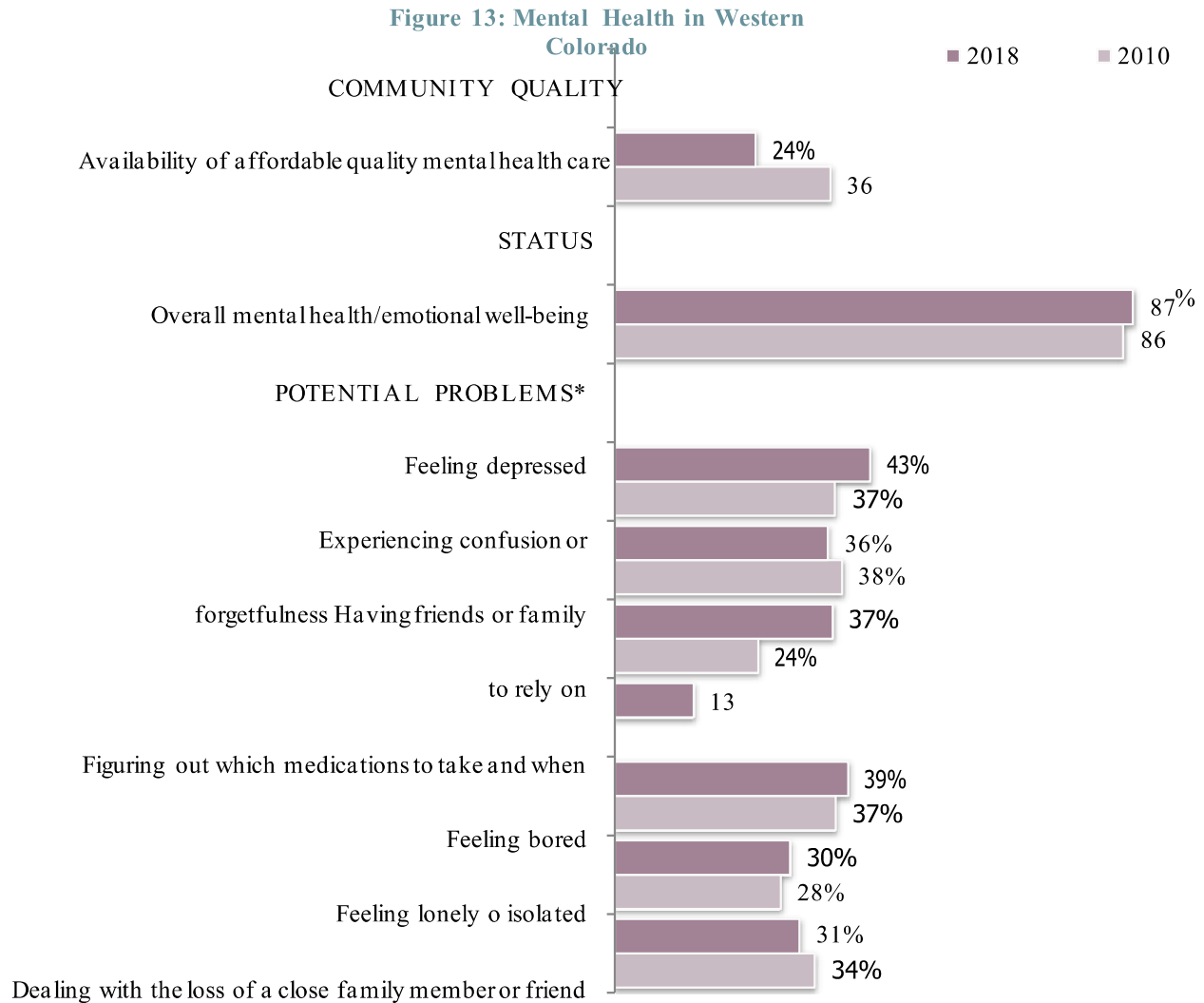
Productive behavior is “any activity, paid or unpaid, that generates goods or services of economic value.”<sup>2</sup> Productive activities include both paid and unpaid work of many kinds as well as services to friends, family or neighbors. Older adults provide significant contributions (paid and unpaid) to the communities in which they live. In addition to their paid work, older adults contributed to Western Colorado’s economy through volunteering, providing informal help to family and friends and caregiving. **The value of these paid and unpaid contributions totaled almost \$431 million in a 12-month period.**

Figure 11: Economic Contribution of Older Adults in Western Colorado



## Mental Health

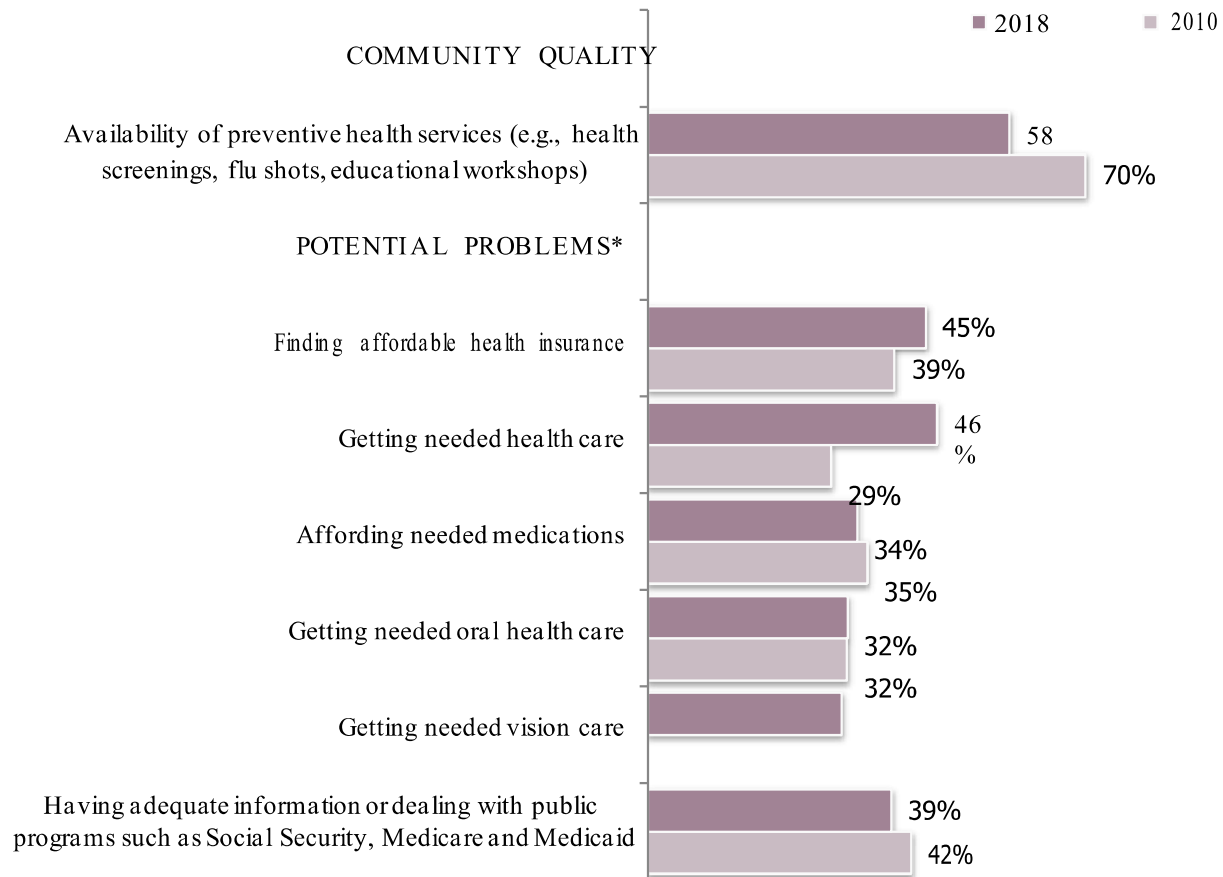
In addition to rating aspects of physical health, older residents provided insight into their mental health. About one-quarter of older residents felt there was “excellent” or “good” availability of mental health care in Western Colorado (a decrease from 2010) while 9 in 10 rated their overall mental health/emotional wellbeing as “excellent” or “good.” While few older adults reported poor emotional wellbeing, they still reported at least “minor” problems with some aspects of their mental health. The most commonly cited mental health issues included feeling bored or depressed, while the least cited issue was figuring out which medications to take and when.



## Health Care

The most commonly cited health care issues were finding affordable health insurance and getting needed health care. About 3 in 10 Western Colorado older residents reported issues with getting needed oral and vision care. Older residents reported more problems with getting needed health care in 2018 compared to 2010.

**Figure 14: Health Care in Western Colorado**



Percent rating positively (e.g. excellent or good)

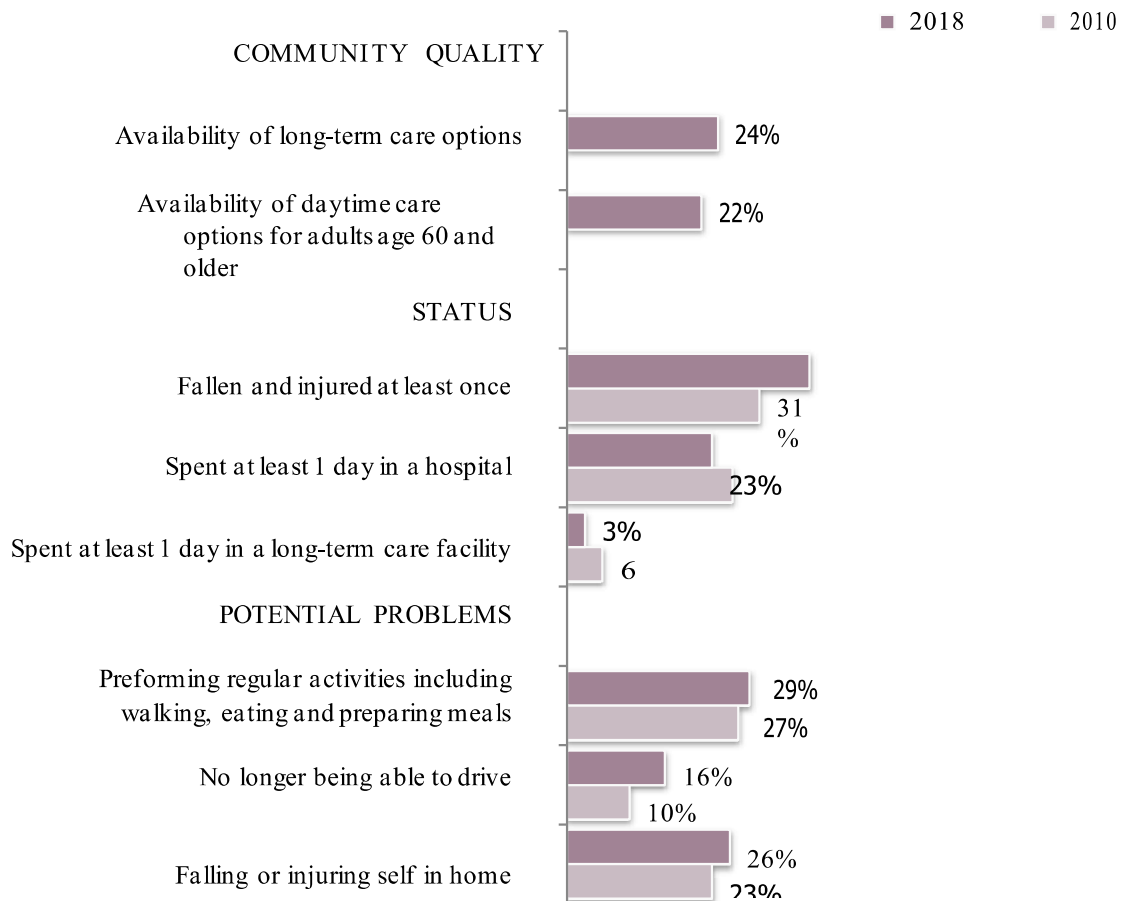
\*Percent rating as at least a minor problem

## Independent Living

For those unable to live independently (either temporarily or permanently), having care options available could mean the difference between remaining in or leaving the community. About one-quarter of Western Colorado's older residents rated the availability of long-term care and daytime care options favorably. As for hospitalizations, about one-quarter of respondents reported spending time in a hospital, although 39% had fallen and injured themselves in the 12 months prior to the survey (an increase from 2010).

Overall, just under one-third of older adults reported at least "minor" problems with most aspects of independent living. Notably, 29% reported having problems with performing regular activities, including walking, eating and preparing meals. Problems with aspects of independent living tended to be similar compared to other communities.

Figure 15: Independent Living / Western Colorado



## **Section V: Core Services and Utilization of Volunteers**

### **Region 10 AAA Older Adult Core Services**

1. Transportation
2. Nutrition Programs, congregate & home delivered
3. In-Home Services

#### **Transportation Services**

All Points Transit is the only contracted transportation provider in Region 10. Transportation services are provided in Delta, Montrose, and San Miguel Counties for trips to medical appointments, dining sites, shopping, and personal trips with R10AAA vouchers. Gunnison has an RTA that provides service. Currently the only counties not served with a formal transportation program are Hinsdale and Ouray. Ouray does have a volunteer program that provides some rides in personal vehicles or with the Neighbor to Neighbor van. The addition of Bustang and potential expansion have been helpful, but more outreach is needed to make people aware of this option. LYFT is also being offered in San Miguel, Ouray and Montrose Counties as of 2019. R10AAA has offered to explore a voucher program in Hinsdale County if the community is interested.

Demand for flexible older adult transportation services is rapidly increasing in the region. Faced with rising administrative, personnel and operational costs, older adult transportation providers need to maximize existing services through innovative fundraising and collaborative efforts. Integration of regional older adult transportation delivery systems has been effective and will continue to evolve as part of the overall regional transportation planning process. R10AAA and All Points Transit developed a volunteer transportation system to relieve some of the waiting list. This is accomplished primarily with volunteer drivers, it had a slow start but has become an important addition to the available options. The R10 Senior Companion Program is also an option for those program participants who can use a standard vehicle. This will be replicated throughout the region. Another community partner is A Little Help who regularly provide volunteer transportation in parts of Delta county, they hope to expand to serve all of Delta County in the coming years. Homestead funding will be used to find creative ways to grow all the above listed programs and create a more sustainable transportation system for R10.

#### **Nutrition Services**

Volunteers of America (VOA) is the contracted nutrition provider in Region 10 and utilizes their Senior CommUnity Meals program to provide congregate meals, home-delivered meals, nutrition education and nutrition counseling. VOA has worked diligently in FY18-19 to increase home delivered meal services, increase operational efficiencies, increase supervision/training for staff, upgrade menus (e.g. healthier choices and more diversity based on consumer input) and develop program policies. A frozen home delivered meals program has become highly successful with consumer satisfaction significantly higher than with meals purchased from an outside vendor. This model will be considered in the coming years to potentially serve meals more frequently and to areas of the region without current OAA funded meals programs. This model would require considerable community support from volunteers to heat and serve the frozen meals provided by SCM.

### **In-Home Services**

R10AAA contracts with Hinsdale County for homemaker services provided in Lake City. The remaining communities are provided through a voucher program and include, housekeeping, grocery shopping, meal preparation, laundry, information and referral, caregiver respite and personal care. Deep cleaning, pest mitigation and hoarding assistance is provided on a limited basis. Consumers chose a vetted agency to provide the service. In 2019 R10AAA increased the allowance of hours for personal care and will increase caregiver respite if funding allows. These two programs have the greatest impact in avoiding institutionalizations. The need for these services continues to expand as the population of adults over 75 years old continues to increase. Chore service and home modifications are also options as funding allows.

### **Volunteer Program**

In 2017 R10AAA applied for a zero funded “Senior Companion” grant through Senior Corps. Funding was not available but R10AAA sees this as a cost-effective way to increase services, avoid wait lists and provide financial support to those in the greatest need. A part-time coordinator was hired in 2018 and the program will be promoted in all areas of the region in the next two years. This program is especially important for older adults with cognitive challenges who live alone and for caregiver respite. The program also helps prevent social isolation for both the Senior Companion and the person being served.

R10AAA also supports recruiting, recognition and retention efforts for volunteers who assist with home delivered meals, special events, volunteer Ombudsman, SHIP counselors, volunteer car drivers and snow removal.

R10AAA has partnered with other volunteer programs such as “Time Bank of the Rockies” and “A Little Help” to assist with volunteer base development and outreach. The senior nutrition program relies heavily on volunteers to assist at the meal sites and deliver meals to the homebound.

### **Questions**

#### **Barriers to innovation-**

Expanding the senior nutrition program number of days and locations is dependent upon the consistent engagement of community volunteers. The program currently struggles to find enough volunteers to deliver meals to the homebound.

The provision of in-home services has become more difficult due to workforce challenges that seriously impacted the very rural and frontier areas. Some of these communities are located 1-2 hours from the home base of the agency but the lack of local workforce often creates the need to send staff from the main office. This is not cost effective or sustainable and has created wait lists.

#### **Provider monitoring**

New vendors for voucher programs are vetted through an RFQ (request for qualifications) process. All agencies are required to meet Volume X regulations. Initial program evaluations are conducted within the first 90 days of the start of service provision. All vendors are required to report complaints monthly with their reimbursement requests. Serious or unresolved complaints may result in a temporary hold on new referrals and possible termination of the vendor agreement.



All contracted agencies receive an annual on-site monitoring visit from R10AAA staff. Beginning in 2019 OAYSS software will be used to document the evaluation making it easier for the staff and the RAC to review program evaluations during contract and RFP review.

### **Waitlists**

Currently there are no waitlists, all agencies are required to report waitlists monthly. Prioritization is based on targeting criteria and is monitored at R10AAA. Waitlist discussion with appropriate providers is ongoing.

### **Ombudsman and Legal Assistance**

**What long term care issues will the R10AAA local Ombudsman Program give priority to as a system advocate during the next four years?** Mental and behavioral health services for older adults are sorely lacking in the region. In 2019 a new Crisis Intervention Facility is opening in Montrose and will serve the region. R10AAA will strongly advocate for mental health services and supports specific to older adults.

**In addition to resident council meetings, family council meetings, and trainings to facility staff, what other activities will the R10AAA Ombudsman participate in during the next four years to educate the community regarding Ombudsman services?** R10AAA staff takes every opportunity to educate the public and stakeholders about all programs. In the next four years we will focus on improving our social media presence. Community educations are offered throughout the region.

**What legal issues will be given priority for receiving representation from the legal Assistance Program during the next four years? How will the AAA ensure that the local Legal Assistance Provider is able and willing to provide representation for these issues?** Domestic violence and financial exploitation reports from older adults are on the rise. The R10AAA contracted provider assists in the region with community education around elder abuse and exploitation. Free legal clinics are offered monthly, additionally the provider has a staff attorney and volunteer attorneys to assist with domestic violence and divorce cases.

**How will the AAA ensure that the local legal assistance provider is able to provide representation for these issues?** The provider has verified their ability to manage these cases, the provider is evaluated at least annually and more often if complaints are not promptly resolved.

### **Other services**

**What evidence-based health promotion or disease prevention programs does the AAA currently provide and plan to provide during the period of the Area Plan?**

Matter of Balance is currently offered in four of the six counties served by R10AAA, lack of adequate registrations led to one class cancellation in 2018. Other Falls Prevention programs will be evaluated and trainers from the more remote counties will be recruited. Past successful marketing efforts will also be evaluated for replication. On-line evidence-based programs will also be researched. Transportation to classes, weather issues and distance are all things that have factored in to poor attendance in the past.

**In addition to funding received through the OAA and State Funding for Senior Services, what other funds are received by R10AAA to provide services to older adults?** SHIP (State Health Insurance Assistance Program, Colorado Choice Transitions and other grants.

### **Targeting and Outreach**

**What are some of the successes the R10AAA has used that improved access and utilization of services by individuals who are at greatest social and or economic need?** ADRC Options Councilors are available in each county served by R10AAA. A translator is available in Montrose and are being recruited for the other five counties. The referral process has been streamlined to ensure that consumers get needed services in a timely fashion and from local providers whenever possible.

The Senior Companion Program allows us to pay a small stipend to low income seniors who can provide companionship to their peers or caregivers in need of support. This stipend does not count against other public benefits like affordable housing, SNAP and LEAP. This puts extra money in the hands of low-income seniors while addressing the social isolation potential for both the companion the older adult being assisted. Bi-lingual companions will be recruited whenever possible. Those consumers who are on a wait list for caregiver respite or companionship will be served by the Senior Companion Program until paid services can be provided. Those consumers at the highest risk will be offered the option of both paid providers and Senior Companion to ensure appropriate coverage and prevent institutionalization. Currently; caregiver consumers are screened for possible respite with other grants in addition to the OAA to maximize the number of respite hours provided. Additionally; caregivers are offered information about area support groups and available evidence-based programs related to caregiving or disease management.

**What strategies will the AAA use to raise awareness of the services provided and increase the number of services provided and the number of unduplicated clients over the four years of the Area Plan?** Options counselors in each county regularly visit their local senior centers or community focal points. Language making this a requirement will be added to the scope of work in contracts and vendor agreements beginning with FY 2020. Quarterly community educations will be provided in each county. A task force has been created to formulate a plan to reach the non-English speaking population and determine needs and gaps. The ADRC in R10 is strong and engaged with an easy referral system that is used throughout the region. Regular communication with all area hospital discharge planners, health and human service agencies and local partners is ongoing and consistent.

### **Innovation and Expansion of Services**

With additional funding R10AAA will build capacity for transportation and senior nutrition programs throughout the region. Innovative programs will be sought that will help address our current gaps in the areas of serving minorities and grandparents in addition to falls prevention.

REGION: 10									
PROGRAM: YOA Senior Community Meals									
Program Meal Sites (Congregate & Home Delivered Meal Programs) As of Mar									
SITE NAME/ADDRESS MEAL SITE COORDINATOR PHONE/FAX/EMAIL ADDRESS	WHICH PROGRAM(S) OPERATE OUT OF THIS SITE?		ARE MEALS PREPARED ON SITE? YES/NO	WHICH MEAL IS SERVED/DELIVERED EACH DAY? (CHECK ALL THAT APPLY)			DAYS OF THE WEEK C-1 MEALS ARE SERVED	WHAT TIME ARE C-1 MEALS SERVED? (I.E. 11:00AM, ETC)	DAYS OF THE WEEK C-2 MEALS ARE DELIVERED
	C-1	C-2		BREAKFAST	LUNCH	DINNER			
1. Cedaredge Comm Center 140 NW 2nd St Cedaredge, CO 81413 970-856-3636	x	x	no		x		T,W,Th	noon	T,W,Th
2. Delta Comm Center 248 Meeker St Delta, CO 81416 970-874-5302	x	x	no		x		M,W,F	noon	M,W,F
3. Hotchkiss Senior Center 276 W Main St Hotchkiss, CO 81419 970-872-3494	x	x	yes		x		M,W,F	noon	M,W,F
4. Norwood Comm Center 1670 Natura St Norwood, CO 81235 970-327-4594	x	x	no		x		M,T,Th	noon	M,T,Th
5. Nucla Senior Center 386 Main St Nucla, Co 81424	x	x	yes		x		M,W,Th	noon	M,W,Th
6. Olathe Comm Center 105 Main St Olathe, CO 970-323-5391	x	x	no		x		T,Th,F	noon	T,Th,F
7. Paonia Senior Center 106 3rd St Paonia, CO 81428 970-527-3435	x	x	no		x		M,W,F	noon	M,W,F
8. Montrose Sharing Ministries 49 N 1st St Montrose, CO 81401		x	no		x				QOO/wk

# Worksheet B

D	REGION:	10
<b>REGIONAL ADVISORY COUNCIL MEMBERSHIP</b>		
List all persons presently serving as members of your Regional Advisory Council.		
<b>NAME</b>	<b>ORGANIZATION AFFILIATION</b>	
Ronda Steenburgen	Montrose	
Deon Tempfer	San Miguel & West End	
Donna Whiskeman	Ouray	
Tim Gallegos	Delta	
Jess Deegan II	North Fork	
Tina McGuinness	Gunnison	
Kathy Baes	Paonia	

# Worksheet C

Attachment C			REGION:		
COMMUNITY FOCAL POINTS AND SENIOR CENTERS					
LIST ALL FOCAL POINTS AND SENIOR CENTERS INCLUDING NUTRITION SITES IF IT IS A FOCAL POINT					
CENTER NAME ADDRESS, CITY, ZIP CODE PHONE NUMBER CONTACT EMAIL	CHECK IF FACILITY IS:			CHECK IF LOCATION SERVES:	
	A FOCAL POINT	A SENIOR CENTER	FUNDED THROUGH TITLE III- B	PREDOMINANTLY LOW INCOME ELDERLY	PREDOMINANTLY LOW-INCOME MINORITY ELDERLY
Christ's Kitchen 17 N. 6th St. Montrose, CO 81401 970-252-6415 Phil Cockrill	X				X
Christ Presbyterian Church 436 W. Columbia St. Telluride, CO 81435 970-728-1200, Davine Pera	X				
Cedaredge Community Center 140 2nd St. Cedaredge, CO 81413 970-856-6326	X	X	X		
Delta Community Center 247 Meeker St. Delta, CO 81416 970-874-7837	X	X	X	X	
Delta Senior Resource Council PO Box 955 Delta, CO 81416 970-712-2295, Leah Lewis	X		X		
Delta County Health & Human Services 560 Dodge Stree Delta, CO 81416 970-872-1204 Karen Marchan	X				
Gunnison County Health & Human Services 225 N. Pine Gunnison, CO 81230 970-641-7984, Karin Stewart	X		X		
Hinsdale County Public Health 304 E. 3rd Lake City, CO 81235 970-944-0321, Tara Hardy	X		X		
Hotchkiss Senior Center 276 West Main St. Hotchkiss, CO 81419 970-872-3494, Sally Rogers-Thompson	X	X	X	X	
Montrose County Health & Human Services 1845 S. Townsend Ave. Montrose, CO 81401 970-252-5000 Stephanie Holsinger	X		X	X	
Montrose Pavilion Senior Center 1800 Pavilion Dr. Montrose, CO 81401 970-249-9423	X	X			
Norwood Community Center 1670 Naturita St. Norwood, CO 81423 970-327-4594, Becky Osborn	X	X	X	X	
Nucla/Naturita Senior Center 386 Main St. Nucla, CO 81424 970-864-7278	X	X	X	X	
Olathe Community Center 105 Main St. Olathe, CO 81425 970-323-5391, Della Durnall	X	X	X	X	
Ouray County Public Health 541 4th St., Box 463 Ouray, CO 81427 970-325-4670 Elizabeth Lawaczeck	X		X		
Ouray Neighbor to Neighbor P.O. Box 463 Ouray, CO 81427 970-325-4586 Mary Cockle	X		X		
Paonia Senior Center 106 3rd St. Paonia, CO 81428 970-527-3435, Judi Ricker	X	X	X		
Region 10 Area Agency on Aging 300 N. Cascade, #1 Montrose, CO 81401 970-249-2436 x 207 Eva Veitch	X		X		
Senior CommUnity Meals 11407 Hwy 65 Eckert, CO 81418 970-835-8007 Al Shonk	X		X	X	

**STATEMENT OF INTENT****The Area Plan****Is hereby submitted for****AREA AGENCY ON AGING (AAA) NAME****REGION****For the period** July 1, 2019 through June 30, 2023


This Area Plan includes all assurances plans under provisions of the Older Americans Act during the period identified. The Area Agency on Aging identified above shall assume full responsibility to develop and administer the Area Plan in accordance with the requirements of the Older Americans Act and related State regulations and policy. In accepting this authority, the Area Agency on Aging assumes responsibility to promote the development of a comprehensive and coordinated system of community services and to serve as the advocate and focal point for older persons in the planning and service area.

The Area Plan has been developed in accordance with the rules and regulations specified under the Older American's Act and Staff Manual Volume 10, and is hereby submitted to the Colorado Department of Human Services, Division of Aging and Adult Services for review and approval.

**SIGNATURES:**

  
\_\_\_\_\_  
Director,  
Area Agency on Aging

3-28-19  
DATE

  
\_\_\_\_\_  
Chairperson,  
Area Agency on Aging  
Advisory Council

22 March 2019  
DATE

  
\_\_\_\_\_  
Chairperson,  
Governing Board of the  
Area Agency on Aging

March 28, 2019  
DATE