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AAA Four Year Area Plan

February 2023

Older Americans Act

Region 10 AAA

Title III and Title VIII

Effective July 1, 2023 thru June 30, 2027

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Section I: Executive Summary

Region 10 boasts some of the most beautiful and rugged landscapes in the country. Steeped in a rich history of mining and agriculture built on the backs of the pioneers who still call this region home. The older adults of Region 10 are proud, hardworking, and fiercely independent, and they want to remain in their communities and homes.

Region 10's Area Agency on Aging (R10 AAA) serves the counties of Delta, Gunnison, Hinsdale, Montrose, Ouray, and San Miguel. It encompasses over 9600 square miles (about the area of New Jersey) with communities as diverse as the landscapes. We are the home to two world class ski resorts, many tiny villages that are not on the map, a few frontier towns and the remainder is classified rural. The region has three hospitals and three emergency clinics. Over half of the region's after-hours medical care is provided by EMS (Emergency Medical Services). Home Health Care is non-existent in several areas, creating challenges for people who need skilled nursing support at home.

We also have many new retirees moving to the area from all over the country, bringing innovative ideas, growth and sometimes creating challenges like increased housing costs.

The technological landscape has changed since the last four-year plan, and now, more older adults are using smartphones and apps. The pandemic taught us all ways to stay connected. Even those in nursing facilities now use smartphones and tablets, some provided by Region 10's AAA during the pandemic.

This Four-Year Area Aging Plan is effective from 7/1/2023-6/30/2027. The R10 AAA continues to find creative solutions to meet the needs of its older adults. Like all communities we have seen workforce shortages and significant population growth. The pandemic hit some communities harder than others, however all our nursing facilities and home care agencies have managed to stay in business. We did lose two meal sites due to ongoing staffing issues but were able to quickly find a way to provide meals to older adults.

Our Retired Senior Volunteer Program's (RSVP) success has helped backfill caregiver respite and companionship in areas where agencies were unable to provide staff. Community Paramedicine has helped dozens of people remain in their homes when home health care was not available. It also got people out of hospital beds during the pandemic when those beds were sorely needed for COVID patients. The skilled facilities were on lockdown or too short staffed to take these patients. Community Paramedicine often helped unclog the hospital in Delta County.

The strategies and goals set forth in this plan are based on the needs and priorities of the older adult population and their caregivers. This plan was developed with input gathered from the Community Assessment Survey for Older Adults (CASOA), community conversations, data from the State

Demographers office, and other key informants. The plan outlines some of the new strategies that R10 AAA has initiated to address the staffing shortages; and those that the agency is exploring to bring in new partners, identify and close gaps and support older adults.

The Four-Year Area Plan was developed with information from adults aged 60+ and other stakeholders that was gathered by R10 AAA staff through a series of community meetings/forums held throughout the region. These were conducted from August 2022 through January 2023 across the region. In-home services, caregiver respite, transportation, and help with chores like yardwork rank highest as areas of importance to older adults and their caregivers. Many stakeholders spoke about difficulty with technology or a desire to use technology to stay active and engaged without exposure to illness.

The CASOA and information gathered through the Community Inclusion Census Data revealed that 83% of the older residents living in R10 rate their overall quality of life as good or excellent and 82% plan to stay in their community throughout retirement. Residents rated their communities positively in safety, physical health, and social engagement. The areas showing the greatest need for improvement are housing, employment, and independent living. Only 11% of the respondents gave a positive score to the availability of affordable quality housing, 38% of older residents need housing and 20% report mobility needs. There is work to do in the areas of providing financial and legal planning and access to information, although 71% of the respondent's report being informed about services and activities for older adults.

Older adults in the region are helping their communities with 60% engaged in volunteer work, this is evidenced by our RSVP program with over 300 active volunteers! Caregiving impacts 66% of the respondents with the bulk of that being care for older adults. The CASOA mirrored the community conversations for those things that most concern older adults and their caregivers. Financial and physical fragility, ability to care for self and home, knowledge and understanding of services and programs, and loss of family, friends, and independence. The other interesting fact to note is that 92% of 1754 respondents voted in the last election. Older adults are interested and want to be heard.

Caregiver support, combating social isolation and helping older adults understand what the resources are and how to access them will be high priorities in the coming four years. The traditional methods of outreach are no longer effective. Many older adults are relying on the internet and social media, which was evident in the focus groups, so we will increase those tactics and focus on capturing email addresses during the intake process.

A renewed effort to engage people with our technology platforms and virtual evidence-based programs is also planned. All efforts will be offered in English and Spanish which are the predominate languages in the region. Outreach to the Hispanic and Latino population is a high priority that also offers the opportunity to engage new partners. Outreach efforts include a regular presence at MADA (the local

gathering place for the Hispanic population) options counselors are there twice a month to explain resources and assist as needed. The Consumer directed program for in-home services is offered in addition to RSVP and Senior Companion.

After analyzing both the regional strengths and needs of older adults for the next four years, our vision for the R10 AAA for 2023 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, R10 AAA will employ the following strategies as funding allows:

1. Improve outreach and education efforts to persons who are living at or below the Federal Poverty level, those who are frail, those who live alone, and minorities.
2. Increase availability and access to technological support.
3. Seek methods to provide consistent access to financial and legal planning services.
4. Increase support for caregivers.
5. Increase access to local food banks and farmers markets to address food insecurity.
6. 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.
7. Advocacy efforts for more affordable housing options, integrated regional transportation systems, rural area home health services and better serving minority older adults.
8. The Regional Advisory Council (RAC) will continue its vital role of providing advice and assistance to the R10 AAA 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 older adults.
9. R10 AAA 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 etc., regular participation in area senior resource councils and continued outreach activities to various older adult focal points will be a priority.
10. Encourage new program ideas and potential new contractors during the Request for Proposals cycle every three years.

Helping older adults "age-in-place" requires multiple services. As the life span increases so do the needs of older adults, in 2022, 232 Region 10 AAA clients routinely received 2 or more OAA (Older Americans Act) funded services and 333 individuals are utilizing 3 or more services. Region 10 AAA will continue to advocate for increased funding to support the growing needs and find creative solutions for addressing these issues.

Section II: Public Input

COMMUNITY CONVERSATION RESPONSES:

The following questions were asked at the Community Conversations held throughout the region attended by the older adults living in the community. Responses to the questions are summarized below and are listed in general order of frequency.

Over the next five years, what services do you anticipate needing if you want to remain in your own home as you age?

- Housekeeping
- Yardwork
- Transportation, especially to medical appointments
- In-home services
- Technology help
- Home maintenance
- Nutrition
- Help with grocery shopping
- Companionship

“We need better education on resources for smaller communities, not just the larger towns.”

-Community Conversation participant, Paonia

What keeps you or someone you know from accessing services or participating in classes/events?

- Transportation issues
- Too complicated
- Lack of interest
- Lack of information/awareness
- Social isolation

“There is a lack of understanding about how programs work or what questions to ask...”

-Community Conversation participant, Olathe

What resources, education, or support do you think are necessary to be a successful caregiver?

- Respite
- Support groups/support system
- Social contact
- Training

“Social isolation for caregivers can be difficult.”

-Community Conversation participant, Paonia

How do you envision technology supporting you as you age?

- Telemedicine/telehealth
 - Help managing prescriptions
 - Life alerts
 - Improved phone service
 - In-home health support (mental health, dialysis, etc.)
-

“We’d like education on how to make tech more usable.”

-Community Conversation participant, Delta

What are some ways that seniors in your county can become more socially active?

- Senior meals
 - Better access to transportation
 - Senior center
 - Hobby/recreation classes
 - Clubs
-

“Focus on those who have less familial and social support.”

-Community Conversation participant, Paonia

Community Conversations 2022-2023 Locations:

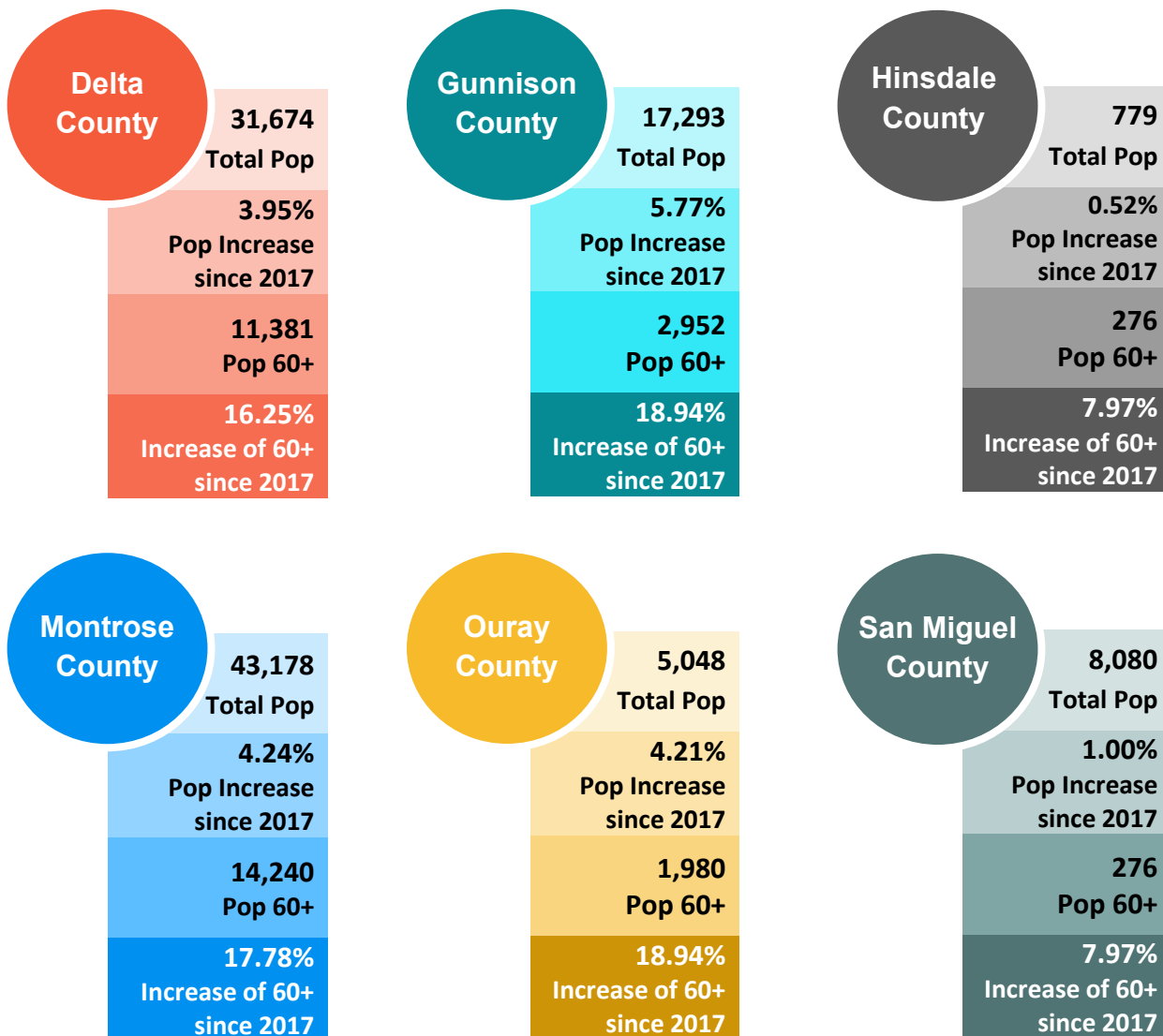
- 📍 Cedaredge
- 📍 Crawford
- 📍 Delta
- 📍 Gunnison
- 📍 Lake City
- 📍 Montrose
- 📍 Montrose Senior Center
- 📍 Olathe
- 📍 Ouray
- 📍 RAC Meeting
- 📍 Region 10 Board
- 📍 Telluride



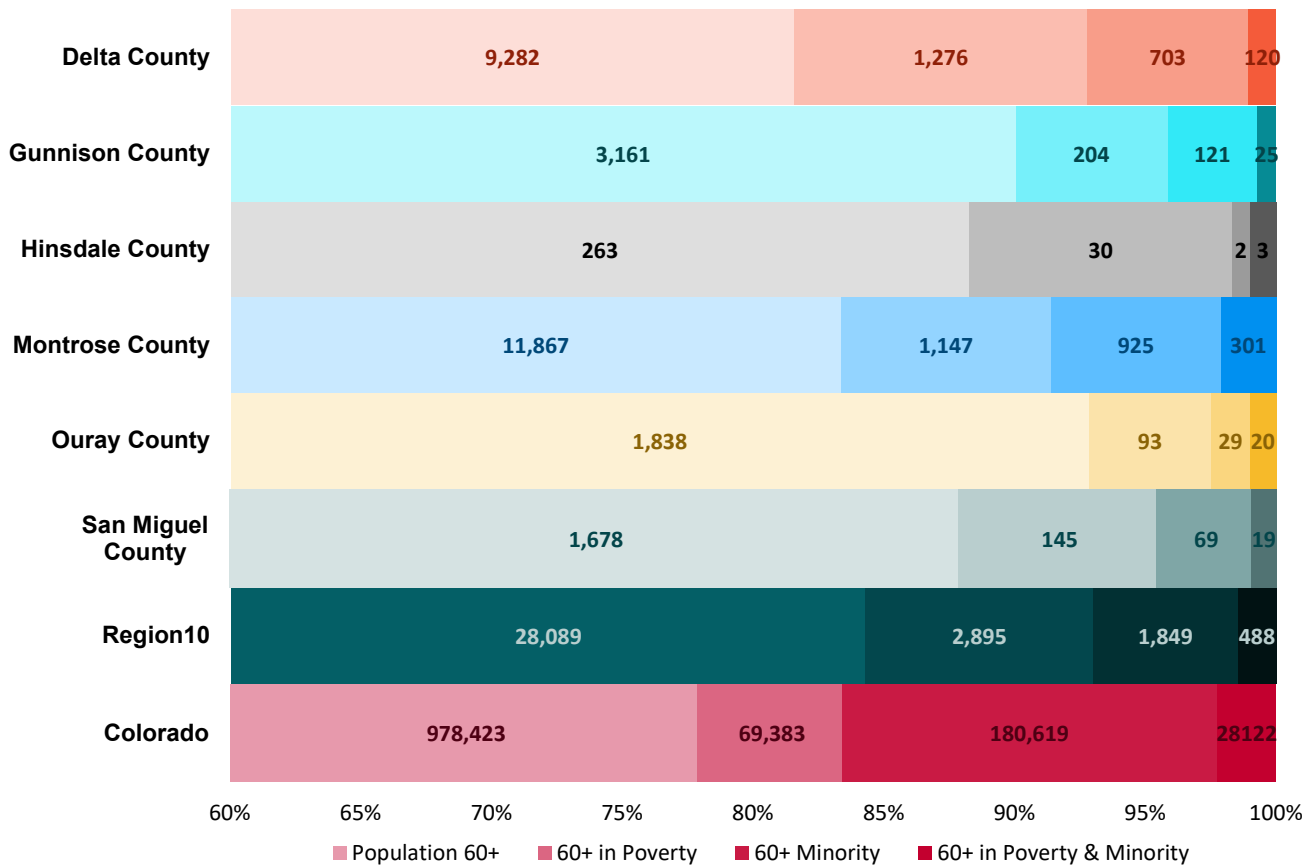
Section III: Regional Demographics

The number of people in the United State over the age of 65 is projected to double from 40 million in 2010 to 81 million in 2040. Additionally, a dramatic increase in the average age of the older population is expected. While 5.7 million persons were age 85 and older in 2010, further declines in mortality could lead to a five-fold increase in that number by 2050. [OBJ]

According to the Colorado State Demography Office, the estimated population for the six counties of Region 10 totaled 106,052 and people 60 and older comprised approximately 31% of the population.



DEMOGRAPHICS OF OVER 60 POPULATION IN THE REGION



Population 60 an Over, by Poverty & Minority Status

Throughout the Region 10 area, about 10.15% of those 60 and over are living at or below the poverty line which is about 2.23% higher than the state of Colorado. Delta, Montrose & Hinsdale County have a higher percentage of those 60 & over living at or below the poverty rate of than Region 10. Of the older population, in Delta County, 12.27% are living at or below the poverty line; in Gunnison County, 6.52 %; in Hinsdale County, 11.07%; in Montrose County, 10.17%; in Ouray County, 5.71%; in San Miguel County, 8.58%

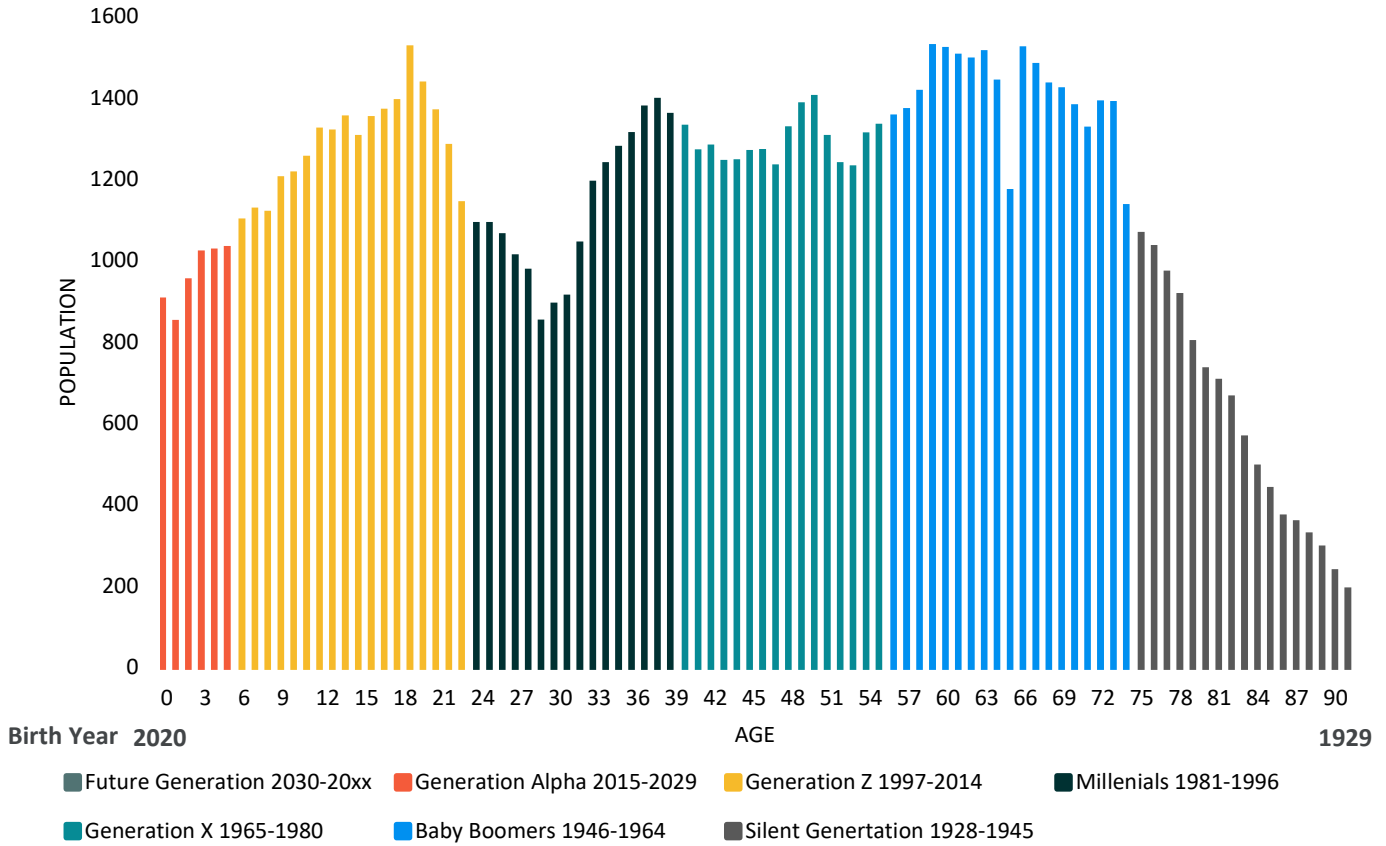
(See Chart above, *Demographics of Over 60 Population in the Region*, Source: US Census Quick Facts)

Estimated Growth of Population over 60 the Region 10

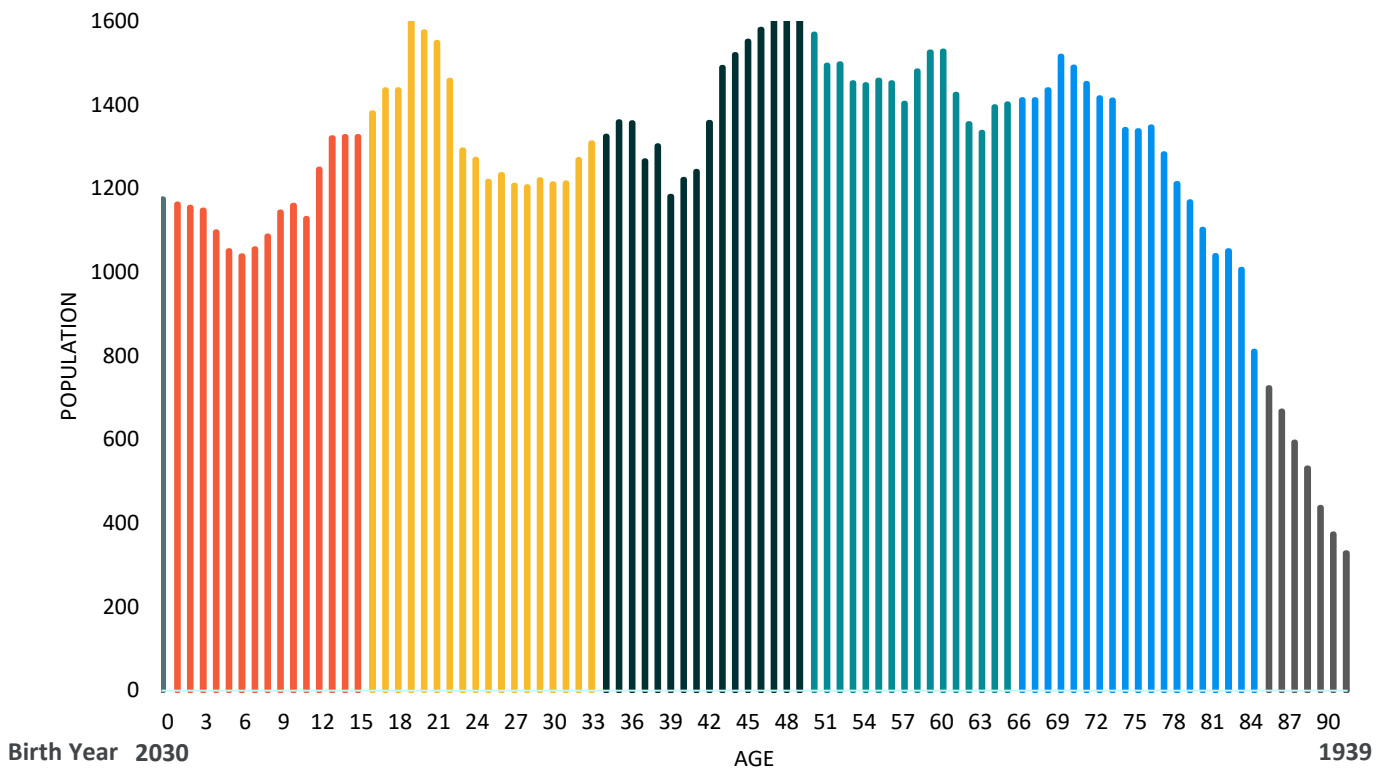
Throughout the Region 10 area, it is estimated that the population of adults 60 and over will grow by about 16.38% with Delta, Montrose & San Miguel counties growing at a rate above that. Hinsdale and Ouray counties will see a decrease in the population of older adults aged 60 and over. The population of adults aged 60 and over is estimated to grow by 2030, in Delta County, 15.06%; in Gunnison County, 13.41%; in Hinsdale County, -18.77%; in Montrose County, 22.04%; in Ouray County, -12.61%; in San Miguel County, 22.00%

(See Charts on next page, *2020 and 2030 Region 10 population by Generations*, Source: Colorado State Demographers Office: Age by Generation)

2020 REGION 10 POPULATION BY GENERATIONS

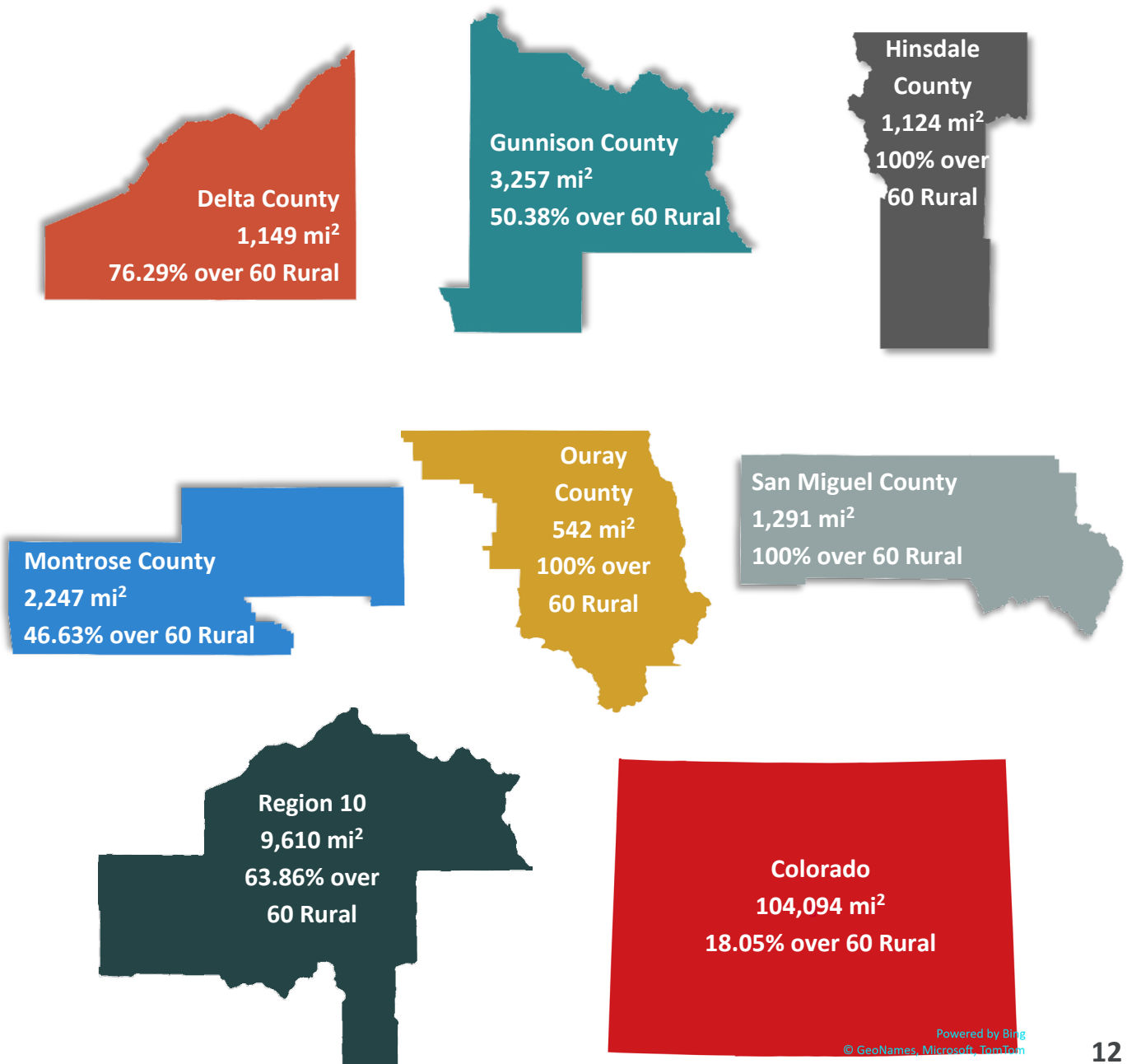


2030 REGION 10 ESTIMATED POPULATION BY GENERATIONS



Urban/Rural Population

In general, the majority of the Region 10 area is designated as rural and therefore a larger percentage of the region's population lives in rural areas. Throughout the state of Colorado, 18.05% of those over the age of 60 live in rural areas, in Region 10, 63.86% of the population 60 and over are living in a rural area. In Hinsdale, Ouray & San Miguel, 100% of the population 60 and over is considered living in a rural area. This is shown by the population per square mile with an average of 11.04 persons per square mile throughout region 10 and with Delta County at 27.57 persons per square mile; in Gunnison County, 5.31 persons per square mile; in Hinsdale County, .69 persons per square mile; in Montrose County, 19.22 persons per square mile; in Ouray County, 9.31 persons per square mile; and in San Miguel County, 6.26 persons per square mile.



Section IV: Community Assessment Survey of Older Adults (CASOA)

The Community Assessment Survey for Older Adults (CASOA) provides a statistically valid survey of older adults in communities across America.

The objectives of the CASOA are to:

- Identify community strengths in serving older adults.
- Articulate the specific needs of older adults in the community.
- Estimate contributions made by older adults to the community.
- Determine the connection of older adults to the community.

The assessment focused on a series of needs among residents aged 60 or older and the community’s support that fosters successful aging. We have represented the pertinent results of Region 10’s most recent CASOA below:

**From the Colorado Department of Public Health*

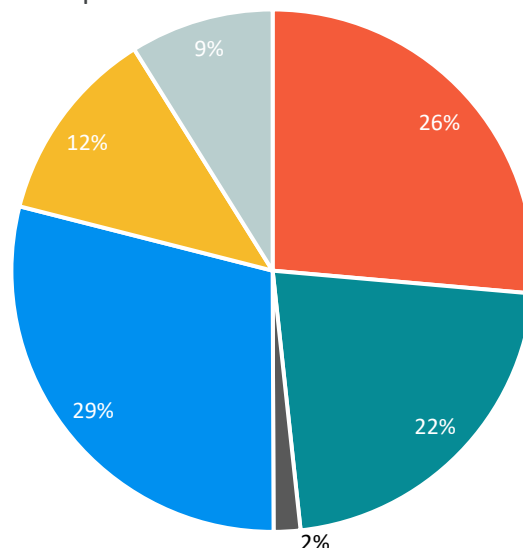
Below, we have summarized the results of Region 10’s CASOA:

Respondent Demographics

The survey was mailed out to a random selection of 11,139 older adult households in the Region 10 AAA service area. A total of **1,755** completed were returned for an overall response rate of **17.04%** providing an overall margin of error rate of plus or minus 2.35% around any given percent and two points around any given average rating for the entire sample.

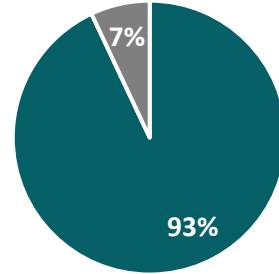
RESPONDENT COUNTY OF RESIDENCE

Delta County	463
Gunnison County	384
Hinsdale County	29
Montrose County	509
Ouray County	213
San Miguel County	156



SPANISH, HISPANIC, OR LATINO ORIGIN

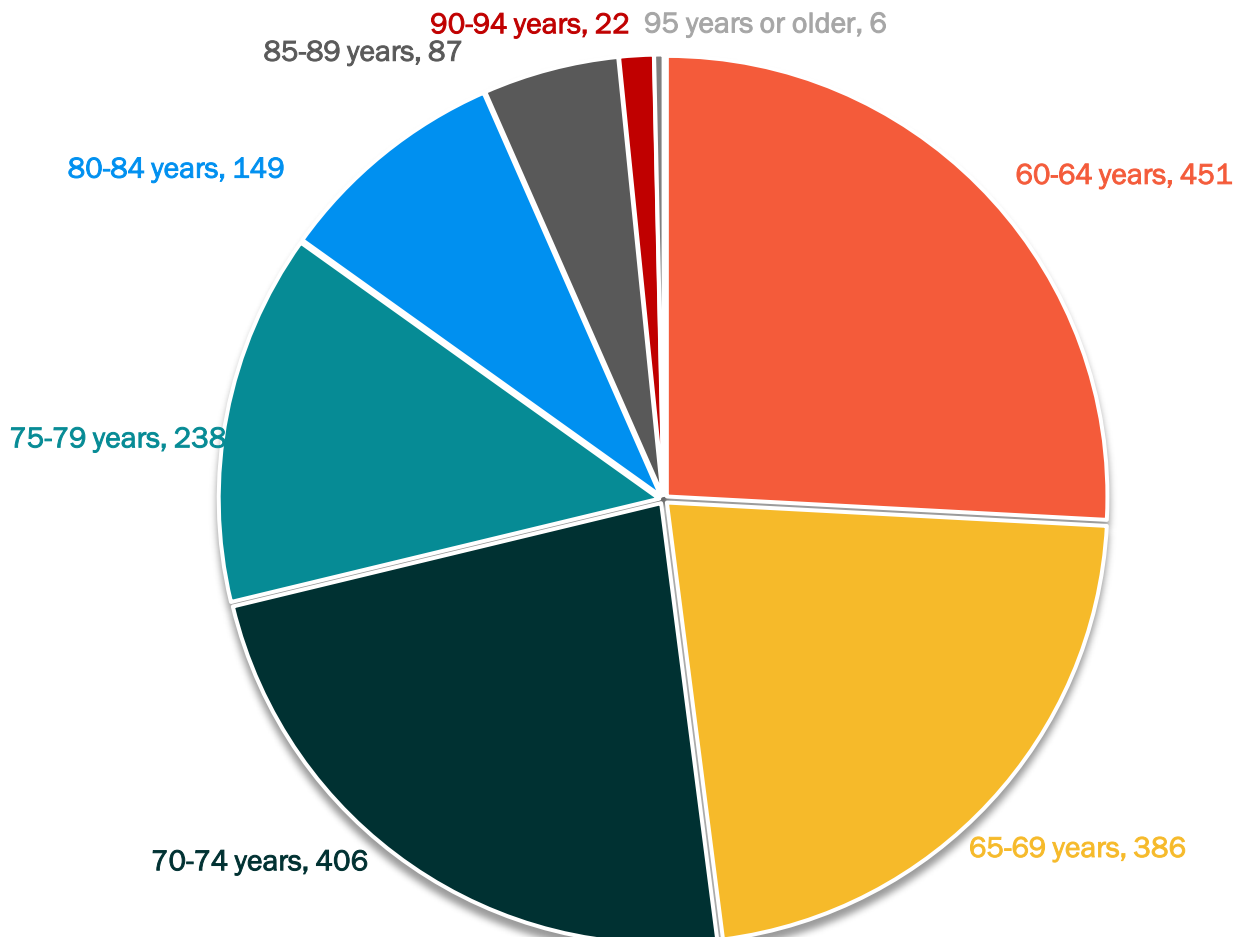
No, not of Hispanic, Latino/a/x, or Spanish origin	93%
Yes, I consider myself to be Hispanic, Latino/a/x, or Spanish origin	7%



GENDER OF RESPONDENTS

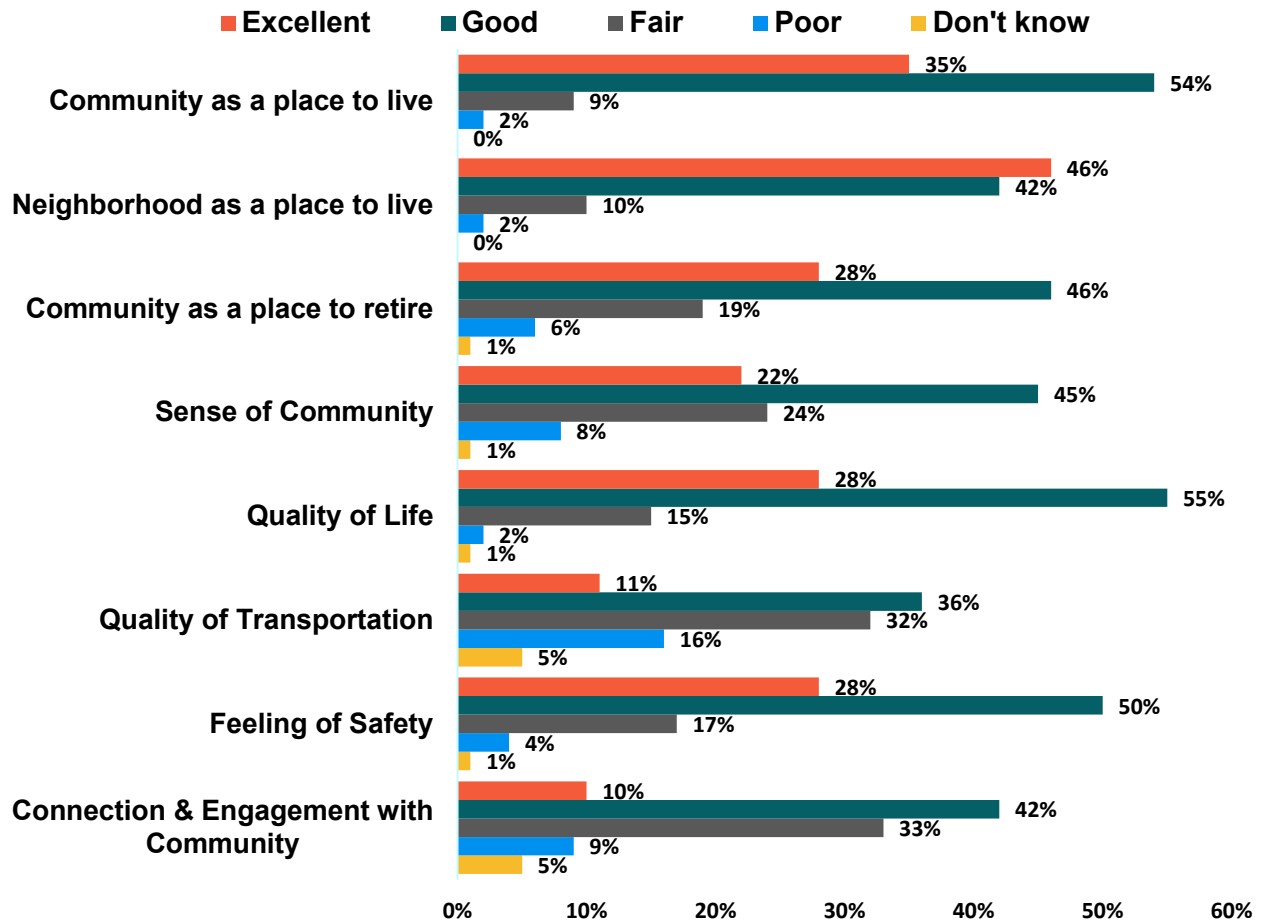


AGE OF RESPONDENTS



OVERALL COMMUNITY QUALITY

Respondents were asked questions to help assess the quality of community livability for older adults to evaluate how the community is viewed as an attractive, accessible, and welcoming place to all.



COMMUNITY AND BELONGING

The survey examined how older adults felt about the livability of their community and most of the respondents scored their communities positively as a place to live and would recommend their communities to others. The strongest areas in the region were found to be safety, physical health, and social engagement whereas the areas showing the greatest need for improvement were related to housing, employment and independent living. Results include:

- 83** percent rated their overall quality of life as excellent or good
- 73** percent feel safe in their community
- 82** percent planned to stay in their community throughout retirement
- 68** percent rated their sense of community as excellent or good
- 60** percent feel there is an acceptance of older adults of diverse backgrounds
- 11** percent of respondents gave a positive score of availability of affordable housing

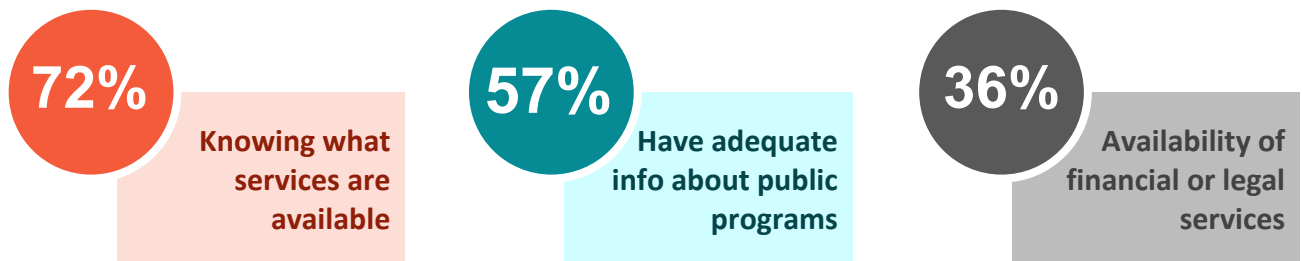
Having a sense of community not entails not only a sense of membership and belonging but also feelings of equity and trust in the other members of the community.



COMMUNITY INFORMATION

About half of older adults in the region rated the overall services provided to older adults as good or excellent. Educating a large community of older adults is not simple and by providing useful and well-designed programs as well as informing the residents about other assistance resources the region can continue to help residents age in place.

The following percentages of people reported at least a minor problem:



Older adults need to know where to find information about all available services, but specific areas of higher demand includes information about public benefits, financial planning, and legal services. The information needs to be readily accessible, reliable, and from trusted sources.

REGION 10 AAA IS RISING TO THE CHALLENGE BY:

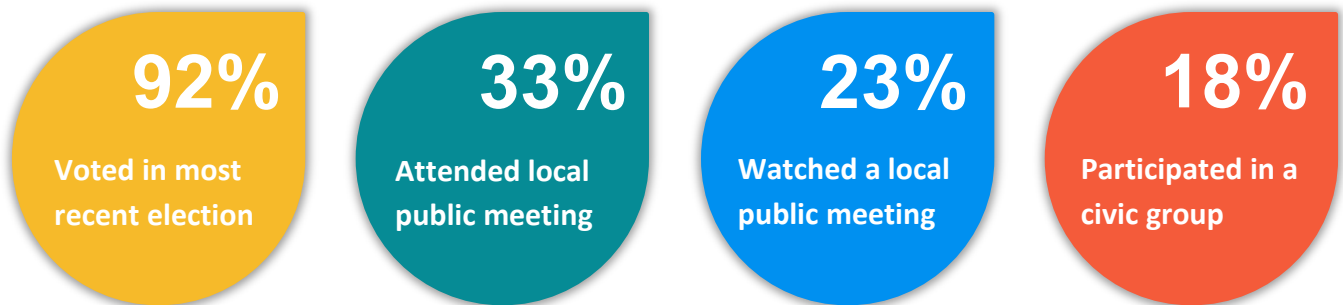
- Improving our website by adding more resources, increasing access to services
- Increasing the number of Community Information presentations offered and include Spanish speakers
- Work with providers to ensure appropriate referrals
- Continue to expand the State Health Insurance Assistance Program (SHIP) by offering more educational sessions and outreach to the low income

PRODUCTIVE ACTIVITIES

Activities outside of work promote quality of life and can contribute to active aging and can be measured by older adults' participation in social or leisure activities, their time spent viewing/attending civic meetings and volunteer opportunities.

Civic Engagement & Volunteering

Civic activity of any kind, such as volunteering, participating in political groups or being active in community decision-making, benefits both communities and seniors themselves. Of respondents that filled out the survey they are spending about 3.6 hours a week volunteering their time somewhere in their community and about **75%** found that there are opportunities to volunteer in their community.



Social Engagement

Older adults in the region reported challenges with being socially engaged at about **24%** of respondents. Only **19%** of residents had used a senior center in the past year and about **38%** of residents had used a local recreation facility. Residents did evaluate the quality of parks and outdoor recreation at a higher rate with 82% of residents responding as "excellent or good".

QUALITY OF PARKS AND RECREATION OPPORTUNITIES



OPPORTUNITIES TO ATTEND RELIGIOUS ACTIVITIES



OPPORTUNITIES FOR EDUCATION, CULTURE AND ARTS



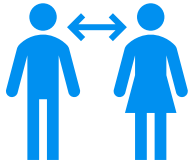
OPPORTUNITIES TO ENROLL IN SKILL BUILDING



AREAS FOR IMPROVEMENT WITH SOCIAL ENGAGEMENT

While the Region may have excellent access to outdoor recreation and activities the survey identified that there are a few areas that have decreased in satisfaction since 2018. For those in the region they felt that there is a lack of interesting events or activities, there is a lack of cultural activities, and they are feeling bored more often.

INTERESTING EVENTS/ACTIVITIES



INTERESTING CULTURAL ACTIVITY



FEELING BORED

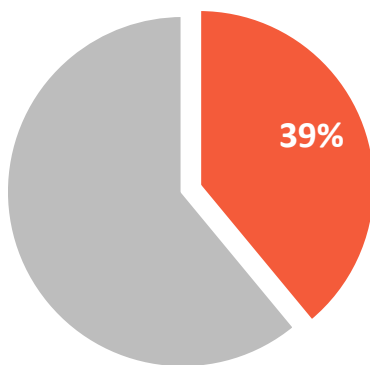


**As compared to levels of positivity in previous years CASOA*

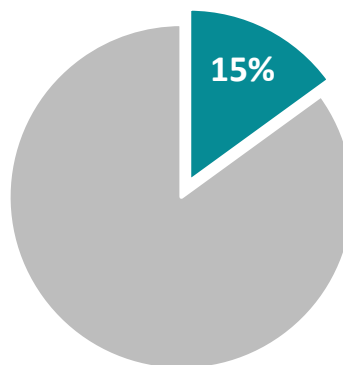
Caregiving

According to the Centers for Disease Control, about 2 in 5 adults 65 years and older have a disabling condition that affects their ability to live independently. 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. The caregiving contribution of older adults in the region is substantial.

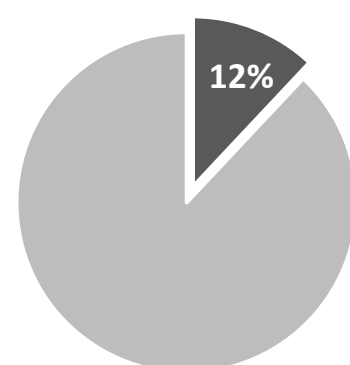
PROVIDE CARE TO SOMEONE 55+



PROVIDE CARE TO SOMEONE UNDER 18



PROVIDE CARE TO SOMEONE AGE 18 TO 54

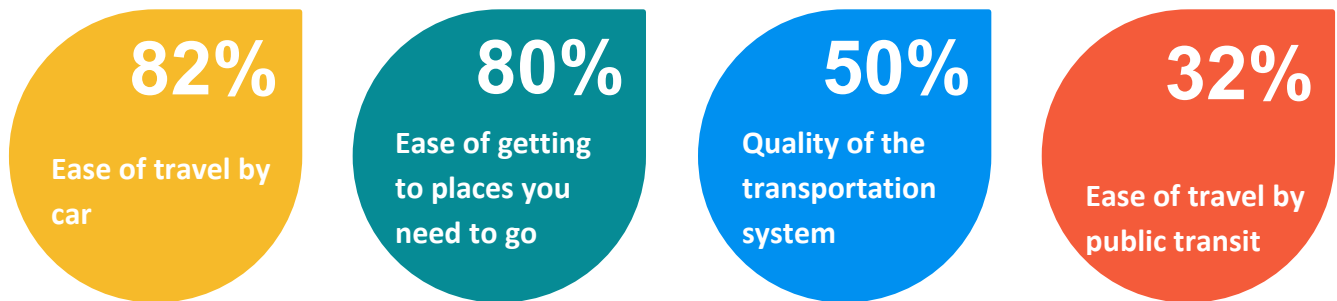


The contribution older adults make through employment, volunteerism and caregiving was calculated for all older adults living in the region. It is estimated that older residents contribute **\$652,538,936** annually to their community through paid & unpaid work (providing care to other older adults, adults & children as well as providing help to family and friends or volunteering).

COMMUNITY DESIGN & MOBILITY

Transportation

It is becoming increasingly more difficult for older adults to get to the destinations they need or desire. The biggest areas of concern in the region are having safe and affordable transportation as well as concerns around no longer being able to drive. Below are the percentage of respondents that rated transportation modes as excellent or good.



Generally, a community designed to be a more “livable” emphasizes accessibility to services, facilitates movement to those services, and provides convenient and safe transportation alternatives. Addressing problems with the ease of transportation requires changes to the transportation system within the context of the community design, involving multiple transportation industry partners and city leadership.

In the coming years, the Region 10 AAA will continue its focus on improving transportation for older adults in the region by:

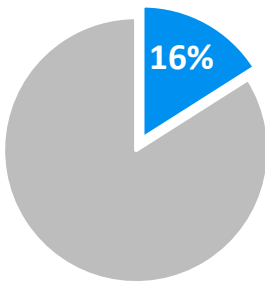
- Encouraging volunteers through the Retired Senior Volunteers Program (RSVP) and Senior companion program to assist in providing transportation throughout the region.
- The AAA will work with the current contracted transportation provider to seek creative solutions for expanding hours and days of operation. Engage other transportation providers in the region to close some of the gaps between counties by working together. This includes conversations with the Gunnison RTA (Regional Transit Authority), All Points Transit and Bustang Outrider through CDOT.

Affordability & Housing

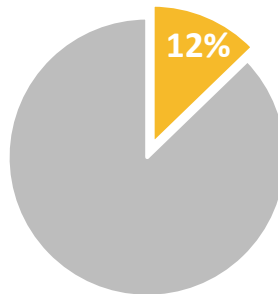
Most older adults want to age in place; however, many do not have homes that feature universal design allowing access for walkers, and wheelchairs and providing safety improvements for those who are experiencing mobility impairments. Ensuring the availability of house housing stock that is both affordable and suitable for seniors is necessary as a community’s population ages.

Housing affordability throughout the Region has decreased and housing prices in the region were heavily impacted by COVID 19. The Region has also seen a decrease in the number of housing units available. Therefore, the Region 10 AAA is scoring lower on the livability scale for housing and its affordability. It is estimated that 38% of older adults have a need for suitable housing and that is about 11,755 persons in the region. For the following areas, respondents had positive responses for the regional housing needs:

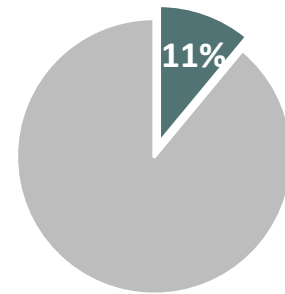
AVAILABILITY OF ACCESSIBLE HOUSING



VARIETY OF HOUSING OPTIONS



AVAILABILITY OF AFFORDABLE QUALITY HOUSING



Comparing respondents' percentage of positive response from Region 10 to those communities compared with the CASOA and related surveys Region 10 was rated lower in the areas of availability of affordable of quality housing (295 out of 346) and the variety of housing options (290 out of 347). That relates similarly to how the region ranked in areas of quality of employment opportunities for older adults (255 out of 346) and the cost of living in your community (285 out of 347).

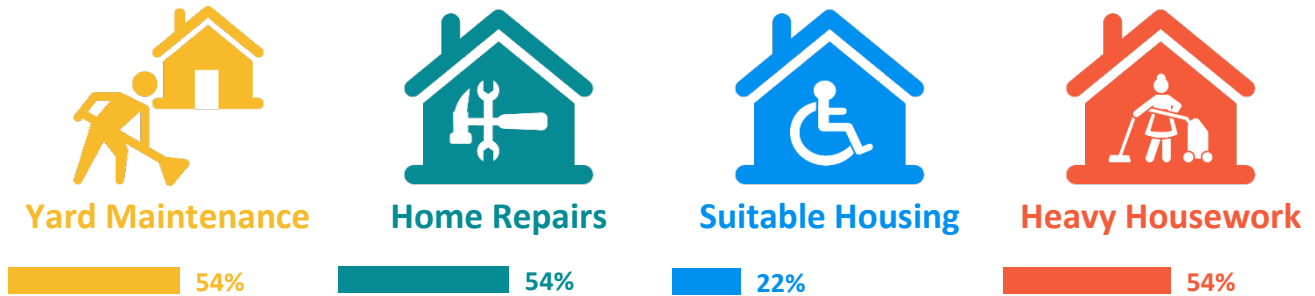
INNOVATIVE PROGRAMS WORKING TO ADDRESS THESE ISSUES

Region 10 AAA has partnered with CASA (Court Appointed Special Advocates) to build the first intergenerational supportive housing project in Colorado. This project is the culmination of over eight years of housing coalition meetings in Montrose to address the housing gaps of all demographics. Thanks to extra housing funding and SB-290 that R10 AAA received for this project, along with Department of Housing, grants and other funding sources, this project will break ground in 2023.

The Village at San Juan will provide individual homes for 15 youth aging out of the foster care system and 15 older adults who are homeless or at risk of homelessness. Behavioral health and substance abuse issues are expected, and supportive housing requires a comprehensive supportive program for providing the tools to promote success for the tenants. A Community Center will be a gathering place for all with a commercial kitchen, a computer station, fitness equipment and places to interact both indoors and outdoors. We expect that this model will be the first of many across the country and the first of several supportive housing projects in Region 10.

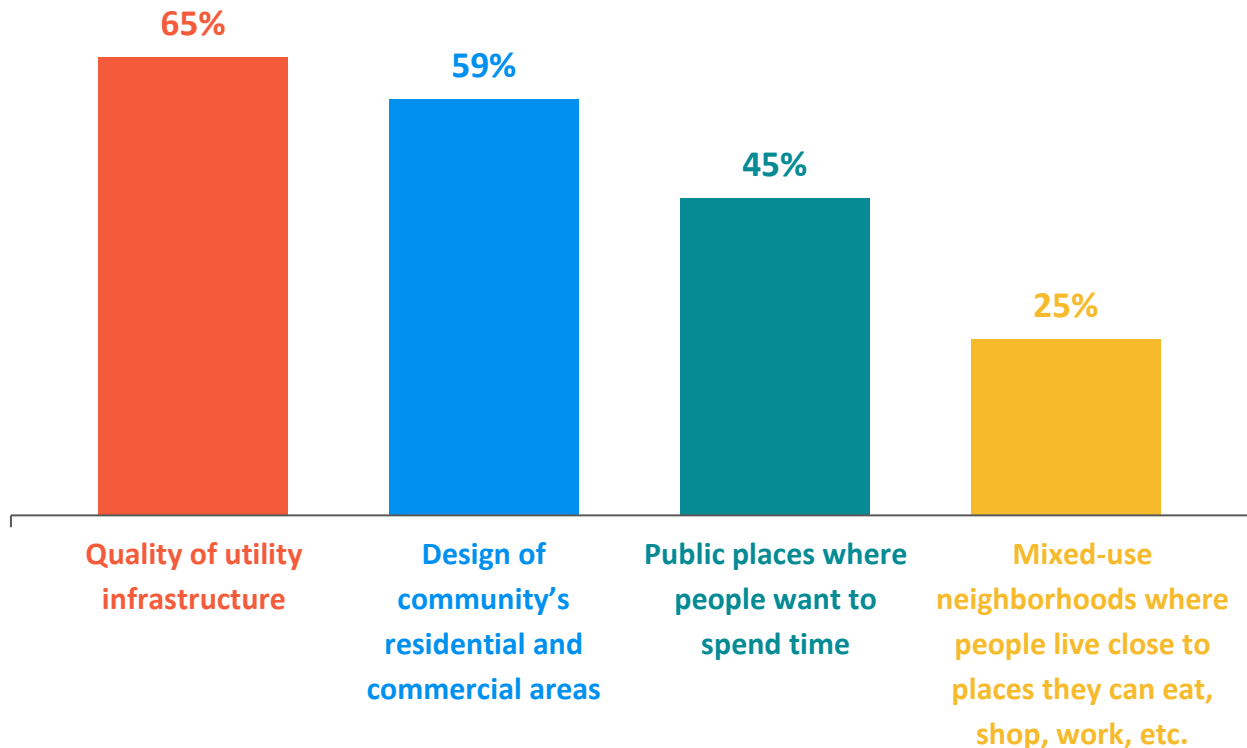
Maintaining Housing

Areas that older adults reported having trouble with maintaining in or around their household are, yardwork with **54%** of respondents reporting a minor, moderate or major problem; home repairs with **54%** having trouble maintaining; doing heavy housework at **54%** having trouble; and those having housing that suits their needs at **22%**.



Land Use

Communities that have planned and been designed for older adults tend to emphasize access, helping to facilitate movement and participation. Region 10 scored average overall, however the scores in this section were relatively lower than other sections throughout the survey, only about **25%** of older adults gave positive ratings for availability of mixed-use neighborhoods.

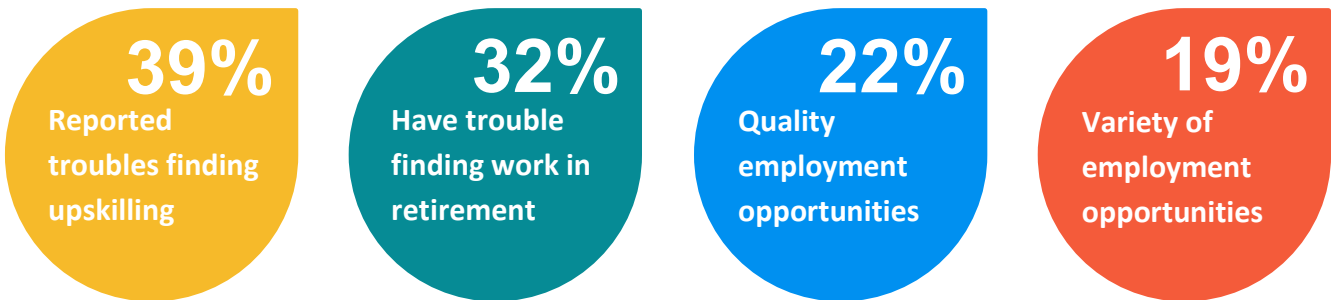


EMPLOYMENT & FINANCE

Activities outside of work promote quality of life and can contribute to active aging and can be measured by older adults who are working longer and retiring at an older age than they have in past. Of the older adults in the community 32% are employed either full or part time or are actively looking for work and 69% are fully retired. Older residents of the region are rating the economic health of the communities positively, however only 21% view the cost of living in the region as good or excellent.

Employment

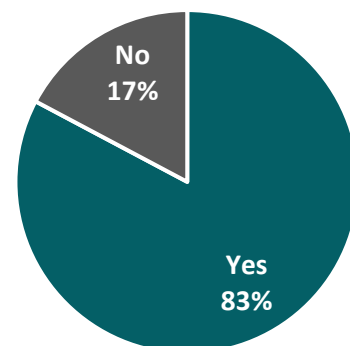
Older adults are postponing retirement for a variety of reasons; improved health, the desire to accumulate additional wealth, benefit from delayed pension plans, and because more jobs within the new information-based economy are less demanding physically. However, we are finding in the region that older adults are having trouble building skills or finding opportunities to build their skills.



As we evaluate the employment of older adults we have to note that residents of the region are working further into their years and they are expecting to. Of the 500 respondents that are still employed (either full-time or part-time) **52%** of them are expecting to continue working past the **age of 73** with another **25%** of them expecting to work past the **age of 68**.

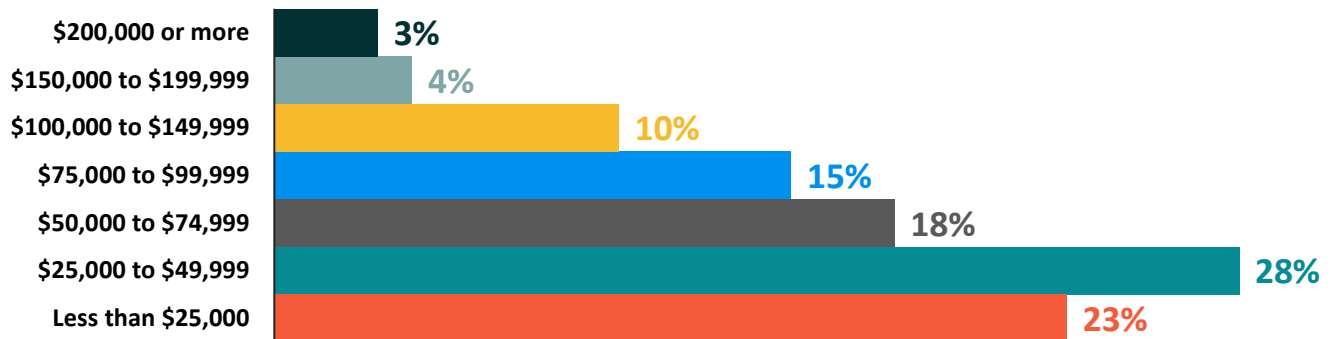
With older adults in the region expecting to work past the age of 68 to achieve full retirement we recognize that access to internet/broadband could help them in finding diverse employment options that allow them to do so. The majority of those who participated in the survey do have high speed internet/broadband access at home.

High Speed Internet at Home



Finances

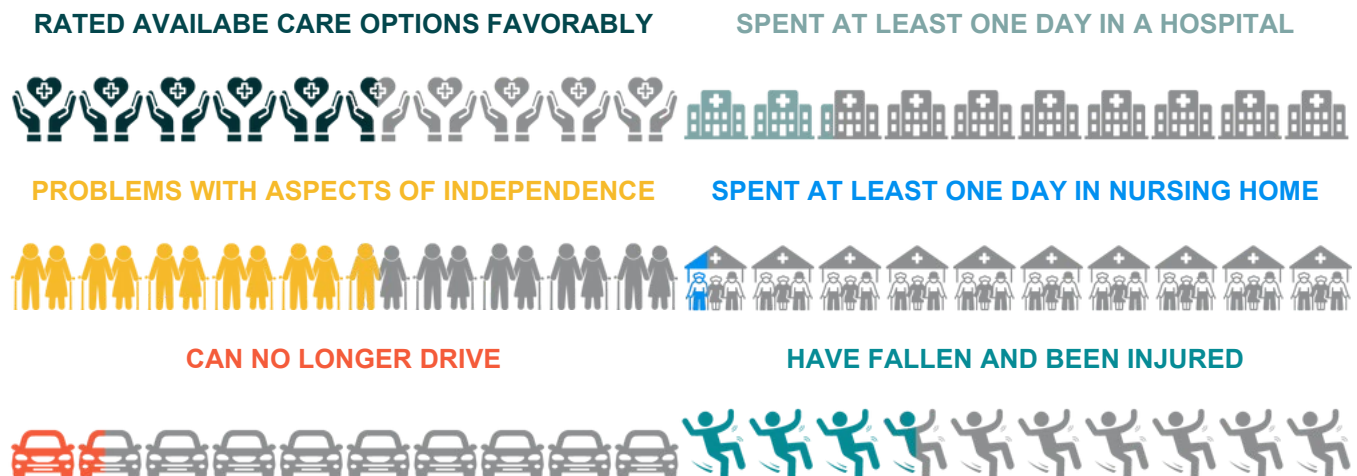
With longer life spans, the importance of financial well-being in old age has increased dramatically. Financial independence and the ability to economically contribute to a community have become critical factors in enhancing the quality of life of older adults. In the region about **39%** of older adults responded that they are **concerned about having enough money to meet daily expenses** and of the respondents **88%** of the respondents are **anticipating a negative impact on their household financial status** in the next 6 months. In the region for older adults, **51%** of them have an annual total household income below **\$49,000**.



HEALTH & WELLNESS

Independent Living

Age-related changes often result in a loss of independence, like the ability to maintain a routine, complete certain tasks, or take care of ourselves. However, maintaining independence and exercising autonomy as much as possible is a vital part of mental and physical wellbeing. Older adults in the region responded to aspects of independent living.



Physical Health

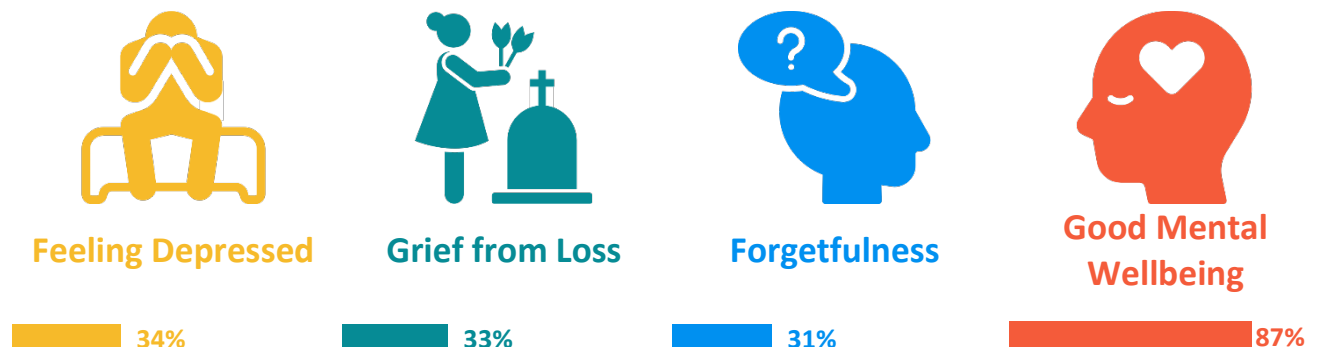
Of all the attributes of aging, health poses the greatest risk and the biggest opportunity for communities to ensure the independence and contributions of their aging populations. In Region 10, community opportunities for health & wellness were scored positively by **66%** of residents; however, the percentage of those scoring positively to **availability of physical care** was **42%**, to **mental health care** was **27%** and to **long term care options** was **29%**.

Respondents reported not having a problem with the following:



Mental Health

Mental health plays a vital role in the well-being of residents. Depression, isolation, anxiety, and memory loss can have a direct and profound effect on older adults' quality of life. The COVID 19 pandemic affected the mental health of many as feelings of isolation and other effects from the shutdown left many older adults depressed. However, with that, we did see that residents in the area reported positively to their overall mental health/emotional wellbeing with **87%** of respondents saying their mental health was excellent or good. **Affordability of quality mental health care** in the region does have room for improvement with only **27%** of older adults reporting positively to the available care.



Section V: Volunteers and Current & Future Programs

In 2021 R10 secured a Senior Corps Grant to administer the RSVP program in this region. Prior to that grant our agency operated a struggling Senior Companion Program and the SHIP (State Health Insurance Programs), these were the primary volunteer programs. With the RSVP grant we currently have 300+ active volunteers with coordinators representing 5 of the 6 counties in Region 10.

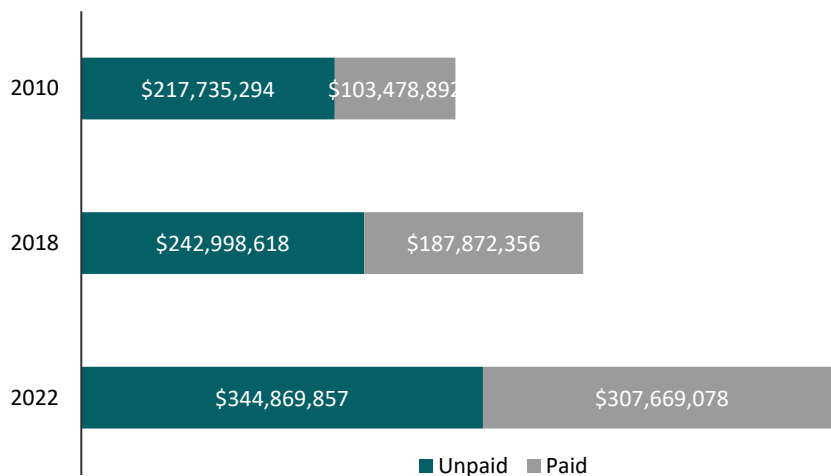
These volunteers deliver meals, provide respite and companionship, help in area food banks, install grab bars and ramps and much more. This volunteer force has helped Region 10 reach older adults, support caregivers and helped area non-profits stay afloat when their previous volunteer forces were dwindling. When R 10 was not awarded the Senior Companion grant, we were able to pivot and continue to take care of those volunteers under RSVP.

The bonus benefit is that it also helps the volunteers and those they serve avoid social isolation, while offering them the benefit of mileage and meal reimbursement during COVID and the post pandemic inflation. New volunteers join the team every week, the next engagement will be to the Hispanic population.

Economic Contribution

Productive behavior is “any activity, paid or unpaid, that generates goods or services of economic value.” Productive activities include many types of paid and unpaid work, as well as services provided to friends, family, or neighbors. Older adults make significant contributions (paid and unpaid) to the

Economic Contribution of Older Adults



communities in which they live. In addition to their paid work, older adults contribute to the economy through volunteering, providing informal help to family and friends, and caregiving.

Section VI: Questions

CORE SERVICES

What service/services are the highest priority in the Region and why are these services prioritized?

In-home services, caregiver respite, transportation and home delivered meals continue to be the core services most often needed. Each of these services can also help with food insecurity and social isolation, which are also concerns. These are the basic services that help older adults remain in their homes.

What is the workforce and volunteer capacity in the Region relative to the need?

The workforce is slowly improving, our volunteer program is healthy and growing, and the consumer-directed services program can help solve the workforce issue in rural areas that agencies do not serve.

What is your current process for monitoring providers and what plans do you have to update and improve it over the next four years?

Beginning this year, we will be using the OAA-SYS software system for contractors submitting their responses and documentation prior to the on-site visit. Client interviews may also be included in onsite evaluations.

What services currently have a waitlist? What is the process for monitoring the waitlist and how are the individuals prioritized to receive services?

In-home services currently have a waitlist due to provider shortages and targeting those in the greatest need. This waitlist is monitored weekly or as providers become available and people are provided services based on targeting criteria. Frail, poverty, minority, and those in very rural areas served first.

OMBUDSMAN AND LEGAL ASSISTANCE

Area of Focus for LTCOP (Long-Term Care Ombudsman Program) Priorities: Abuse and Neglect

What Long-Term Care issues would you like the State Long-Term Care Ombudsman to give priority to as systems advocate during the next four years?

Region 10 would like the LTCOP to provide a library of professionally created presentations to ensure that the message is consistent about the important topics that impact older adults. The provision of community education is required of the local Ombudsman program; we need the tools.

In addition to resident council meetings, family council meetings and presentations to the community, what other activities will the local ombudsman participate in during the next four years to educate the community regarding Long-Term Care Ombudsman services.

- Education to Adult Protection Teams
- Presentations at Regional Senior Summits or other events.
- Resident Rights Month promotions
- Updates to the Regional Advisory Committee.
- The team will offer presentations as requested to local groups.
- Local press releases on assorted topics relating to the Long-Term Care Ombudsman and Elder Abuse Programs.

Area of Focus for Regions with PACE (Program of all Inclusive Care for the Elderly) Organizations is Growth of the PACE Ombudsman Program For the local PACE Ombudsman Program, that has a PACE organization in your area, what are your ideas to address the growth?

Region 10 AAA believes that a PACE ombudsman should be assigned to and living in Western Colo. to address concerns in-person. The R 10 Ombudsman will continue to assist local long-term care residents to access PACE services and work jointly in problem resolution with the State Pace Ombudsman. A routine presence by the PACE Ombudsman would encourage more open communication with participants and families.

How will the AAA prioritize legal assistance in the form of advice or representation from the Legal Assistance Program during the next four years for cases related to cases identified in the Older Americans Act, including income, health care, long term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination?

Landlord tenant issues have been the most frequent referrals the past two years, with rental prices continuing to increase that is likely to continue. This along with healthcare access, personal safety and income assistance will be the highest priorities in this plan.

What challenges does the AAA anticipate to ensuring that the local Legal Assistance provider is able and willing to provide representation for these issues and how will the AAA address these challenges?

The Legal Assistance Provider has had some staffing challenges of concern; however, they are diligently recruiting, and the executive director has managed cases. The AAA will be monitoring this closely.

OTHER SERVICES

What are the AAA's plans related to providing evidence-based health promotion or disease prevention programs?

The AAA is working with a local provider in one of the rural areas to provide an on-going SAIL program. Other virtual EBP (Evidence based programs) are being researched, and instructors are being recruited for at least one other program to be offered in person.

In addition to funding received through Older Americans Act (OAA) and State Funding for Senior Services (SFSS), what other funds are received by the AAA to provide services for older adults?

R10 AAA also manages the SHIP (State Health Insurance Assistance Program), the SMP (State Medicare Patrol) MIPPA Medicare Improvements for Patients and Providers Act, RSVP (Retired Senior Volunteer Program) and other regional grants.

TARGETING AND OUTREACH

What are some successes the AAA has used that improved access and utilization of services by individuals who are the greatest social and or economic need?

R10 AAA provides options counselors in each county to assist older adults faster and more efficiently. Helping with public benefits, weatherization programs, Property Tax Heat Rebates etc. provides local support when people are feeling overwhelmed. Knowledge of local resources like food banks and local relief programs in addition to what the AAA can provide is invaluable.

What strategies will the AAA use to raise awareness of the services provided over the four years of the Area Plan to target populations?

Focus groups and CASOA both verified that more older adults are using the internet and social media, so R10 AAA will begin asking for email addresses at intake and providing our website and social media information. R10 AAA also utilizes "Get Set Up" which was initiated during the Pandemic to help teach older adults how to use their devices to stay connected. This year we are launching a new campaign throughout the region to get the word out to all existing and new clients about how to access this program. This is a very user-friendly education site built for older adults with classes taught by older adults. For those who may not know how to fully enjoy the benefits of their devices they can easily learn this and 100's of other things with this program.

Once they become more proficient with the internet and zoom, we can reach them anytime. By teaming up with the RAC, the options counselors, and our contractors we will be reaching out to local churches, libraries, and food banks to talk to people about the services we offer.

INNOVATION AND EXPANSION OF SERVICES

What type of innovations is the AAA planning to try during the next four years to improve the quality and availability of services provided or funded by the AAA?

R10 AAA has partnered with CASA (Court Appointed Special Advocates) to build supportive housing for youth aging out of foster care and older adults who are unhoused or at risk of being so. Other local partners will also be providing case management and behavioral health services. Once the project is complete R10 AAA will step back to a more traditional role with this project and provide OAA services as needed and provide funding for case management not covered by the supportive systems grant. This is a unique model and hopefully the first of many of its kind as we try to find solutions for older adults with behavioral health challenges and no place to call home.

R10 AAA also hopes to create a caregiver liaison program where a volunteer liaison would have a group of 8-10 caregivers that they check in with once a month by phone. These calls would be to see how things are going, is the caregiver getting enough respite time, are they attending support groups, do they need additional resources, is there anything that we may be able to do to support them? The liaison would be free to decide if they wanted to send an occasional card or work with the RSVP program to sometimes drop off something special. The liaison would communicate with the Options Counselors if there were any changes, concerns, or additional needs. This additional layer of support for the caregivers would help make sure that no one falls through cracks between assessments. The needs of caregivers can change quickly, and we need a way to be more responsive to those changes.

What plans do you have to measure the effectiveness, efficiency, and outcomes of your programs and services?

R10 AAA will utilize a caregiver pre and post services survey to measure the effectiveness of caregiver support programs. The nutrition program will identify those at the highest risk and request that they take a health outcomes survey at the time they begin utilizing the nutrition program and at the six- and twelve-month mark to determine efficacy.

Section VII: Covid-19 Pandemic Response

How has the pandemic impacted social isolation and loneliness in the Region? What is your AAA doing to address this?

Region 10 is unique because many of the residents prefer to be left alone and engaged only when they need to, in very rural areas older adults like it that way. The isolation was a bigger factor in larger communities and congregate housing settings like senior apartments, assisted living and nursing facilities where people were accustomed to being together frequently and suddenly were not allowed that freedom. Fortunately, that has mostly subsided and as advocates we will do everything, we can to prevent that reaction again.

What changes in service delivery have been implemented during the pandemic that have been identified as best practices that will continue?

R10 AAA has a volunteer chat companion program with volunteers who call people regularly just to check in and have a friendly visit. This has been a wonderful way for homebound adults to give back and help others. Senior Companions also provide respite, companionship and take people to appointments and outings.

What strategies has the AAA used to retain staff and volunteers and ensure well-being during the pandemic?

R10 AAA had no staff turnover and added a new position. Our volunteer force has experienced an attrition rate of less than .5%. R10 provides a generous benefit package with vacation and sick leave and allows a flexible work schedule. An Employee Assistance Plan was also added this year to ensure that employees have access to the support they may need at no cost. Volunteer appreciation is frequently offered, and volunteers are continuously reminded of their value to R10 and those we serve.

How was the AAA able to use the current and previous stimulus funding to respond to community needs?

Additional funding was used to purchase meals from restaurants when the home delivered program was temporarily regrouping. Not only was this a special treat for our elders; it helped support small local businesses. We also provided cleaning supplies, toiletries, and masks. When our transportation provider was not able to provide transportation; we paid them to deliver meals, prescriptions, and supplies. A local homeless shelter was feeding people from a food truck twice a day, the AAA purchased kitchen equipment so they could begin a hot home delivered meal program. R10 AAA also participated in vaccine outreach, and in the early days of the pandemic purchased iPad, robotic pets and craft kits for nursing facilities and assisted living communities. Additional funding was used to begin the

Community Paramedicine program in Delta County and is currently supported with ARPA (American Rescue Plan Act).

Are there any services or service locations that have permanently stopped or closed because of the pandemic?

The pandemic was the final straw for two meal sites in frontier communities that have always struggled to maintain staffing. After several months of advertising both sites closed. An alternative home delivered program was put in place before the closure and remains in place today. The AAA continues to fund the two senior centers with support funding to provide their own scaled back congregate program.

Section VIII: Forms

Worksheet A: [DIRECT SERVICES](#)

Worksheet B: [NUTRITION SERVICES](#)

Worksheet C: [SENIOR COMMUNITY CENTERS & FOCAL POINTS](#)

Worksheet D: [REGIONAL ADVISORY COMMITTEE MEMBERSHIP](#)

DIRECT SERVICE WAIVER REQUEST

We hereby request approval of a Waiver to provide the direct services listed below. N/A

- 1
- 2
- 3
- 4
- 5
- 6

Please attach documents describing the direct service to be provided including organizational structure and planned methods of program services delivery.

PLEASE NOTE: If the Waiver Request is incomplete, this may result in a delay of the approval of the Area Plan.

COMMUNITY FOCAL POINTS AND SENIOR CENTERS

LIST ALL FOCAL POINTS AND SENIOR CENTERS INCLUDING NUTRITION SITES IF IT IS A FOCAL POINT

		CHECK IF FACILITY IS:		
		A FOCAL POINT	A SENIOR CENTER	FUNDED THROUGH TITLE III-B or SFSS
Site Name	Christ Prsbyterian Church	X		
Address	436 W Columbia Street			
City	Telluride, CO			
Zip	81435			
Phone	970-728-1200			
Email				
Site Name	Cedaredge Community Center	X	X	
Address	140 2nd Street			
City	Cedaedge, CO			
Zip	81413			
Phone				
Email				
Site Name	Cedaredge Pioneer Town	X		
Address	388 S Grand Mesa Dr			
City	Cedaedge			
Zip	81413			
Phone				
Email				
Site Name	Delta Senior Center	X	X	
Address	247 Meeker Street			
City	Delta			
Zip	81416			
Phone	970-874-7837			
Email				
Site Name	Gunnison County Health & Human Services	X		
Address	255 N Pine			
City	Gunnison, CO			
Zip	81230			
Phone	970-641-7984			
Email				
Site Name	Hinsdale County Public Health	X		X
Address	304 E 3rd Street			
City	Lake City, CO			
Zip	81235			
Phone	970-944-0321			
Email				
Site Name	Hotchkiss Senior Center	X	X	X
Address	275 W Main St			
City	Hotchkiss, CO			
Zip	81419			
Phone	970-872-3494			
Email				
Site Name	Lake City Town Hall	X		
Address	230 Bluff Street			
City	Lake City, CO			
Zip	81235			
Phone	907-944-2333			
Email				

Site Name	Montrose County Health & Human Services	X		
Address	1845 S Townsend Drive			
City	Montrose, CO			
Zip	81401			
Phone	970-252-5000			
Email				
Site Name	Montrose Senior Center	X	X	
Address	1800 Pavilion Drive			
City	Montrose, CO			
Zip	81401			
Phone	970-252-7797			
Email				
Site Name	Norwood Community Center	X		
Address	1670 Naturita Street			
City	Norwood, CO			
Zip	81325			
Phone	970-327-4594			
Email				
Site Name	Nucla/Naturita Senior Center	X	X	
Address	386 Main Street			
City	Nucla, CO			
Zip	81424			
Phone	970-864-7278			
Email				
Site Name	Olathe Community Center	X		X
Address	115 Main Street			
City	Olathe, CO			
Zip	81425			
Phone	970-323-5391			
Email				
Site Name	Ouray County Public Health	X		
Address	541 4th Street, PO Box 463			
City	Ouray, CO			
Zip	81427			
Phone	970-325-4670			
Email				
Site Name	Ouray Neighbor to Neighbor	X		
Address	PO Box 463			
City	Ouray, CO			
Zip	81427			
Phone	970-325-4583			
Email				
Site Name	Paonia Senior Center	X	X	X
Address	106 3rd St			
City	Paonia, CO			
Zip	81428			
Phone	970-527-3435			
Email				
Site Name	Region 10 Area Agency on Aging	X		X
Address	145 S Cascade Avenue			
City	Montrose, CO			
Zip	81401			
Phone	970-249-2436			
Email				

REGIONAL ADVISORY COUNCIL MEMBERSHIP

List all persons presently serving as members of your Regional Advisory Council.

NAME	ORGANIZATION AFFILIATION
Jess Deegan II PHD	Retired Academia represents the North Fork (Crawford, Hotchkiss & Paonia)
Tim Gallegos	Retired attorney represents Delta
Kathy Baes	Consumer of AAA Services represents Paonia
Ben Senger	Former consumer represents Montrose
Jayne Sorensen	Returning RAC member represents Olathe
Tina MsGuinness	Executive Director of Non-profit represents Gunnison County
Deon Tempfer	Consumer of AAA Services represents Norwood & West End Montrose County
Donna Whiskeman	Long time RAC member represents Ouray County founder of N2N
Dr. Dan McGee	Retired physician Represents Lake City
Sylvia Sopher	Semi retired court interpreter