

Aging Well

In Jefferson
County, Colorado

Basic Needs



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Acknowledgements

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Introduction

Basic needs are those essential life elements that Jefferson County's older residents require for simple survival on a day-to-day basis. For purposes of this report, basic needs include accessing information and services, food and nutrition, legal services, safety and security, and assistance with finances or income. As the below report will show, meeting basic needs requires the collaboration and partnership of many organizations, individuals, and funding sources. Jefferson County currently provides many options for its citizens in these service arenas, but there is need for continued enhancement, particularly as the age 60+ population is expected to swell in the coming decades.

Nearly 15% of the population in Jefferson County is 60 years or older, and the projection is that by 2020 this population will nearly double. The reason for this dramatic increase is that Jefferson County has a large number of residents who are "Baby Boomers" and as they age

they will remain in the county. Also, it is forecasted that Jefferson County will be a place for in-migration, resulting from the large number of nursing homes and assisted living facilities located in the county, as well as aging Baby Boomers relocating their parents here.

To best prepare for this projected population aging within the county, the report below is offered by the Aging Well Basic Needs Workgroup. It describes for each of the key basic needs topics: the process used to collect and assess information, related trends, the resources, strengths and assets that already exist in Jefferson County, the gaps found in these areas, and findings and conclusions. Ideas are offered for improving the availability of these services for older Jefferson County residents in the coming years.

Short-term and long-term strategic plans will follow the report and were developed in the second year of the report. ♦

Process

During initial meetings, the Basic Needs Workgroup discussed the various focus areas related to the needs of seniors in Jefferson County. Although numerous areas were discussed for potential inclusion, the specific areas selected for primary focus were: 1. Access to Information and Services, 2. Food Assistance, 3. Legal Assistance, 4. Public Safety, and 5. Financial Assistance. Each of these areas had a subcommittee comprised of one or more people from the main Basic Needs Workgroup. The process followed by each of these subcommittees is described here.

Terms and definitions used in this report can be found in Appendix A.

Access to Information and Services

The Access to Information and Services Subcommittee (aka "Access Subcommittee") members used various resources to compile a list of agencies in Jefferson County that provide some level of information, referral, or assistance services for individuals looking for needed senior services. These included the Denver Regional Council of Government's (DRCOG) Information and Assistance Referral Resource List, the Blue Book, various websites, and other well-known and established agencies that serve older adults. The subcommittee also conducted fact finding surveys asking about the importance of access to information including, for example, an on-line survey and focus group of Jefferson County Council on Aging participants (See Appendices C and D).

More than 60 agencies were identified in this initial investigation. The list of agencies was then divided into thirds, with each of the three Access Subcommittee members (Edie Richey, William Kistler, and Jane Yeager) contacting a portion of the identified agencies to ask a series of standardized questions. When phone conversations were not possible, information accessed from agency websites was used. The information was then integrated and logged on an Excel spreadsheet (See Appendix B.1).

Some of the challenges encountered included the substantial number of agencies who identify access to information and referral as part of their services, outdated information, inconsistent hours of operation for the information and referral services representatives, lack of phone follow up by the agencies, limited information available and much of the information was only pertinent to specialized services.

These challenges were addressed by persistence, by using agency websites to get as much information as possible, and by noting when it was not possible to access needed information. The list provided in Appendix B.1 is not intended to be a complete resource of all agencies in Jefferson County providing services related to information and referral for seniors.

Because “access” was a significant issue that several Aging Well Workgroups identified, a cross-cutting “Ad Hoc Accessing Information and Resources” Workgroup was formed and met for six months during Year 2 of the project. Individuals representing the Basic Needs, Caregiving & Supportive Services, and the Social & Civic Engagement Workgroups met to develop separate short-term and long-term strategic plans. These “Access” Strategic Plans are found later in the full report under the Cross-Cutting Topics Section.

Food Assistance

The Food Assistance Subcommittee began by evaluating food related services available in the Jefferson County area including contacting the following agencies providing food for home delivery: Project Angel Heart, Town of Littleton Cares Meals on Wheels, The Senior Hub, Jewish Family Service (Kosher Meals on Wheels), Food Bank of the Rockies (Commodities Program), Leighanna Konetski and Todd Coffey with the Colorado State Unit on Aging, and the Volunteers of America (VOA) Nutrition Services staff (Meals on Wheels and Congregate Dining Programs). The information evaluated through these contacts included a summary of the services that each agency provided, and a summary of services provided by the Colorado Shares Program, Angel Food Ministry, Golden Cuisine, Home Cooked Meals, and Homestyle Direct. An evaluation of the trends and gaps in nutrition services for seniors in the metro area was also done. In addition, food banks in Jefferson County were contacted by phone to determine their location, eligibility criteria, targeted group, and contact information (See Appendix B.2).

Various reports related to food and nutrition services were also reviewed including DRCOG’s 2004 Strengths and Needs Assessment of Older Adults in the Denver Metro Area, the Jefferson County Council on Aging On-Line Survey results (See Appendix D), the Jefferson County Community Development Division’s “Community Action Plan” (2007-2008), The National Resource Center on Nutrition, Physical Activity and Aging’s “Older Americans: Making Food and Nutrition Choices for a Healthier Future” (April 2007), and the National Association of State Units on Aging’s “The Economic Crisis and Its Impact on State Aging Programs” (December, 2008).

Legal Assistance

The Legal Assistance Subcommittee member, Mary Catherine Rabbitt JD, assessed the topic of legal assistance by utilizing the 2008-2009 Legal Resource Directory¹, as well as by contacting the legal providers referenced therein to conduct telephone surveys to ascertain the needed information. She also visited the websites for Colorado Legal Services, the Metropolitan Volunteer Lawyers, the University of Denver Student Law Office, and the Seniors’ Resource Center to access relevant information. The greatest challenge in this process was difficulty in reaching information providers, resulting in numerous phone calls and exchange of voice mail messages. This issue was resolved by persistence in seeking the information (See Appendix B.3).

Public Safety

The Public Safety Subcommittee was focused on the issue of providing full-time Senior Liaison Officers for each major law enforcement agency in the county. The group researched the impacts of these types of officers and found they provide information, prevention, and investigative services for seniors in a manner befitting their age and station in life.

To gain additional information related to the issue of senior safety in Jefferson County, Public Safety Subcommittee member, Cary Johnson, and others, contacted the four full-time Senior Liaison officers in the Denver metro area to ask a series of five questions.

The officers contacted included:

- Greg Beary - Thornton Police Department
- J.D. Wykstra - Aurora Police Department
- Vaughn Pepper - Westminster Police Department
- Don Sikkema - Arvada Police Department

The questions asked were:

1. What was the driving force that encouraged or made your city designate a single officer to work with older adult residents?
2. What is the funding for expenses related to the position and how were they initially secured?
3. What have been some of the benefits of a Senior Liaison Officer to the city?
4. What was the incentive for your police department to assign a designated officer?
5. What suggestions would you have in approaching other communities/police departments in Jefferson County about adding Senior Liaison Officers?

¹ The 2008-2009 Legal Resource Directory is available for \$4 from the Denver Bar Association, Attn: Public Legal Education, 1900 Grant Street, Suite 900, Denver CO 80203.

The following is the input from the Senior Liaison Officers interviewed:

1. A Senior Liaison Officer can be procured by directive from the Police Chief and City Council, by writing and receiving grant money, or by vote of the municipal population.
2. A Senior Liaison Officer can receive specialized training in areas such as recognizing dementia and understanding the unique needs of older citizens.
3. A Senior Liaison Officer may be involved in investigating crimes against 'at-risk' adults, doing group and one-on-one trainings, visiting senior centers and retirement communities, attending senior functions, and working to train and interact with staff from nursing homes and assisted living facilities.
4. A Senior Liaison Officer can sit as a representative on various committees and agencies, working to deal with senior issues or to improve the quality of life for seniors.
5. A Senior Liaison Officer can be the 'first touch' response for seniors who need the services of law enforcement.
6. A senior Liaison Officer must focus on being both a community representative as well as investigator of crimes against 'at-risk' adults. If the emphasis is only upon being a community representative, the position is more likely to be cut during a time of economic crunch.
7. A Senior Liaison Officer can develop and promote specialized programs, with a municipal or county jurisdiction, focused on keeping seniors safe.
8. It seems reasonable to believe that the growing population of seniors in Jefferson County will require dedicated Senior Liaison Officers within law enforcement, as well as personnel within the District Attorney's Office, who specialize in working with older adults.

What kinds of concerns, if any, do you have about outliving your money?

on-one trainings, visiting senior centers and retirement communities, attending senior functions,

Financial Assistance

Several sources of information were examined and reviewed by the Financial Assistance Subcommittee (See Appendix B.4) for this process including:

1. Jefferson County, Colorado Demographics.
2. "Senior Citizens in Jefferson County, Colorado: A Profile," August 10, 2000.
3. National Association of Area Agencies on Aging (n4a).
4. Colorado Department of Local Affairs.
5. DRCOG's Summary of Region 3A Senior Demographics.
6. Jefferson County Council on Aging (JCCOA), State and County Aging and Adult Services, Jefferson County Human Services, Seniors' Resource Center, Jeffco Action Center, United Way 211, U.S. Social Security Administration, Jefferson County Census Tracts, Channel 9 News.com, Senior Source Home page, Benefits Checkup, Colorado Division of Veterans Affairs, and others.

Results from an on-line survey link sent to the Jefferson County Council on Aging were also utilized (See Appendix D). Questions asked were:

1. If you were looking for senior services in Jefferson County for you or for your parents, briefly describe where you would start?
2. As you get older, what kinds of things do you want your community to do so that you can maintain your independence for as long as possible?
3. What contributes to your personal sense of safety?
4. What kinds of concerns do you have about outliving your money?
5. Briefly describe any difficulties you have experienced with getting legal help, if any, as you have gotten older.
6. What would you do if you found the services you needed, but were told there was a three to six month wait before you could get them (due to a waiting list for those services)?

A big challenge faced was the large amount of existing literature with regard to the issues facing seniors. This challenge was addressed by reading as much as possible and maintaining a focus on financial issues. ♦

Trends

Access to Information and Services

As the senior population in Jefferson County continues to increase, people are living longer and are often choosing to stay in their own homes for as long as possible. In order to do so, the frail older adult will often need to access supportive services. The research conducted by the Access Subcommittee suggested that senior services developed over the past twenty years have been pieced together with systems that are often complicated and difficult to navigate. Home and Community Based Services, such as transportation or adult day services, may be appropriate, but are often difficult to locate, may involve long waiting lists, or have eligibility rules or costs that are difficult to understand. In addition, supportive services are often needed due to a worsening medical condition or crisis, making the services required and the information needed even more varied and fragmented. The trend is to organize resources and assistance in a way that is accessible to older adults through a one-stop single entry point system with care management services being included in the process to help support an older adult who cannot maneuver the complex system by himself/herself.

It is predicted that in the next twenty years, there will be an integration of the various systems of care related to aging services, such as mental health, medical care, and social services, with the integration supported by technology (coordinated records) and professional care managers/navigators. Under this system, access services will not be outdated, but rather, will need to be better coordinated to provide more effective and appropriate outcomes.

Food Assistance

The trends identified by the Food Assistance Subcommittee were an increase in costs related to gasoline, raw food, and equipment resulting from an increase in fuel prices, diversion of commodities into fuel production (i.e., corn), and increased dependence on food from other countries. The increase in fuel costs has affected the recruitment of volunteers concerned about committing to a position which requires them to use their own vehicle without reimbursement for travel expenses. This issue increases the need to reconsider delivery routes with more limited distance coverage, increasing the difficulty in meeting the needs of people living in remote areas.

Additional senior nutrition-related trends identified include:

1. The number of people frequenting food pantries has risen, but the donation of food and funding has not kept up with the need.
2. Agencies are seeing that people who are receiving one meal service a day are in need of additional food to cover their daily nutritional needs.
3. Seniors are becoming more health conscious about food, presenting a challenge for nutrition providers in balancing costs of meals with nutrition and providing meals for special needs.
4. Transportation continues to be a concern in establishing congregate meal sites and for seniors in deciding to utilize a meal site.
5. New congregate dining centers have deliberately been placed in senior high rises in order to make it more convenient for people to get to the site.
6. Seniors and their families have increased financial problems, resulting in a reduced ability to contribute toward the cost of their services. Family members have lost jobs or have had to return to work to make up for money lost during the economic downturn.
7. Because of the increased need for Meals on Wheels and the instability of state and federal government funding, frozen meal deliveries have increased and hot meals are being reserved for those who are not able to reheat a frozen meal.
8. Nutrition directors have been looking for new ideas in delivering meal service that are more cost efficient and yet meet the needs of the senior population.



9. Nutrition is still rated as the highest priority for seniors.

10. The Denver Regional Council of Governments (DRCOG) asked the county councils on aging to rate the services for seniors and nutrition was rated as most important.

11. The report, "Older Americans: Making Food and Nutrition Choices for a Healthier Future" (National Resource Center on Nutrition, Physical Activity and Aging, Florida International University, April 2007) describes the impact that poor nutrition has on seniors' physical and mental health, stating that poor diets eventually lead to "reduced quality of life, increased dependence and greater healthcare costs."

12. Because of the increased need for nutritional services, agencies are aware that they need to collaborate to find ways to meet needs and reduce waiting lists.

13. Nutrition services for seniors now include preventive health and wellness programming designed to get seniors to eat better and move more, thereby improving quality of life.

Legal Assistance

Past and future trends identified in the area of legal services are decreases in available resources combined with growing client need for legal services and increasing complexity in the services required. There were no legal services identified that would become obsolete as a result of these trends, and it is estimated that all legal services will need to be expanded to meet the needs of the aging Baby Boomer generation.

Another notable trend is an increase in the financial exploitation of older adults. Financial exploitation is the illegal or improper use of another person's funds or property for one's own profit or advantage. The most common form of financial exploitation is the misuse or abuse of a financial power of attorney¹. Every area of the State of Colorado has reported an increase in the frequency of this form of elder abuse. It is a matter that needs to be addressed both civilly and criminally. Recent changes in Colorado law governing financial powers of attorney have provided clearer guidelines for the principal and the agent as well as enabling certain people to petition a court to review the conduct of an agent. Advance Directives include Medical Durable Powers of Attorney and Financial Powers of Attorney as well as Living Wills and Cardiopulmonary Resuscitation Directives. These documents will become increasingly important planning tools for seniors, but the increasing complexity of these issues may require the assistance of an experienced elder law or probate attorney.

Public Safety

According to a 2004 study conducted by the Denver Regional Council of Governments, Jefferson County will have the largest population of seniors (aged 60+) by 2020, approximately 170,000. The District Attorney's Office reports an increase of crimes against 'at-risk' adults from five 'at-risk' cases in 1991 to seventy-two cases in 2008. Working with seniors requires an expertise in being able to recognize unique issues such as 'capacity,' the unwillingness to report crimes, a fear of losing independence due to a change in one's life situation, and a reticence to engage with law enforcement before a relationship has been established.

Other related trends include:

1. The U.S. Department of Justice has reported throughout the decade that 80% of economic crimes against older adults go unreported.
2. Long held acceptable practices by older adults have become vulnerabilities. Older adults are trusting, their 'word' is their bond, leaving the front door open was the sign of a good neighborhood, and the telephone was considered a useful device for doing business.
3. Colorado does not have a mandatory 'Elder Abuse' reporting statute; so many cases of abuse go unreported.
4. The state of 'Crimes against Children' twenty years ago has many parallels to 'Elder Abuse' crimes today and the need for special provisions via the criminal justice system.



Financial Assistance

The past and coming trends noted by the Financial Assistance Subcommittee include:

1. An increase in the cost of living.
2. A lack of financial resources for housing, food, legal services, clothing, transportation, and physical and mental health care.
3. Increasing stress levels among the population in general.
4. The stigma attached to low-income seniors and seniors who are no longer working.
5. The higher value placed on productive individuals.
6. An increasing need for cultural sensitivity and awareness.
7. Rising life expectancy.
8. Diminishing government funds.
9. Seniors' stoicism and the modesty of their demands (not prone to self-pity).
10. Seniors, due to financial restrictions or being homebound, having less ability to extend themselves to help others.
11. The strength of senior voting power (politically they make their voices heard).
12. The expectation of an increase in the senior population estimated to double within the next twenty years.

13. The Internet as a tool for economic empowerment, as well as more seniors accessing on-line applications for Jefferson County Human Services programs, financial assistance (e.g., Old Age Pension), Medicare (e.g., Qualified Medicare Beneficiary, Special Low-income Medicare Beneficiary), food assistance, energy assistance (LEAP), low-income telephone discount assistance (LITAP), and long-term care assistance (Home and Community Based Services, Home Care Allowance, and Nursing Home care). However, of the seniors interviewed, most preferred a face-to-face interview.

The existing resources and assets within Jefferson County provide a substantial base on which to build.

14. A greater need for more government workers to handle higher caseloads.
15. More information being brought directly to clients, either through technologically based resources or by Jefferson County Human Services' employees working out in the field.
16. Increased collaboration among agencies working with the elderly.
17. An increase in assistance needed by the family caregivers of elderly clients.
18. An increase in incidents of financial exploitation of seniors by caregivers and family members.
19. Seniors remaining active in the workforce to meet their economic needs.
20. The growing need for more affordable services for seniors. ♦

Strengths and Assets

Jefferson County seniors have access to many existing resources and assets as described below.

Access to Information and Services

The strengths related to access and referral services in Jefferson County are represented through the interests of the many aging service agencies committed to providing assistance to seniors in Jefferson County, some of which were identified under the earlier 'Process' section of this report. These agencies are putting precious resources together to help their clientele find needed services. Jefferson County excels in its dedication to helping seniors age in place. The City of Lakewood serves as a great example through its commitment to funding the support of seniors. Some of the services in Lakewood include information and referral, care management, transportation assistance, meal sites, recreational activities, volunteer services, and housing assistance. Other cities

within the county, including Wheat Ridge, Arvada and Golden, provide information and referral assistance, and nutrition and wellness programs, through their senior centers.

Jefferson County Human Services is dedicated to providing services and support for aging community members through a staff of committed employees focused on helping older adults in the county find services. Jefferson County was also instrumental in the formation of the Seniors' Resource Center, an agency whose model was organized around the idea that senior services should be accessible, professional and convenient. Jefferson County has provided financial support to Seniors' Resource Center for more than thirty years. Senior services are accessible at the Seniors' Resource Center through a single entry phone system assistance service.

Food Assistance

The strengths and assets related to food assistance in Jefferson County include a strong volunteer base committed to helping vulnerable older individuals in their community, as well as three non-profit agencies providing meals to home-bound seniors. These include Town of Littleton Cares (TLC) Meals on Wheels, VOA Meals on Wheels and Project Angel Heart. There are also several organizations and businesses willing to provide home-delivered meals for those who are able to pay for those services. There are two large food pantries in Jefferson County, one located in Lakewood and the other in Arvada, and many churches throughout the county offer small food pantries.

Legal Assistance

There are two legal resources identified as currently available for seniors in Jefferson County to respond to civil legal matters: (1) Colorado Legal Services (CLS), and (2) the First Judicial District Bar Association Legal Assistance Program. Colorado Legal Services formerly had two offices in Jefferson County, one across the street from the old courthouse in downtown Golden, and the second located at Seniors' Resource Center in Wheat Ridge. Both of those offices were closed in the 1980s, due to budget cuts. As a result, all services for Jefferson County seniors are provided through the main Colorado Legal Services office in downtown Denver, which serves seniors in eight counties, including Jefferson County. Colorado Legal Services represents seniors with a variety of civil legal matters and refers some cases to pro-bono attorneys through the Metropolitan Volunteer Lawyers and the Student Law Office at the University of Denver.



The First Judicial District Bar Association Legal Assistance Program serves seniors in Jefferson and Gilpin Counties and provides free and low-cost legal information, advice and representation through a 13-attorney referral panel and some pro-bono attorneys. The First Judicial District Bar Association receives referrals from service providers and referrals are screened on the telephone.

Despite extremely limited resources, the two programs mentioned above have provided countless hours of quality legal assistance and representation to seniors in Jefferson County. Without the infusion of additional financial support for these programs, though, the county's ability to build upon these strengths and assets in the future and to accommodate the expected growth in demand will be significantly compromised.

Public Safety

Jefferson County is very fortunate to have full-time Senior Liaison Officers at the City of Arvada and City of Westminster. These officers provide vital assistance to the seniors of these cities, and are trailblazers in discovering the kinds of services required from law enforcement to meet the needs of the older population.

In addition to the senior safety-related work being done by Senior Liaison Officers in Jefferson County, the Jefferson County Department of Health, Emergency Response and Preparedness Program, and the Jefferson County Office of Emergency Management are involved in addressing the needs of 'at-risk' community members during disaster situations. The Jefferson County Department of Health, Emergency Response and Preparedness Program is developing an emergency sheltering operations plan for functionally and medically at-risk community members, and the Jefferson County Office of Emergency Management has been identifying and mapping the long-term care and nursing home facilities located in Jefferson County, as well as providing emergency preparedness and evacuation training to these agencies.

Jefferson County's District Attorney's Office has committed a full time director to the "Communities against Senior Exploitation" (CASE) Program. This emphasis has resulted in many crime prevention programs being presented to retirement communities, faith-based senior groups, veterans' groups, and retirement groups from the 'for profit' sector in Jefferson County. A Fraud Hotline is available for seniors to call which is answered by a 'live' person within the District Attorney's Office, should a questionable call, visit, e-mail or solicitation occur that raises a question or concern from a senior.

Additionally, a TRIAD group, consisting of representation from the criminal justice system, seniors, and service providers, has been formed to promote senior safe-

ty. Monthly meetings allow for representatives to forum concerning safety issues and receive safety training relevant to seniors. TRIAD also sponsors a '911 Cell Phone' program committed to providing a cell phone that can be used by seniors, without charge, for emergency purposes.

Financial Assistance

Jefferson County has a strong base of non-profit organizations, government agencies, and faith-based groups, which are passionate about assisting seniors, as well as a Human Services Director who is committed to addressing the needs of clients in a timely and responsive manner. Jefferson County Human Services has a designated office for seniors, some of whom are frail and disabled, which is conveniently located in the Laramie Building in an accessible location. Jefferson County Human Services has the Single Entry Point (SEP) unit on the same cam-

pus as the financial eligibility unit, which fosters a more cooperative and collaborative partnership when providing services to clients.

Another asset is the St. Anthony Health Passport Program which utilizes the on-line Benefits CheckUp System to screen all clients. Each individual's current financial and health status is collected via phone and then entered into the Benefits CheckUp System. An individualized resource guide is printed identifying which of over 1500 programs the individual may be qualified for, how to contact agencies, and what documentation will be needed. While many of the programs offer financial assistance, some provide food, transportation and information. St. Anthony's Health Passport Program has a very proactive follow up program to help Jefferson County residents apply for the programs identified. ♦

Gaps

Access to Information and Services

The gaps in access to information and services in Jefferson County are primarily around awareness of the available services and keeping resources updated. DRCOG has developed a resource and information system called Network of Care which focuses on serving as the Denver metro area's primary information, referral, and assistance service for older adults. It is hoped that the system will be able to provide access to the resources that are specific to Jefferson County in the near future. The platform will be an excellent start to organizing area resources.

An area identified by the Access Subcommittee as currently being underfunded is the 'assistance' portion of the information, referral and assistance services matrix. Seniors seeking services often have complex and varied needs. To identify the resources for all of these needs, an aging services expert or care manager will be a critical component in the implementation of successful service delivery.

Food Assistance

Some of the gaps related to food assistance in Jefferson County include long waiting lists of people for Meals on Wheels in the area north of Hampden (158 people were on the waiting list when this report was written), the limited availability of food pantries for those who do not drive or live near a bus stop, and the limited availability of meal delivery services available to residents in the Coal Creek area and in areas along the foothills

west of C-470. Although there are not that many seniors needing meal delivery services in those areas, when a resident does need services, it is a challenge to get the meals delivered. There are also no congregate meal sites available to residents living in areas south of Alameda. There is only one congregate meal site in Arvada, and one in Golden; both are only open one day per week.



Legal Assistance

The largest gap in legal services identified in Jefferson County was the waiting list for services at both Colorado Legal Services and the First Judicial District Bar Association Legal Assistance Program. Although Colorado Legal Services periodically has a moratorium on new cases due to the demand for services, both programs indicated that they attempt to respond to calls for assistance as soon as possible. Also, when Older Americans Act Title III funds run out, intake is usually closed. Without the infusion of additional financial resources (e.g., 10% or more increase) the existing gaps will increase, and the availability of legal services for the aging population will be negatively impacted.

Public Safety

Public Safety officials recognize the need for additional Senior Liaison Officers within communities. However, funding is typically not available for these positions and they are often the first positions cut in budget crises due to being perceived as non-essential.

Financial Assistance

The Financial Assistance Subcommittee identified the following financial-related gaps:

1. An increasing number of individuals who are isolated or unaware of available programs.
2. The isolation of the elderly because the family has become less cohesive, resulting in less help from family.
3. Stereotyping of the elderly and a gap between the young and old, resulting in a lack of cross-generational relationships.
4. Lack of funding.
5. Limited educational programming focused on senior issues.
6. Lack of community awareness of the needs and concerns of seniors.
7. The need for more appropriate referrals and coordination of services.
8. Lack of awareness by marginal populations (homeless, etc.) of financial assistance.
9. The need for interpreters for individuals who do not have English language skills.
10. The need for caregiver support.
11. The limited number of trained staff members working out in the community to assist clients unable to come to the main Human Services office.
12. The need for Care Navigators to assist seniors in completing applications.
13. The need for off-site locations for seniors to receive more information about available resources and services.
14. Affordable legal assistance and mediation services for seniors when their families are not able to, or choose not to, pay their nursing home bill. An Ombudsman is required to be given notice of pending discharge and may be of assistance.
15. The need for an increase in the number of physicians accepting Medicaid.
16. The possibility of some type of loan forgiveness program, which would allow for low-income seniors who can no longer afford loan payments, to be relieved from those payments without having to file for bankruptcy.
17. Not enough pro-bono or income-based legal aid.
18. Limited services available to seniors in the area of dental, vision and hearing aid benefits.
19. The need for more senior veteran's services, financial assistance for family members, life insurance, Veteran's Administration health care, pharmacy benefits, property tax exemption for disabled veterans, Colorado State and Veteran's nursing homes, and burial and memorial benefits. ♦

Report Wrap-Up

Access to Information and Services

Access is a priority for many agencies as they strive to provide resources to help older adults find needed services. Often the initial 'point of contact' services are provided by administrative personnel or receptionists, whose role it is to clarify the services needed and outline the resources available through their agency, with specific resources often being available only to clientele who meet certain requirements or criteria. Waiting lists for subsidized goods or services are growing every day, and care management services are limited and sometimes hard to locate.

The four recommended priority areas for Access to Information and Services in Jefferson County include:

1. Research best practices from other geographic areas on how they organize and fund consistent and professional Information, Referral and Assistance Programs.
2. Participate with DRCOG in continuing to develop their new initiative to provide metro wide information and assistance.
3. Form an association of interested individuals who specialize in information and referral, and care management & care navigation, for consistency and timeliness of resources and general support for staff.
4. Increase and promote awareness of existing services.

Food Assistance

The Food Assistance Subcommittee offers the following findings and conclusions related to food assistance for seniors residing in Jefferson County:

1. There is a need to find ways of delivering Meals on Wheels and pantry boxes in a cost-effective manner and to work with other agencies to accomplish this.
2. Collaboration among agencies must be increased to provide a comprehensive care plan and a complete nutrition program (i.e., meals, nutrition counseling and education, and healthy aging programs for both congregate meal clients and homebound clients). This may also include nutritional education and counseling for family members.
3. More programs such as grocery shopping services and collaborations with faith-based programs or school programs are needed to provide more congregate meal sites and food pantry satellites throughout Jefferson County.

4. Nutrition assistance stakeholders within Jefferson County must continue to use the websites, attend national conferences, and continue discussions with other nutrition providers to explore possible solutions for services in the county.

Legal Assistance

The current case priorities or protocols are based, in large part, on current client needs. These include, but are not limited to: consumer issues (particularly debt collection, garnishment of exempt income, and bank overdraft fees); housing (including foreclosures and evictions); employment issues (unemployment benefits and age discrimination); financial exploitation (including misuse of power of attorney and representative payee positions); guardianships and conservatorships; delays, denials and terminations of public benefits (including food stamps, Medicaid, etc.); advance directives; and wills and estates. There has been a tremendous increase in legal issues related to the declining economy. Colorado Legal Services also provides a number of community education programs and printed materials on the issues mentioned above.

The major issue identified for legal assistance was the need for increased financial resources for the existing legal services providers. Both Colorado Legal Services and the First Judicial Bar would like to be able to serve more clients, but their efforts are greatly limited by scarce financial resources.



Public Safety

It will take interest and promotion from the senior population for funding to provide Senior Liaison Officers in additional law enforcement agencies, as well as the addition of a 'Senior Crimes Unit' within the Jefferson County District Attorney's Office. A 'grass roots' effort, whether via a municipal vote, city budgetary decision, or county funding will be the necessary means to procure additional services from the criminal justice system for seniors. During the interviews with current Senior Liaison Officers, it was discovered that funding has been procured in a variety of ways.

Financial Assistance

The following is a list of areas the Financial Assistance Subcommittee believes will improve the provision of basic needs for Jefferson County's seniors and their caregivers.

1. Increase and promote community awareness about programs and services available.

2. Have more Care Navigators to assist seniors in completing applications.

3. Increase the number of off-site locations (libraries, senior centers, grocery stores, churches etc.) with information and applications for senior services and public assistance.

4. Increase funding to obtain more full time employees (FTEs) for the existing agencies within the county and the Department of Human Services.

5. Work with the faith-based community in assisting seniors.

6. Make on-line applications more available.

As is evident from the above report, meeting the basic needs of older adults in Jefferson County will continue to be a challenge due in part to limited funding and the increasing number of older adults needing assistance in the coming years. But the existing resources and assets within Jefferson County provide a substantial base on which to build. ♦

Appendices

Appendix A: Terms and Definitions Used in Report

Access Services

These services include transportation, case management, and information and assistance and provide consumers with a gateway to other programs and services.

Advance Directives

Any directive, either oral or in writing, made in advance of losing decisional capacity by an individual regarding his or her health care treatment wishes. Written advance directives may include living wills, health care treatment directives, durable powers of attorney for health care and/or cardiopulmonary resuscitation directives.

Agent

See Power of Attorney

At-Risk Adult

Defined in Colorado Statute as “an individual eighteen years of age or older who is susceptible to mistreatment or self-neglect because the individual is unable to perform or obtain services necessary for the individual’s health, safety, or welfare or lacks sufficient understanding or capacity to make or communicate responsible decisions concerning the individual’s person or affairs.” Adults who might meet the definition of an at-risk adult include adults in unsafe situations who have developmental disabilities, acquired brain injuries, major mental illnesses, or neurological or cognitive deficits. Older adults who are frail and unable to perform typical activities of daily living and who are in unsafe situations may also meet the definition of an at-risk adult.

Cardiopulmonary Resuscitation Directives

A CPR (Cardio Pulmonary Resuscitation) Directive allows you, your agent, guardian, or proxy to refuse resuscitation. CPR is an attempt to revive someone whose heart and/or breathing has stopped by using special drugs and/or machines or very firm pressing of the chest.

Civil Action

The law that applies to private rights as opposed to the law that applies to criminal matters. Legal action brought to enforce, redress or protect private rights. All proceedings except criminal proceedings.

Commodities

Agricultural food stuffs distributed to eligible entities and individuals through the Nutrition Services Incentive Program and the Food Assistance Programs of the Colorado Department of Human Services. In Jefferson County, this program is managed by Food Bank of the Rockies.

Congregate Dining Center

The provision of a meal that meets 1/3 of daily nutrient requirements for someone aged 60 or over or at a nutrition site, senior center or some other congregate setting.

Conservator

A person appointed by a court to administer the property of another person who is determined by a court to be “in need of protection” because he or she is unable to manage his or her own property and business affairs and is unable to effectively receive or evaluate information or both or to make or communicate decisions, even with the use of appropriate and reasonably available technical assistance and is in danger of having his or her property being wasted or dissipated unless management is provided.

Conservatorship Proceeding

This is a judicial proceeding in which an order for the appointment of a Conservator is sought or has been issued.

Criminal Action

A legal action brought by the state against an individual or group of individuals for violating state criminal laws.

Elder Abuse

The physical, sexual, or emotional abuse of an elderly person, usually one who is disabled or frail.

Financial Assistance

Programs that help persons secure help with their finances. Examples include counseling on financial management, prescription drug programs, Social Security benefits, food stamps, energy assistance, and more.

Financial Exploitation

While the definition of financial exploitation varies among the states, the one most commonly cited is illegal or improper use of an elder’s or incapacitated adult’s resources for profit or gain.

Financial Power of Attorney

A financial power of attorney is a document whereby one person (“principal”) authorizes another individual or entity (“agent”) to act on his or her behalf in financial affairs. (See Power of Attorney).

Food Assistance

Meals or food items that are available for pick up or distribution to seniors who are experiencing high food insecurities which may be related to financial needs or lack of food resources. The resources for these meals or food items may include, but are not limited to, Meals on Wheels, Congregate Dining Centers, food banks or food pantries.

Food Banks

A central point of collection where donors can drop off food and other goods. Food banks then redistribute these products to smaller agencies that service clients directly.

Food Package Purchase

Meals (usually frozen) designed for seniors that can be purchased from a company and the meals would be shipped to the senior's home.

Food Pantry

A public or private non-profit organization that distributes food to low-income and unemployed households to relieve situations of emergency and distress. These foods not only include food from USDA, but also food that has been donated.

Guardian

A person appointed by a court to make decisions on behalf of another person who is determined by a court to be "incapacitated" and unable to effectively receive or evaluate information or both or make or communicate decisions to such an extent that the incapacitated person lacks the ability to satisfy essential requirements for his or her physical health, safety, or self-care, even with appropriate and reasonably available technological assistance.

Guardianship Proceeding

A judicial proceeding in which an order for the appointment of a Guardian is sought or has been issued. (See Guardian).

Information and Referral/Assistance Services (I&R/A)

Provision of assistance and linkages to available services and resources.

Legal Advice

An informed opinion provided by an attorney or other person acting under the supervision of an attorney that suggests possible courses of legal action that may be taken to remedy an identified legal problem or clarification of rights under the law.

Legal Assistance

Includes legal advice, counseling, and representation provided by an attorney or other person acting under the supervision of an attorney.

Legal Representation

A level of direct legal assistance provided by an attorney or other person acting under the supervision of an attorney to a client that surpasses advice and referral provided to achieve a solution to a legal problem; it encompasses research, negotiation, preparation of legal documents, correspondence, appearance at administrative hearings or in courts of law, and legal appeals.

Legal Services

The provision of legal assistance, counseling and/or representation provided to clients by an attorney or other person acting under the supervision of an attorney.

Living Wills

Advance health care directives, also known as living wills, advance directives, or advance decisions, are instructions given by individuals specifying what actions should be taken for their health in the event that they are no longer able to make decisions due to illness or incapacity.

Market Basket

A box of 10 frozen meals and a basket with fresh fruits and vegetables, milk, cereal, loaf of bread and non-perishable foods received monthly. The program is designed to be a more efficient and cost-effective method of delivering food to homebound seniors who are able to prepare some foods.

Medical Durable Power of Attorney

A legal document that allows an individual to appoint someone else to make medical or health care decisions, in the event the individual becomes unable to make and/or communicate such decisions personally. A document that gives another person legal authority to act on one's behalf. (See Power of Attorney).

Ombudsman

An appointed official whose duty is to investigate complaints, generally on behalf of individuals such as consumers or taxpayers, against institutions such as for the purposes of this report, nursing homes and assisted living facilities. A designated person whose duty is to assist members with conflict.

Pantry Box

A collection of donated, shelf stable foods that is assembled by Volunteers of America and distributed to Meals on Wheels clients who need help with additional food.

Power of Attorney

A legal document by which one person (called the "principal") authorizes another person (called the "agent") to make decisions for him or her, in the event of future incapacity. These decisions may be about legal or business matters (a financial power of attorney) or about care and treatment matters (a medical power of attorney). Both types of powers of attorney may be called "durable." This means that the power of attorney is not terminated by the incapacity of the person granting that authority to another.

Principal

See Power of Attorney

Public Safety

Involves the prevention of and protection from events that could endanger the safety of the general public from significant danger, injury/harm, or damage, such as crimes or disasters (natural or man-made). Appendix B.1: Information & Assistance for Jefferson County.

Appendix B.1: Information & Assistance for Jefferson County

Name of Program/Agency or Organization	Address	City	Zip Code	Phone
Clements Community Center	1580 Yarrow Street	Lakewood	80214	303-987-4820
Evergreen Lakehouse	29614 Upper Bear Creek Road	Evergreen	80439	303-674-0532
Evergreen Library	5000 Highway 73	Evergreen	80439	303-235-5275
Exempla Lutheran Medical Center	8300 West 38th Avenue	Wheat Ridge	80033	303-425-4500
Gilpin County Senior Center	2960 Dory Hill Road	Blackhawk	80422	303-582-5444
Glaucoma Research Foundation	251 Post Street, Suite 600	San Francisco	94108	800-826-6693
Home Care Association of Colorado	7400 East Arapahoe Road, #211	Centennial	80112	303-694-4728
Jefferson Center for Mental Health	4851 Independence	Wheat Ridge	80033	303-425-0300
Jefferson County Action Center	8755 West 14th Avenue	Lakewood	80215	303-237-7704
Jefferson County Aging and Adult Services	900 Jefferson County Parkway	Golden	80401	303-271-4201
Jewish Family Service – Denver Metro	3201 S. Tamarac Drive	Denver	80231	303-597-5000
Leukemia and Lymphoma Society	5353 West Dartmouth Ave., Suite 400	Denver	80227	303-984-2110
Lutheran Family Services of Colorado	363 S. Harlan Street	Denver	80226	303-922-3433
Mile High United Way Helpline	2505 18th Street	Denver	80211	303-433-8900
Mount Evans Home Health Care	3081 Bergen Peak Drive	Evergreen	80439	303-674-6400
Mountain Resource Center	11030 Kitty Drive	Conifer	80433	303-838-7552
National Kidney Foundation	3151 South Vaughn Way, Suite #505	Aurora	80014	720-748-9991
Seniors' Resource Center	3227 Chase Street	Wheat Ridge	80212	303-238-8151

Appendix B.2: Food Assistance for Jefferson County

Name of Program/Agency or Organization	Address	City	Zip Code	Phone
MEAL DELIVERY				
Evergreen MOW/Seniors' Resource Center and VOA	5120 Highway 73	Evergreen	80439	303-674-2843
Food Bank of Rockies Commodities Homebound Delivery	10700 East 45th Avenue	Denver	80239	303-375-8081
Homestyle Direct	3299 Woodbridge Dr.	Twin Falls, ID	83301	866-735-0921
KOSHER Meals on Wheels/Jewish Family Service, VOA	3201 South Tamarac Drive	Denver	80231	303-597-5100
Project Angel Heart	4190 Garfield Street	Denver	80216	303-830-0202
TLC Meals on Wheels	5844 South Datura Street	Littleton	80120	303-798-7616
VOA Meals on Wheels-Jefferson County Meals on Wheels/VOA	2660 Larimer Street	Denver	80205	303-294-0111
FOOD PACKAGE PURCHASE				
Angel Food Ministries/Church of God Prophecy	2680 South Sheridan Blvd	Denver	80227	303-378-1504
Angel Food Ministries/Real Life Ministries	4390 S Lowell Boulevard	Englewood	80110	303-681-7614
Share Colorado/Arvada Church of Christ	6757 Simms Street	Arvada	80004	303-424-3765
Share Colorado/Calvary Episcopal Church	1320 Arapahoe Street	Golden	80401	303-279-2188
Share Colorado/Heritage UMC #315	7077 South Simms Street	Littleton	80127	800-933-7427
Share Colorado/Jefferson Avenue UMC	4425 Kipling Street	Wheat Ridge	80033	303-424-0463
Share Colorado/Labor's Community Agency	7510 West Mississippi Avenue	Lakewood	80226	303-744-6169
Share Colorado/Lakewood Church of Christ	455 South Youngfield Court	Lakewood	80228	303-239-9861
Share Colorado/Lutheran Church of the Resurrection	7100 West Mississippi Avenue	Lakewood	80226	800-933-7427
Share Colorado/Spirit of Christ Catholic Church	7400 West 80th Avenue	Arvada	80003	303-422-1240
Share Colorado/St. Joseph's Episcopal Church	11202 West Jewell Avenue	Lakewood	80232	303-921-1038
Share Colorado/St. Mary's #118	6853 South Prince Street	Littleton	80120	303-791-3859
Share Colorado/St. Paul's Episcopal Church	9200 West 10th Avenue	Lakewood	80215	303-359-4064
FOOD BANKS				
Arvada Food Bank	10405 West 64th Place	Arvada	80004	303-424-6685
Christian Action Guild	1401 Ford Street	Golden	80401	303-279-5674
Deer Park United Methodist Church	966 Rim Rock Road	Bailey	80421	303-838-6759
Evergreen Christian Outreach	27640 Highway 74	Evergreen	80439	303-670-1796
Green Mountain Christian Church--Food Bank	10700 West Exposition Drive	Lakewood	80226	303-985-0754
Inter-Church Arms	7912 Oberon Road	Arvada	80004	303-424-6283
Jeffco Action Center	8755 West 14th Avenue	Lakewood	80215	303-237-7704
Mountain Resource Center--Food Bank	11030 Kitty Drive	Conifer	80433	303-838-7552
Operation Blessing	9170 West 44th Avenue	Wheat Ridge	80033	303-431-8295
St James Presbyterian Church--Food Bank	3601 West Belleview Avenue	Littleton	80123	303-794-6851
St Lawrence Church--Food Bank	26812 Barkley Road	Conifer	80433	303-838-7552
MEAL SITES				
Arvada Lions Club Congregate/Volunteers of America	5725 Teller Street	Arvada	80002	303-423-1540
Clements Center-Lakewood/VOA	1580 Yarrow Street	Lakewood	80214	303-987-4828
First Presbyterian of Golden	17707 West 16th Avenue	Golden	80401	303-279-7450
Highland South-Wheat Ridge/VOA	6360 West 38th Avenue	Wheat Ridge	80033	303-940-2068
Seniors' Resource Center, Evergreen	5120 Highway 73	Evergreen	80439	303-674-2843

Appendix B.3: Legal Assistance for Jefferson County

Name of Program/Agency or Organization	Address	City	Zip Code	Phone
Legal Assistance Program/First Judicial Bar Association (Jefferson and Gilpin)	P.O. Box 2311	Centennial	80161	303-216-0851
Metro Volunteer Lawyers/Denver Bar Association	1905 Sherman Street	Denver	80203	303-837-1313
Senior Citizens Law Center/Colorado Legal Services	1905 Sherman Street	Denver	80203	303-837-1313
Seniors' Resource Center (only provides referrals to legal assistance)	3227 Chase Street	Denver	80212	303-238-8151
Student Law Office/University of Denver Sturm College of Law	2255 East Evans Avenue	Denver	80208	303-871-6140

Appendix B.4: Income/Financial Supports for Jefferson County

Name of Program/Agency or Organization	Address	City	Zip Code	Phone
AARP of Colorado	1301 Pennsylvania Street, Suite 200	Denver	80203	866-554-5376
Aid to the Needy and Disabled (AND)/Jefferson County Human Services	900 Jefferson County Parkway	Golden	80401	303-271-1389
ALS-Association, Rocky Mt. Chapter (Lou Gehrig's)	1201 E. Colfax Street, # 202	Denver	80218	303-832-2322
Alzheimer's Association (Colorado Chapter)	455 Sherman Street, #500	Denver	80203	303-813-1669
American Cancer Society	2225 South Oneida Street	Denver	80224	303-758-2030
American Diabetes Association	2480 West 26th Ave. Suite 120B	Denver	80211	720-855-1102
American Heart Association	1586 South 21st Street	Colorado Springs	80904	719-635-7688
American Lung Association	5600 Greenwood Plaza Blvd. Suite 100	Greenwood Village	80111	303-388-4327
American Parkinson's Association	1325 South Colorado Blvd., #204-B	Denver	80222	303-830-1839
Arthritis Foundation	2280 So. Albion Street	Denver	80206	303-756-8622
Asian Pacific Development Center of Colorado	1825 York Street	Denver	80206	303-393-0304
Brain Injury Association of Colorado	4200 West Conejos Place, #524	Denver	80204	303-355-9969
Burial Assistance/Jefferson County Human Services	900 Jefferson County Parkway	Golden	80401	303-271-1388
Care Management Solutions/Lutheran Family Services	363 South Harlan, Suite 200	Denver	80226	303-922-3433
Care Navigator	355 So. Teller, Suite 200	Lakewood	80226	303-810-1816
Catholic Charities	4045 Pecos Street	Denver	80211	303-742-0828
Clements Community Center (Reachout Office)	1580 Yarrow St.	Lakewood	80214	303-987-4838
Colorado AIDS Project (CAP)	2490 West 26th. Ave	Denver	80211	303-837-0166
Colorado Department of Human Services, Division of Aging & Adult Services	1575 Sherman St., 10th Floor	Denver	80203	303-866-5700
Colorado Gerontological Society	3006 East Colfax	Denver	80206	303-333-3482
Denver Indian Center	4407 Morrison Road	Denver	80219	303-936-2688
Denver Regional Council of Governments Area Agency On Aging	1290 Broadway St.	Denver	80203	303-480-6700
Easter Seals (Steve Vestal Center)	5755 West Alameda Ave	Lakewood	80226	303-233-1666
Evergreen Chamber of Commerce	28065 Hwy 74 (Main Street)	Evergreen	80439	303-674-3412
Evergreen Christian Outreach	Hwy 74 Downtown	Evergreen	80439	303-670-1796
Food Stamps/Jefferson County Human Services	900 Jefferson County Parkway	Golden	80401	303-271-1388
Jeffco Action Center	8755 West 14th Avenue	Lakewood	80215	303-237-7704
Low-income Energy Assistance Program (LEAP)/Jefferson County Human Services	900 Jefferson County Parkway	Golden	80401	303-271-1390
Low-income Telephone Assistance (LITAP)/Colorado Public Utilities Commission	789 Sherman Street, Suite 440	Denver	80203	800-782-0721
Medicare Savings including QMB, SLMB, QI 1/Jefferson County Human Services	900 Jefferson County Parkway, Room 110	Golden	80401	303-271-1388
Mile High United Way Helpline	2505 18th Street	Denver	80211	303-433-8900
National Kidney Foundation of Colorado, Montana, Wyoming	3151 So. Vaughn Way, Suite 505	Aurora	80014	720-748-9991
Old Age Pension (OAP)/Jefferson County Human Services	900 Jefferson County Parkway, Room 110	Golden	80401	303-271-1388
Options for Long-term Care (Home Care Allowance, Nursing Homes, etc.)/Jefferson County Human Services	3500 Illinois Street, Suite 1100	Golden	80401	303-271-4707
Social Security includes SSA, SSI, SSDI/U.S. Social Security Administration	13151 Alameda Parkway	Lakewood	80228	800-325-0078

Appendix C: Jefferson County Council on Aging, Focus Group Input Regarding Basic Needs, March 2009

Feedback was solicited from the Jefferson County Council on Aging (JCCOA) at a focus group session on March 12, 2009. Questions were developed by the project consultant in conjunction with the workgroup members. Below are the results from the focus group session that are applicable to this particular report. Due to time constraints, additional questions on “trends” and “accessing/finding services” were put into an online survey (See Appendix D) for JCCOA members.

Basic Needs – Edie Richey told the group basic needs involves access to services, information & referral, public safety, income and financial support, food and legal services.

As you get older, what kinds of things do you want your community to do so you can maintain your independence for as long as possible?

Responses/Input

1. Making the roads safer so people can drive.
2. There are some neighbors helping neighbors already happening – but need to expand options available for personal care.
3. Increase and expand emergency funds for older adults (and not just for the homeless) – most available emergency funds are designated for women and children.

4. More senior high rise food banks that bring food TO the buildings.

5. Increase availability and funding for reasonably-priced home maintenance for seniors such as cleaning gutters, snow removal.

6. More volunteers needed to assist seniors with home maintenance needs.

What contributes to your personal sense of safety?

Responses/Input

1. Lighting, lighting, lighting – should meet fine line between not offending neighbors while keeping people safe, in public parking lots, at bus stops, lack of lighting may be due to existing codes as well as lack of money – not in my back yard mentality also.

2. Improve ability of seniors to contact someone quickly if help is needed - some buy monitoring services – many cannot afford.

3. Need Senior Liaison Officer in each city police department – someone who concentrates on senior communities.

4. Provide education and do in-home assessments on fall prevention (both inside and outside of home – sidewalks, lighting, etc) – could county fund? Or could county work with others (e.g., West Metro, foundations, DRCOG) to develop grants to do home safety?

Appendix D: Results of Survey of Jefferson County Council on Aging Members Regarding Basic Needs, April and May 2009

If you were looking for senior services in Jefferson County, for you or for your parents, briefly describe where you would start.

1. Seniors Blue Book, Jeffco Commission on Aging, Seniors Resource Center, Clements Community Center.
2. Seniors' Resource Center, the Blue Book, call my colleague.
3. Clements Center.
4. Call Health and Human Services Adult Protective Service, JCCOA (Jefferson County Council on Aging).
5. I would probably look to Jefferson County Human Services for resources or to a senior center.
6. Medical office and senior recreation facilities.
7. I would start with the Area Agency on Aging. I would then do some sort of Google search asking for the specifics of what I wanted. I would also contact Seniors' Resource Center for information.
8. I would start with Seniors' Resource Center. I would ask for information and referral possibly leading to what I need.
9. Most likely I would need services because of a medical event so the doctor or staff would be first. I also know Seniors' Resource Center has a wonderful resource library and care managers to navigate the system.
10. On Line or Yellow Pages.
11. I would start by calling Seniors' Resource Center; they have comprehensive programs and services, and connections to other organizations.
12. Seniors' Resource Center.
13. Blue Book, Seniors' Resource Center, Jefferson County Human Services.
14. Contact Seniors' Resource Center.
15. Either call Seniors' Resource Center or look in the Blue Book. I might call 211.
16. It would depend on the type of service needed. Seniors' Resource Center has a broad base of services so I would probably check with them first.
17. Blue Book - if it still exists.....Senior newspapers.
18. Senior Blue Book or contacts I have in the community. I am familiar with quite a few resources and would contact the agencies I am familiar with.
19. Seniors' Resource Center.
20. The Internet. Seniors' Resource Center. Primary Care Physician.
21. I am a mountain community resident, and I would begin with the Seniors' Resource Center. I would also begin to attend my local caregiver support group.

Appendix D: Results of Survey of Jefferson County Council on Aging Members Regarding Basic Needs, April and May 2009, *Continued*

As you get older, what kinds of things do you want your community to do so you can maintain your independence for as long as possible? [Can select more than one]

	Response Percent	Response Count
Make roads safer	0.0%	0
Expand options for neighbors to help each other	50.0%	9
Expand personal care options	38.9%	7
Increase availability of emergency funds for older adults	22.2%	4
More food banks bringing food directly to senior buildings	0.0%	0
Increase affordable home maintenance services for seniors	55.6%	10
Increase volunteers helping seniors with home maintenance	11.1%	2
Other	11.1%	2
Answered question		18
Skipped question		3

What contributes to your personal sense of safety? [Can select more than one]

	Response Percent	Response Count
Good lighting, especially in public places	53.0%	7
Ability to contact emergency help quickly if needed	60.0%	12
Availability of a Senior Liaison Police Officer I could contact	15.0%	3
Knowing how to prevent falls	10.0%	2
Other	10.0%	2
Answered question		20
Skipped question		1

Appendix D: Results of Survey of Jefferson County Council on Aging Members Regarding Basic Needs, April and May 2009, *Continued*

What kinds of concerns, if any, do you have about outliving your money?

1. I have no children and do not want to be a burden to my siblings or nieces and nephews.
2. Lots.
3. Providing enough \$ to care for disabled daughter.
4. I think that we did not make good decisions when we were younger and now won't have enough money to keep our present home. After seeing a story on TV last night about SS (Social Security) shortfall, I wonder how we will be able to afford to live or how we will pay for medical needs. My children live far away, I wonder if we will be able to afford to visit them.
5. I always want to be able to contribute to the needs of my community: I need to plan to make the resources last.
6. Where would I live? Would I have adequate health care coverage?
7. What happens to me when it is all gone? Who and what can I do. Needing help at a fragile time in a senior's life can be devastating.
8. I am concerned; while I have planned for retirement, personal circumstances and the economy have made it pretty certain that I will outlive my nest egg. And I don't believe that Social Security will be enough to live on, when that time comes.
9. The economy has made a huge impact on investments, - how long will it take to recover.
10. Unknown.
11. Decreased life quality.
12. I am VERY fearful that my social security won't be enough for an adequate quality of life.
13. I will try to work in some capacity until I die. Work is good for the mind and soul but employers will need to modify jobs.
14. None.
15. Many, I expect this will happen and it scares me.
16. It is the unknown that is of greatest concern. Will I have enough money?
17. How will I survive without money?
18. Lots - I am divorcing right now!

Briefly describe any difficulties you have experienced with getting legal help, if any, as you have gotten older.

1. Pretty expensive to get legal advice!!
2. Knowing reputable agencies, understanding legal-ease.
3. Where to go.
4. None (4 respondents).
5. Who cares? Will get back with you and then you are old so you have no right to complain.
6. Unknown.
7. Legal help is expensive and, mostly, unavailable.
8. None.....available if can pay for it.

What would you do if you found the services you needed, but were told there was a 3 to 6 month wait before you could get them (due to a waiting list for those services)?

1. Get the best in-home care that I could find - - with references from 2 or 3 sources.
2. I would call around to see if there were other alternatives.
3. Ask if there were alternatives or someone else/an-other agency to talk to.
4. I would file a complaint everywhere I could think of.
5. Go back to the drawing board with the family to see what we could do in the mean time. Perhaps looking for services that we could pay for the short term. If that didn't work, have the parent(s) move in with one of the family for the short term.
6. Wish I had planned sooner.
7. I would try to find a way to move ahead on the wait-list and/or go to a different provider.
8. I would ask if there were other agencies that can be recommended, if not please put me on the list if there are any cancellations.
9. If it were critical to have the service, I would need to look for other resources. Most of these would come with a cost. If I couldn't afford or I couldn't access, I would have to see if my family could help in some way.
10. I would be very disappointed and call my County Commissioners and make an appointment to see them.
11. I would put my name in for the wait list, but would continue to look for services elsewhere.
12. Ask to be on the waiting list.
13. Try to find other services.

14. Ask where to look elsewhere.
15. I might give up looking. I would feel very disappointed and, possibly, angry.
16. I would improvise by developing my own transportation program or advocate.
17. Get in the line.....not fair to try to "end run" the wait.
18. Feel frustrated and sad as that happens too often. Look to see if there is another agency offering similar services. Explore temporary options.
19. Rely on friends and family for assistance.
20. I would go the Emergency Room. If there were an outpatient Palliative Care Program it would help reduce the "frequent flyer" traffic of people going to the ER for non-emergent treatment. Palliative Care would provide pain and symptom management to those with a terminal illness who wait too long to seek medical treatment, then crash and go to the ER where they again experience a long wait.

21. I would likely try to do without, as my budget is tight, and I would not be able to private pay. In fact, this is what I did several years ago, when my mother lived with me, and the types of things we needed for support were not available. She instead suffered poorer health and poorer mental health as a result. If I needed medical help, it was a trip to urgent care or an ambulance, as she was not able/willing to get into a car, ride to a doctor, walk to the doctor, endure the appointment and go home again. We could have REALLY benefitted from in home, long-term support for her breathing, pain, depression and constipation difficulties.

On-Line Survey was designed and administered by Sue Bozinovski, Ph.D., Bozinovski & Associates, Inc., Jefferson County Aging Well Project Consultant

Strategic Plan For 2011 through 2015

GOAL 1 – Strengthen the disaster response capacity of senior and disabled community members in Jefferson County

OBJECTIVE 1 Provide disaster preparedness support to long-term care and senior living facilities in Jefferson County

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Provide training and education in disaster preparedness and response to the leadership staff of long-term care facilities as applicable or as requested	Jefferson County Emergency Management, Jefferson County Public Health Emergency Preparedness and Response Division	Jefferson County Aging and Adult Services, Jefferson County D.A.'s Office, Adult Protection, Colorado Ombudsman Office, Jefferson County Human Services, Seniors' Resource Center (SRC), Red Cross, Salvation Army	Existing training sessions and maps of long-term care facilities already prepared by County Emergency Manager's Office	Increased disaster response and recovery capacity for staff and residents in long-term care facilities Increased number of emergency preparedness and response plans in long-term care facilities throughout the county	December 2011 and Ongoing
2. Follow up annual trainings with facility-based guidance related to plan development, staff training, and plan exercising and drills as applicable or as requested	Jefferson County Emergency Management, Jefferson County Public Health Emergency Preparedness and Response Division	Jefferson County Aging and Adult Services, Jefferson County D.A.'s Office, Adult Protection, Colorado Ombudsman Office, Jefferson County Human Services, Seniors' Resource Center, Red Cross, Salvation Army	Jefferson County Public Health Emergency Planning and Response Division's sheltering plan for special needs populations	Annual updates of emergency preparedness plans Increased facility competence with planned and practiced response procedures	June 2012 and Ongoing

OBJECTIVE 2 Provide disaster preparedness support to senior community members living independently in Jefferson County

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Provide disaster preparedness training and education for senior and disabled community members in senior centers, community centers, or local agencies as applicable or as requested	Jefferson County Emergency Management and Jefferson County Public Health Emergency Preparedness and Response Division	Jefferson County Aging and Adult Services, Jefferson County D.A.'s Office, Adult Protection, Colorado Ombudsman Office, Jefferson County Human Services, Seniors' Resource Center, Red Cross, Salvation Army	Developed training and educational materials, access to center/agency participants, interest shown by center/agency participants	Potential increase in disaster response and recovery capacity for senior community members in Jefferson County	September 2011 and Ongoing
2. Distribute basic disaster preparedness literature to senior and disabled community members through agencies and programs serving these populations	Jefferson County Emergency Management and Jefferson County Public Health Emergency Preparedness and Response Division	Jefferson County Aging and Adult Services, Jefferson County D.A.'s Office, Adult Protection, Colorado Ombudsman Office, Jefferson County Human Services, Seniors' Resource Center, Red Cross, Salvation Army	Jefferson County Emergency Preparedness Guide and various resources through the Jefferson County Emergency Manager's Office and Red Cross	Increase in disaster preparedness and response education and knowledge for community members in county	September 2011 and Ongoing

GOAL 2 - Provide adequate nutrition resources to meet the needs of the growing older adult population in Jefferson County

OBJECTIVE 1 Increase the number of drop off sites for commodity and food pantry boxes in southern part of county

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Develop plan with partners for creating two new drop off sites for commodity and food pantry boxes in Lakewood and south Jefferson County	Food Bank of the Rockies	Jefferson County Human Services, Love Inc. of Littleton, CO, Volunteers of America	Love Inc. of Littleton, CO, Colorado Department of Human Services	Written plan for creating two new drop off sites	March 2011
2. Secure more caseload through Jefferson County Human Services for new drop off sites	Food Bank of the Rockies	Jefferson County Human Services, Love Inc. of Littleton, CO, Volunteers of America	Love Inc. of Littleton, CO, Colorado Department of Human Services	Identification of two specific areas with large potential clientele for new drop off sites	June 2011
3. Finalize site locations for new drop off sites	Food Bank of the Rockies	Jefferson County Human Services, Love Inc. of Littleton, CO, Volunteers of America	Love Inc. of Littleton, CO, Colorado Department of Human Services	Agreement among partners on location of two new drop off sites	January 2012
4. Establish dates and times for delivery with new drop off sites	Food Bank of the Rockies	Jefferson County Human Services, Love Inc. of Littleton, CO, Volunteers of America	Love Inc. of Littleton, CO, Colorado Department of Human Services	One additional site in far south Jefferson County and one additional site in Lakewood	June 2012

OBJECTIVE 2 Increase participation by targeted individuals throughout the county in the congregate nutrition program

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Develop plan to revise congregate nutrition services provision	Volunteers of America (VOA)	Faith-based agencies, Denver Regional Council of Governments (DRCOG), Town of Littleton Cares (TLC) Meals on Wheels	Senior centers in municipalities, faith-based organizations throughout the county	Plan is available for implementation	December 2011
2. Develop mobile dining center/nutrition education outreach demonstration unit	VOA	Faith-based agencies, DRCOG, TLC Meals on Wheels	Senior centers in municipalities, faith-based organizations throughout the county	Demonstration unit is developed	July 2012
3. Schedule and conduct demonstration dining centers in potential host agency facilities	VOA	Faith-based agencies, DRCOG, TLC Meals on Wheels	Senior centers in municipalities, faith-based organizations throughout the county	New centers and schedules are assessed	December 2012
4. Develop new program service plan for consideration and approval by Jefferson Council on Aging (JCCOA) and DRCOG's Area Agency on Aging (AAA)	VOA	Faith-based agencies, DRCOG, TLC Meals on Wheels	Senior centers in municipalities, faith-based organizations throughout the county	Hours and days of operation of dining centers in Jefferson County are revised to meet budgeted goals with required approvals	December 2013
5. Fully implement new program service plan – with emphasis on collaborative programming with other service providers	VOA	Faith-based agencies, DRCOG, TLC Meals on Wheels	Senior centers in municipalities, faith-based organizations throughout the county	Distribution of dining centers is changed to maximize service to targeted individuals and to meet budgeted goals	July 2015
6. Review plan as needed and make recommendations for improvement	VOA	Faith-based agencies, DRCOG, TLC Meals on Wheels	Senior centers in municipalities, faith-based organizations throughout the county	Changes can be made regularly to future plans for increasing program participation	December 2015 and Ongoing

OBJECTIVE 3 Increase the public’s awareness of food assistance resources and unmet nutritional needs among the older adults in the county

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Compile current information	VOA	JCCOA, Jeffco Action Center, DRCOG	DRCOG database	Information is available in one place	December 2011 and Ongoing
2. Determine format for distribution venue, e.g., print, electronic, website	VOA	JCCOA, Jeffco Action Center, DRCOG	DRCOG database	Agreed upon distribution format is selected	December 2011 and Ongoing
3. Distribute information annually	VOA	JCCOA, Jeffco Action Center, DRCOG	DRCOG database	Information distributed annually to hospitals, care centers, recreation centers, senior centers and senior housing facilities	April 2012 and Ongoing
4. Encourage all food resources to submit their information to the DRCOG Network of Care Website	VOA	JCCOA, Jeffco Action Center, DRCOG	DRCOG database	All relevant entities are included in materials for distribution	January 2011 and Ongoing
5. Develop stories for publicity through the local media	VOA	TLC of Littleton, Project Angel Heart, DRCOG, JCCOA	DRCOG—Title III funding, private foundations such as Rose Community Foundation, private corporations, city and county grants	Wait list for food resources will be 3 months or less	January 2012 and Ongoing

OBJECTIVE 4 Expand Volunteers of America’s (VOA) Market Basket Program in Jefferson County

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Develop plan for providing more Market Baskets throughout the county	VOA	DRCOG, JCCOA, Jefferson County Human Services	DRCOG—Title III funding, Jefferson County/city grants, private foundation grants	Plan for implementation	December 2012
2. Implement plan for providing more Market Baskets throughout the county	VOA	DRCOG, JCCOA, Jefferson County Human Services	DRCOG—Title III funding, Jefferson County/city grants, private foundation grants	20% of the clients on the Jefferson County Meals on Wheels program will be receiving the Market Basket	December 2013

OBJECTIVE 5 Organize and coordinate distribution of fresh produce from community garden sites throughout the county

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Contact municipalities, the faith community, and other non-profit organizations in the county to identify active garden sites	Together Church of Golden	Denver Urban Gardens, municipalities w/in Jefferson County, faith community, and non-profit organizations, Agriburbia	Distribution through: food banks w/in the county, VOA – Meals on Wheels and dining centers, Jeffco Action Center	List of active garden sites	August 2011 and Ongoing
2. Meet with potential partners to discuss and determine funding needs, if any, and communication and distribution venues	Together Church of Golden	Denver Urban Gardens, municipalities w/in Jefferson County, faith community and non-profit organizations, Agriburbia	Distribution through: food banks w/in the county, VOA – Meals on Wheels and dining centers, Jeffco Action Center	Partners agree upon and document parameters of project	December 2011 and Ongoing
3. Distribute fresh produce	Together Church of Golden	Denver Urban Gardens, municipalities w/in Jefferson County, faith community and non-profit organizations, Agriburbia	Distribution through: food banks w/in the county, VOA – Meals on Wheels and dining centers, Jeffco Action Center	Distribution of fresh produce to the older adult population from at least 4 community garden sites	Summer 2012 and Ongoing

OBJECTIVE 6 Maintain advocacy efforts focused on increasing financial resources to accommodate the growing need for nutritional services

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Continue the annual VOA legislative lunches to inform representatives and senators about senior nutritional needs	DRCOG, Volunteers of America (VOA)	JCCOA, TLC Meals on Wheels	Contact information of all state, city and county officials, Volunteers of America, TLC Meals on Wheels	Legislators understand strengths and gaps in senior nutrition resources	January 2011 and Ongoing
2. Participate w/ DRCOG Lobbyist and CO Senior Lobbyist in writing stories distributed weekly to legislators at the state capitol	DRCOG, VOA	JCCOA, TLC Meals on Wheels	Contact information of all state, city and county officials, Volunteers of America, TLC Meals on Wheels	Four stories with pictures of Jefferson County Meals on Wheels participants presented to DRCOG Lobbyist each year	January 2011 and Ongoing
3. Invite Mayors, State Representatives, the Governor, and the County Commissioners to deliver meals or serve in one of the congregate meal sites on National Mayor for Meals Day (last week in March)	DRCOG, VOA	JCCOA, TLC Meals on Wheels	Contact information of all state, city and county officials, Volunteers of America, TLC Meals on Wheels	Invitations sent and commitment to participate by 50% of elected officials in delivering meals or serving in dining center	January 2011 and Ongoing
4. Establish an email campaign for governor and state, county and city officials regarding good nutrition especially for seniors	DRCOG, VOA	JCCOA, TLC Meals on Wheels	Contact information of all state, city and county officials, Volunteers of America, TLC Meals on Wheels	Senior nutrition issues will continually be in front of elected officials serving the county and they will understand them when relevant policies/votes come up	July 2011 and Ongoing

GOAL 3 – Assure older adults will receive adequate financial resources to meet their basic needs

OBJECTIVE 1 Increase knowledge among organizations and targeted populations in the community about programs that are already available

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Create and send out mailings to organizations (i.e., all senior centers, senior housing complexes and physician offices) as to what is available in the community and changes in resource limits	St. Anthony Hospitals Health Passport	Seniors' Resource Center, JCCOA, Volunteers of America, AARP	Logos from main partners to strengthen the message, Jefferson County Human Services, Seniors' Resource Center (SRC)	Increased awareness from agencies that work with target population	March 2011 and Ongoing
2. Mail out 1st mailing	St. Anthony Hospitals Health Passport	Seniors' Resource Center, JCCOA, Volunteers of America, AARP	Jefferson County Human Services, Seniors' Resource Center	Increased awareness from agencies that work with target population	March 2011
3. Mail out 2nd mailing	St. Anthony Hospitals Health Passport	Seniors' Resource Center, JCCOA, Volunteers of America, AARP	Jefferson County Human Services, Seniors' Resource Center	Increased awareness from agencies that work with target population	August 2011
4. Mail out 3rd mailing with information on upcoming Part D Open Enrollment	St. Anthony Hospitals Health Passport	Seniors' Resource Center, JCCOA, Volunteers of America, AARP	Jefferson County Human Services, Seniors' Resource Center	Increased awareness from agencies that work with target population	October 2011
5. Mail out 4th mailing	St. Anthony Hospitals Health Passport	Seniors' Resource Center, JCCOA, Volunteers of America, AARP	Jefferson County Human Services, Seniors' Resource Center	Increased awareness from agencies that work with target population	April 2012
6. Mail out 5th mailing with information on upcoming Part D Open Enrollment	St. Anthony Hospitals Health Passport	Seniors' Resource Center, JCCOA, Volunteers of America, AARP	Jefferson County Human Services, Seniors' Resource Center	Increased awareness from agencies that work with target population	October 2012

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
7. Mail out 6th mailing	St. Anthony Hospitals Health Passport	Seniors' Resource Center, JCCOA, Volunteers of America, AARP	Jefferson County Human Services, Seniors' Resource Center	Increased awareness from agencies that work with target population	April 2013
8. Design a mailing format to send to targeted resident populations promoting the Medicare Part D program as a financial savings	St. Anthony Hospitals Health Passport	Jefferson County Human Services, Seniors' Resource Center	Jefferson County Human Services, Seniors' Resource Center	To have an eye-catching message that will be understood by target population	June 2011 and Ongoing
9. Use three different formats to increase interest	St. Anthony Hospitals Health Passport	Jefferson County Human Services, Seniors' Resource Center	Jefferson County Human Services, Seniors' Resource Center	To have an eye-catching message that will be understood by target population	June 2011
10. Format 1, designed and mailed	St. Anthony Hospitals Health Passport	Jefferson County Human Services, Seniors' Resource Center	Jefferson County Human Services, Seniors' Resource Center	To have an eye-catching message that will be understood by target population	August 2011
11. Format 2, designed and mailed	St. Anthony Hospitals Health Passport	Jefferson County Human Services, Seniors' Resource Center	Jefferson County Human Services, Seniors' Resource Center	To have an eye-catching message that will be understood by target population	September 2011
12. Format 3, designed and mailed	St. Anthony Hospitals Health Passport	Jefferson County Human Services, Seniors' Resource Center	Jefferson County Human Services, Seniors' Resource Center	To have an eye-catching message that will be understood by target population	October 2011
13. Research resources (newspapers, local advertising) to help spread the message	St. Anthony Hospitals Health Passport	Transcript, Channel 8, KBNO, hair salons, beauty colleges	St. Anthony Hospitals Health Passport Links, Love Inc., faith-based organizations, LEAP, VOA, SRC	To find best venue to reach target population	August 2011
14. Run ad in all local publications bi-monthly	Seniors' Resource Center	Transcript, local publications, church bulletins	Logos of partners, St. Anthony Hospitals Health Passport, Love Inc., faith-based organizations, LEAP, VOA, SRC	Keep the message fresh in eyes of target population	September 2011

OBJECTIVE 2 Increase access to application sites for financial assistance

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Continue to use current application sites (Human Services (2) and CAA (Certified Application Assistance) site at CMM (Colorado Mills Mall, Space 134) and Seniors' Resource Center	St. Anthony Hospitals Health Passport	Jefferson County Adult Financial and Medical Assistance	Jefferson County Human Services, Seniors' Resource Center	Provide needed services	March 2011
2. Increase number of CAA (Certified Application Assistance) sites in populated areas	St. Anthony Hospitals Health Passport	Love Inc., faith community, LEAP, Meals on Wheels, Seniors' Resource Center	St. Anthony Hospitals Health Passport, Love Inc., faith-based organizations, LEAP, SRC, Jefferson County Human Services	To get sites into more areas where target population lives	August 2012 and Ongoing
3. Research use of Jefferson County Human Services offices for BCU (Benefits CheckUp) screenings and application assistance	Jefferson County Human Services	St. Anthony Hospitals Health Passport Links	Jefferson County Human Services, SRC	To increase target populations' knowledge about available programs	May 2011

OBJECTIVE 3 Form new partnerships in the community related to accessing financial assistance					
Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Contact and follow up with potential partners (mailings, phone calls and visits)	St. Anthony Hospitals Health Passport	Senior High Rises, Senior Agencies, VA Services, faith-based organizations, Love Inc., housing authorities	Senior High Rises, Senior Agencies, VA Services, faith-based organizations, Love Inc., housing authorities, Jefferson County Human Services, SRC	More partners in referral network	July 2011
2. Look at other agencies that may be partners	St. Anthony Hospitals Health Passport	MS Society, Parkinson's Society, Senior High Rises, Senior Agencies, VA Services, faith-based organizations, Love Inc., housing authorities, Jefferson County Human Services, Alzheimer's Association, SRC, Public Libraries	MS Society, Parkinson's Society, Senior High Rises, Senior Agencies, VA Services, faith-based organizations, Love Inc., housing authorities, Jefferson County Human Services, SRC	A county-level interactive referral network that makes thorough use of DRCOG's Network of Care	May 2012
OBJECTIVE 4 Identify additional funding sources for providing financial assistance to county residents					
Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Lobby for seed money to have a staff grant writer	Jefferson County Human Services	St. Anthony Hospitals Health Passport Links, Seniors' Resource Center	Jefferson County Human Services, Seniors' Resource Center, St. Anthony Hospitals Health Passport Links	Jefferson County Human Services staff on hand to do grant writing as needed between various projects	September 2011
2. Seek out grants and write proposals pertinent to Financial/Medical Assistance that target populations in need	Jefferson County Human Services	St. Anthony Hospitals Health Passport Links, Seniors' Resource Center	Jefferson County Human Services, Seniors' Resource Center, St. Anthony Hospitals Health Passport Links	Create a financial base to help fund mailings, staff to enter application data, fill out forms	December 2011

GOAL 4 - Provide adequate legal resources to meet the basic needs of older adults in Jefferson County for civil legal services and for senior-specific services from the criminal justice system

OBJECTIVE 1 Secure increased funding for elder rights and elder justice programs for older adults in Jefferson County from national and local sources

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Research funding opportunities under The Elder Justice Act of 2009 (S.795) (signed into law on March 23, 2010)	Adult Protective Services Unit of Colorado Department of Human Services, Colorado Legal Assistance Developer	First Judicial District Attorney's Office & Colorado Legal Services, Colorado Department of Human Services – Aging & Adult Protective Services (including Adult Protective Services), National Center on Elder Abuse (NCEA) and U.S. Administration on Aging	Additional funds to come to states as a result of the passage of The Elder Justice Act, coupled with personnel of partner agencies	Provide additional funding for collaborative efforts to address elder abuse and financial exploitation	June 2011
2. Secure increased funding from federal, State of Colorado and local agencies for legal services for older adults in Jefferson County	Colorado Human Services, State Unit on Aging (SUA)	U.S. Administration on Aging Older Americans Act funding, Area Agencies on Aging, Colorado Legal Assistance Developer, Colorado Legal Services	Existing personnel of partnering agencies	Provide additional resources for the provision of legal services to older adults in Jefferson County	June 2011
3. Investigate possibilities for securing increased funding from federal Older Americans Act programs	Colorado Human Services, SUA	U.S. Administration on Aging Older Americans Act funding, Colorado Department of Human Services, Area Agencies on Aging, Colorado Legal Assistance Developer, Colorado Legal Services	Existing personnel of partnering agencies	Provide additional resources for the provision of legal services to older adults in Jefferson County	June 2011
4. Investigate possibilities for securing increased funding from local agencies	Denver Regional Council of Governments	Area Agencies on Aging (16 Colorado regions), Colorado Commission on Aging and others	"Track record" of partnering agencies	Provide additional legal services to older adults in Jefferson County and eliminate waiting list for legal services for older adults in Jefferson County	July 2012

OBJECTIVE 2 Increase awareness of issues that have a legal component that affect older adults in Jefferson County					
Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Initiate community education programs and seminars for older adults that highlight legal issues that affect them, e.g., financial exploitation, identity theft, end-of-life issues, financing long-term care and accessing public benefits	Colorado Legal Assistance Developer	Colorado Legal Services, Jefferson County Bar Association, 1st Judicial District Bar Association Legal Assistance Program, JCCOA	Commitment of existing personnel in partnering agencies	A better educated population of older adults in Jefferson County that is aware of its legal rights, remedies and responsibilities	December 2012 and Ongoing
2. Forge a committee of civil/criminal representatives to develop a "Jefferson County Senior Law Day" to provide information, both civil and criminal, for older adults in Jefferson County	Jefferson County Bar Association	1st District Attorney's Office, Jefferson County Council on Aging, Colorado Legal Assistance Developer, Colorado Legal Services	Existing personnel of partnering agencies	Provide legal information and protection concerning issues that affect older adults; familiarize older adults with legal resources, both public and private; provide a greater bridge within Jefferson County between legal resources and older adults	December 2011 (with possibility of yearly recurrence)
3. Solicit funding from the public and private sector, including "in-kind" contributions of meeting space, refreshments, etc. to support Senior Law Day	Jefferson County Bar Association	Jefferson County 1st District Attorney's Office, Jefferson County Council on Aging, Colorado Legal Assistance Developer and Colorado Legal Services	Existing personnel of partnering agencies	Support for "Senior Law Day"	December 2010 (with possibility of yearly recurrence)
4. Arrange for a date, host location, speakers and exhibitors for Senior Law Day, in conjunction with other public and private agencies that work with older adults in Jefferson County	Jefferson County Bar Association	1st District Attorney's Office, Jefferson County Council on Aging, Colorado Legal Assistance Developer and Colorado Legal Services	Existing personnel of partnering agencies	Establish "Jefferson County Senior Law Day" as an annual event	Spring 2011 (with possibility of yearly recurrence)
OBJECTIVE 3 Provide adequate legal resources to meet the basic needs of older adults in Jefferson County for senior-specific services from the criminal justice system					
Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Develop and implement a "Senior Crimes Unit" within the Jefferson County District Attorney's Office to provide uniquely formulated services for older adults who have become victims of crime	District Attorney's Office	Adult Protective Services Unit of Jefferson County Department of Human Services, civil legal resources, Jefferson County law enforcement agencies	Jefferson County funding, Justice Assistance Grant	Have District Attorney's Office staff that understand the unique life circumstances of older adults and the distinct effect of victimization upon them Provide staff that can relate to the life issues of older adults and bring a greater awareness on the part of older adults to enlist their cooperation in the process of prosecuting crimes against vulnerable adults by building a relationship of trust among the various parties	February 2011

Strategic Plan For 2016 Through 2030

GOAL 1 - The Basic Needs Strategic Plan for Aging Well is implemented and reflects changing older adult and community needs over time

OBJECTIVE 1 Continue the Basic Needs group to evaluate the status of, and update, the Strategic Plan for Aging Well for Basic Needs

Strategies	Potential Lead Agency	Potential Partners	Start Year	End Year	Comments
1. Reassess needs of seniors and update strategic plan	JCCOA Needs Assessment Committee	VOA-Nutrition Program, SRC, St. Anthony's Health Passport, Jefferson County Human Services, Legal Assistance Developer, District Attorney's Office or law enforcement representative, Emergency Preparedness Office representative, City of Lakewood Older Adult Program Director	2016	Ongoing-annual review	The committee felt that because the senior population is growing, and the basic needs of those seniors could change rapidly, it is necessary that we make a commitment to review annually
2. Review strategic plans jointly amongst agencies involved	JCCOA Needs Assessment Committee	VOA-Nutrition Program, SRC, St. Anthony's Health Passport, Jefferson County Human Services, Legal Assistance Developer, District Attorney's Office or law enforcement representative, Emergency Preparedness Office representative, City of Lakewood Older Adult Program Director	2016	Ongoing-annual review	

GOAL 2 – Jefferson County’s older residents can find and easily access multi-purpose centers that meet a variety of needs based out of the same location

OBJECTIVE 1 Develop a county, non-profit “Life” Center providing recreation, a Café/dining, and classroom space for older residents and their families

Strategies	Potential Lead Agency	Potential Partners	Start Year	End Year	Comments
1. Develop a partnership with appropriate non-profit agencies and city and county officials to plan the Center	Jefferson County Human Services, Jefferson County Council on Aging (JCCOA)	Volunteers of America (VOA), Seniors’ Resource Center (SRC), Apex Park & Recreation, Jeffco Action Center, St. Anthony’s Health Passport, Health SET, Visiting Nurses, city and county planners, DRCOG, City of Lakewood Older Adult Program, Legal Assistance Developer	2016	2016 and Ongoing	Planning work could begin years before anticipated opening of new “Center” All of this could be done earlier than these dates
2. Apply for grants and other financial aid to build the Center	Jefferson County Human Services, JCCOA	Caring for Colorado, Colorado Trust, Rose Community Foundation, VOA, SRC, Apex Park & Recreation, Jeffco Action Center, St. Anthony’s Health Passport, Health SET, Visiting Nurses, city and county planners, DRCOG, City of Lakewood Older Adult Program, Legal Assistance Developer	2016	2016 and Ongoing	Applications for grants could be submitted earlier than these dates if resources come together
3. Find land for the project near good transportation	Jefferson County Human Services, JCCOA	Caring for Colorado, Colorado Trust, Rose Community Foundation	2016	2016	Ongoing
4. Set up recreation that includes classroom space, walking track, and swimming pool	Jefferson County Human Services, JCCOA	Apex, City of Lakewood Older Adult Program	2016	2020	Ongoing
5. Set up The Café and dining center in same area	Jefferson County Human Services, JCCOA	VOA, Red Rocks Community College-- Chef program, DRCOG	2016	2020	Ongoing