

# AGING RESOURCES *of Douglas County*



## ANNUAL REPORT 2018

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## MESSAGE FROM THE DIRECTOR

Dear Friends,

What an exciting time it is to be aging! With so many new technologies and services emerging worldwide, it's hard to keep up. From robots that help seniors communicate with family members, to wearable devices that monitor health conditions; these innovations have encouraging outcomes on improving our quality of life as we grow older. As intriguing as these new technologies are, the desire for good old-fashioned relationships are still what we hold dear; hearing a friendly voice on the phone, recognizing the volunteer who picks you up for your appointment, and knowing you are connected to people who put your wellbeing first. Relationships are the heart of our organization. When I started at Neighbor Network in 2008, we had a total of five members. Fast-forward eleven years and we have a new name, new programs, and now over 600 members. In addition to our members, we receive hundreds of phone calls each month, assisting the community with aging issues and concerns. But no matter how much we grow or how busy we become—relationships will always remain at our core.

While the foundation of our organization is strong, we are always seeking to improve and adapt to the needs of our aging population. After gathering feedback from the community, it came to light that many residents were not aware of the work Neighbor Network was doing, and upon learning of our organization, many they felt the name did not reflect all that we offer. With input from the board of directors, staff members, and stakeholders, the decision was made to change our name to better describe our mission. The name, "Aging Resources of Douglas County," indicates a broad scope of services and ensures that seniors and their families can quickly recognize where to turn for help when they need it. Neighbor Network remains intact as the name for our volunteer services program under the Aging Resources umbrella; it is still our shining star program, offering the same wonderful services to our members.

Finally, I want to my express gratitude for those who have supported us throughout the years. Your contributions have transformed this organization from a small transportation program to a dynamic nonprofit that provides wrap-around services that touch thousands of lives each year. This would not have been possible without you!

Kind wishes, *Karie Erickson*



**Karie Erickson**  
Executive Director

## BOARD OF DIRECTORS



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# ABOUT AGING RESOURCES

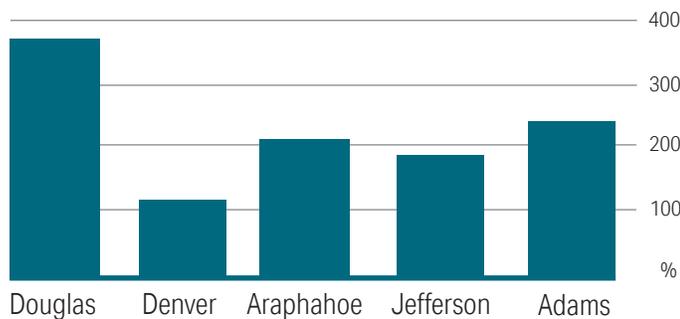
## Mission

Aging Resources of Douglas County connects older people to vital services, information, and resources that promote aging with independence and dignity. We believe that the voice of every senior should be heard and respected, and that the whole community should join together to support older adults in their golden years.

## Goals

- Provide safety net services that help people age in place
- Connect people to resources that promote healthy aging
- Increase awareness of aging issues and generate community-based solutions to these issues

## Aging In Douglas County



Douglas County leads the way in the Denver Metro area with the fastest growing population of residents over the age of 75. Between 2015 and 2040, this population will increase by 370 percent in Douglas County.

A 2018 community assessment survey revealed that among Douglas County residents over age 60:

**62%** Had problems not knowing what services are available

**48%** Had problems feeling that their voice was heard in the community

**79%** Planned to remain in the area throughout retirement



*"It's so reassuring to have an organization that can help when you really need something. I wish every community could have something like Aging Resources."  
- Paul, age 92*

## STAFF

**Shiloh Butterfield**  
Client Services Specialist

**Kevin Fox**  
Client Services Specialist

**Kathryn Raper**  
Volunteer Coordinator

**Mikayla Rogers**  
Development Coordinator

**Jillian Schell**  
Transportation Manager

**Kelsey Thiessen**  
Program Manager

# PROGRAMS



"I've been living in my home for over half my life, and I like it very much. Being part of the Neighbor Network program helps me stay here."

- Carol, age 74

## VOLUNTEER SERVICES

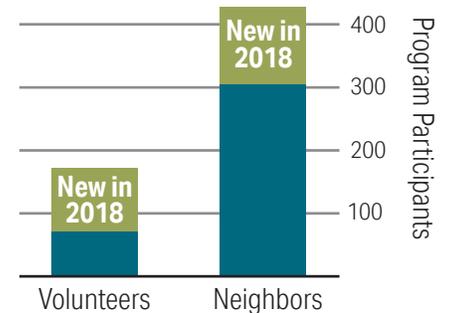
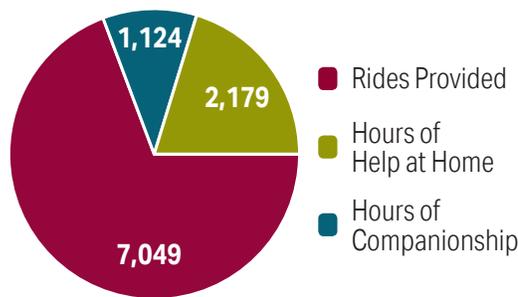
Aging Resources offers volunteer services through the membership program called **Neighbor Network**. Program participants, called "Neighbors," are matched with screened and trained volunteers, who provide supportive services that help older people age in place.

**96%** Of Neighbors say volunteer services help them stay independent

**8,769** Total volunteer services delivered

**97%** Of Neighbors say that services are available always or almost always

**6,561** Total volunteer hours completed



## Transportation

Rides By Destination



Finding safe and affordable transportation is one of the biggest concerns for older residents in Douglas County. Neighbor Network's transportation program helps members get to important medical appointments as well other destinations that improve quality of life.

**1,510** Rides to dialysis

**1,508** Wheelchair rides

## Help at Home

Hours Of Service



Most older people say they wish to stay in their homes as they age. With Neighbor Network home services, seniors can keep their homes safe, tidy, and comfortable to live in. Volunteers provide assistance with light housekeeping, yard work, handyman jobs, and other household chores.

**96%** Of Neighbors feel safe and secure in their home

**84%** Say their home is cleaner and safer

## Companionship

Our Neighbors' Risk of Isolation



Volunteers are matched with a senior, based on location and common interests, for weekly visits that can include going out to lunch, staying in and playing cards, or any number of social activities. Older people who are at risk of isolation make a friend through this program.

**96%** Of program participants feel more socially connected

**100%** Feel happier after visiting with their companion

## RESOURCE NAVIGATION

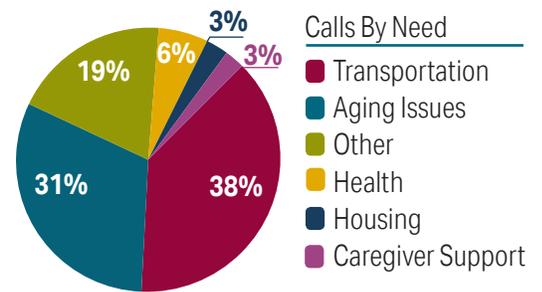
When seniors, families, and caregivers don't know where to turn for answers, Aging Resources is there to help. Staff Navigators connect the public to resources and information that help older people stay independent and maintain their quality of life. When inquiries require more in-depth assistance, staff creates action plans and follow-up services through the Care Guidance program.

**824** Average number of incoming calls each month

**566** Rides scheduled with partner programs: Lyft and Metro Taxi

**43** Individuals assisted with Care Guidance services

**100%** Of Care Guidance clients felt empowered to make informed decisions



## EDUCATION & OUTREACH

Aging Resources is developing new ways to bring the community together to learn about aging issues and create solutions to those issues. As part of this effort, Aging Resources conducts rural outreach events, organizes aging education seminars, and offers intergenerational learning opportunities. This is the newest program area, which will continue to expand in 2019.

**2,575** Individuals reached

**51** Education & Outreach events

**146** Volunteer education hours

### Intergenerational Focus



Intergenerational programs encourage younger and older people to build strong, healthy relationships and challenge inaccurate and negative stereotypes about both age groups. To bridge the age gap, Aging Resources brings activities to school-aged children in their own environment: classrooms, community events, and family-friendly businesses. These activities include interacting with assistive devices such as walkers and wheelchairs, shopping for a Christmas gift for a senior, or participating in

a letter outreach program called Senior Smiles. Through this program, students practice kindness and understanding, while the seniors who receive their letters experience social connections that they may not otherwise have encountered. As the generations continue to interact and learn more about one another, it will have a lasting impact on the cultural wellbeing of the entire community.



**"Dear Senior, You are loved. You are special. You are valued."**

*- Elementary School Student in the Senior Smiles program*

# FINANCIALS

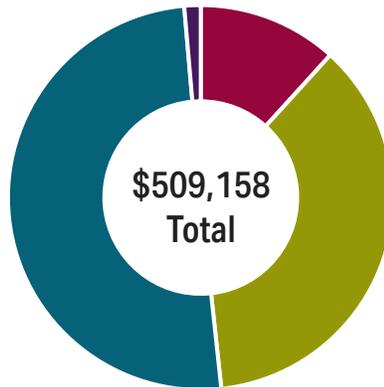


"I think what Aging Resources does is so special, so I'm happy to give my support. Donating is the least I can do."  
-Rebecca, donor

**\$5,000**

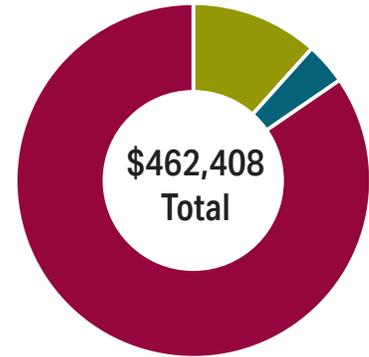
Aging Resources has designated \$5,000 of emergency assistance funds for seniors facing immediate threats to their wellbeing. These funds can help pay for unexpected medical bills, home repairs or other financial challenges that arise.

## Revenue

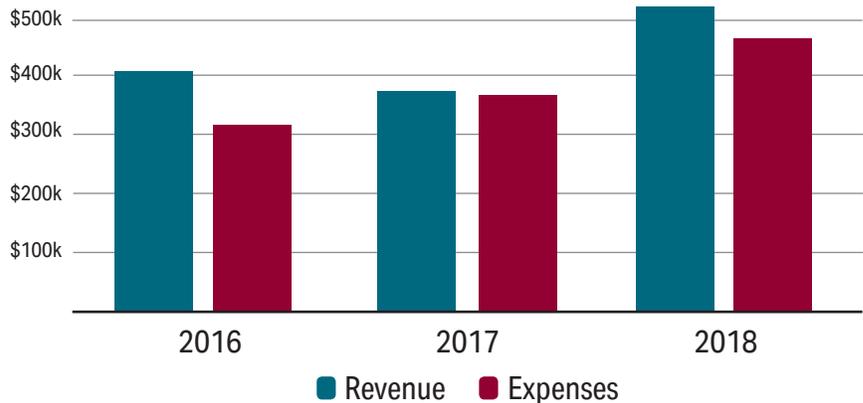


- Government Contracts- \$256,250
- Foundations- \$186,196
- Individual Donations- \$60,062
- Corporate Giving- \$6,650

## Expenses



- Programs- \$391,097
- Administrative- \$53,759
- Marketing & Fundraising- \$17,552



## MAJOR CONTRIBUTORS

Douglas County Government  
NextFifty Initiative  
Rose Community Foundation  
Daniels Fund  
Dick Scheffel Family Charitable Foundation  
Anschutz Family Foundation  
Douglas County Senior Services Foundation  
Denver Senior Coalitions  
Fred & Jean Allegretti Foundation  
Modern Woodmen

Cherry Creek Valley Rotary Club of Parker  
Paula and Jeremy Conger  
Colorado Allergy and Asthma Centers  
Home Care Assistance  
Jean Griswold Foundation  
The Youngs Family  
Roger and Sharon Hill  
Nationwide Insurance  
Nathan B. and Florence R. Burt Foundation  
New Century Hospice/ Grace Hospice Foundation

# 2018 HIGHLIGHTS

## FEBRUARY- A New Office



After years of operating inside the Douglas County Philip S. Miller Building, Aging Resources now has a stand-alone office, generously provided by Douglas County. The “little white house” as it’s come to be known, offers a friendly and welcoming atmosphere for seniors and community partners to visit in-person.

## APRIL- Vintage & Vibrant

Aging Resources staff served on a planning committee with the Seniors’ Council of Douglas County to organize the inaugural Vintage & Vibrant event. The full-day event included educational sessions on a wide range of topics, from healthy cooking for one to emerging memory care technology.



## JULY- Volunteer Appreciation Barbecue



In 2018, the Neighbor Network program welcomed an incredible 100 new volunteers! To celebrate these dedicated individuals, Aging Resources hosted a cook-out in the backyard of the office. This provided the perfect opportunity for volunteers, staff, and Neighbors to mingle and share a good meal together.

## DECEMBER- Independent Nonprofit Status & Neighbor Network Holiday Party

Aging Resources received an official 501(c)3 nonprofit status from the IRS in December. This marked the beginning of exciting changes throughout the organization, including expanded programming and a name change from Neighbor Network to Aging Resources of Douglas County.

The annual holiday party for Neighbor Network members was another beautiful success. Over 150 people attended and enjoyed a choir performance, great food, gifts from Santa, and a chance to meet new friends. This event is so important to members who don’t have family nearby and truly boosts the holiday spirit for all who attend.



Castle View High School Choir



**“I loved attending the holiday party. So many smiling faces and people who gave up some time to make a lot of us ‘old folks’ feel happy and young!” - Lou Anne, age 80**

*Thank you to all the people who make these programs possible. Together, we are creating an age-friendly future for Douglas County.*



**Helping Older People Stay Independent!**