

Gunnison County Department of Health & Human Services

+ Senior Resources Office

Annual Report

2013

The Senior Resources Office has seen some significant changes in 2013. We welcomed a new staff member, Kelsey Vander Veen, who has been helpful in managing the increase in customers we've been seeing. Additionally, to help better meet the needs of those who are looking for information about community resources and services, we have moved to setting appointments with customers instead of answering questions on a "walk-in" basis. A dedicated phone number, 970-642-7300, has been established to direct people to one of our trained staff members for a more prompt response. Many of the changes that affect those who live in Gunnison County are addressed within this annual report. If you have any questions or comments, please contact me anytime. We are very appreciative of the support and positive feedback of customers, and are glad that the Senior Resources Office is viewed as such a valuable service to our community.

Karin Stewart, SRO Program Manager



Staff:

Coordinator

Karin Stewart
970.641.7984
kstewart@gunnisoncouty.org



Resource Specialist

Geri Howard
970.642.4664
ghoward@gunnisoncounty.org

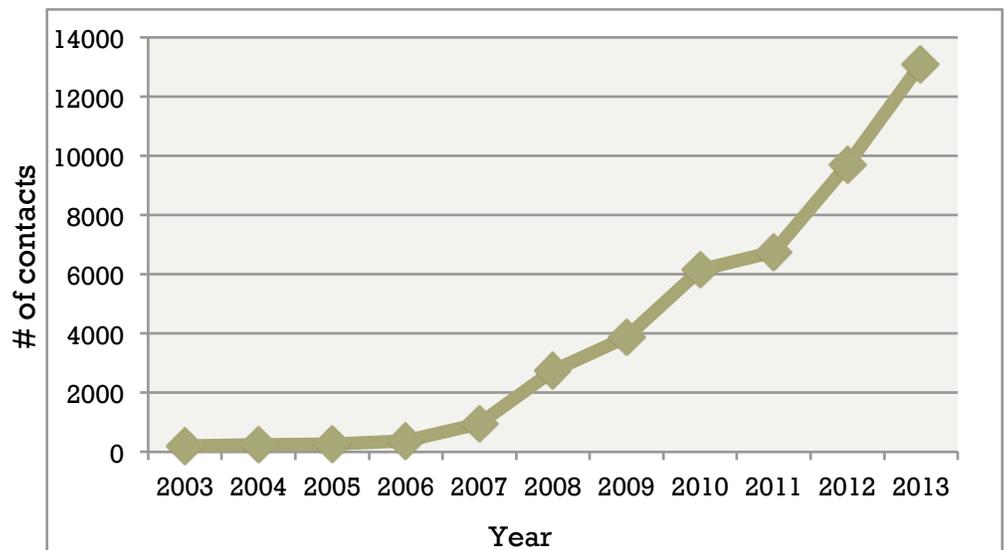


Resource Specialist

Kelsey Vander Veen
970.642.4665
kelsey.vanderveen@state.co.us

Since 2006, the number of contacts the SRO handles in a year has been growing from less than 1,000 per year to over 13,000 per year. With many Baby Boomers still coming of age, we expect to see these numbers continue to grow!

SRO Growth in Demand for Services



RSVP

Retired Senior Volunteer Program

RSVP is one of the largest volunteer networks in the nation for people 55 and over. You can use the skills and talents you've learned over the years, or develop new ones while serving in a variety of volunteer activities within our community.

RSVP Colorado West's mission is "To enlist the time, talent, and lifetime experience of persons age fifty-five and older in meaningful volunteer service that will enhance both community and volunteers' lives."

In 2013, Gunnison had 180 volunteers who donated over 17,700 hours! In the Gunnison Valley, there are many opportunities for those seeking volunteer positions, each personalized to fit your individual interests. Volunteers in the valley can be found at the Pioneer Museum, Hospice and Palliative Care, Senior Care Center, Animal Welfare League, Gunnison Valley Hospital, Young at Heart, Boomers & Beyond, and the list goes on.

Do you see a need in our community that needs to be met? Are you 55 or older? Are you willing to make a commitment to perform Volunteer service? Contact Arlene in the Senior Resources Office for more information.



Region 10 Community Living Services has expanded its services to residents of Gunnison County. The ARCH (Adult Resources for Care &

Help) allows us to serve those over the age of 18 with disabilities and anyone over the age of 60. Information and assistance is provided to help residents remain in the community of their choice. Financial assistance with preventive dental, eyeglasses, home modifications, dental and hearing aids in addition to legal aid, homemaker and caregiver support are just a few of the programs offered. Region 10 also provides advocacy to those residing in skilled nursing facilities and assisted living through the Long Term Care Ombudsman program. This partnership with Gunnison County Health and Human Services has improved access to services and support to seniors and those with disabilities.

Eva Vietch, Community Living Services Director

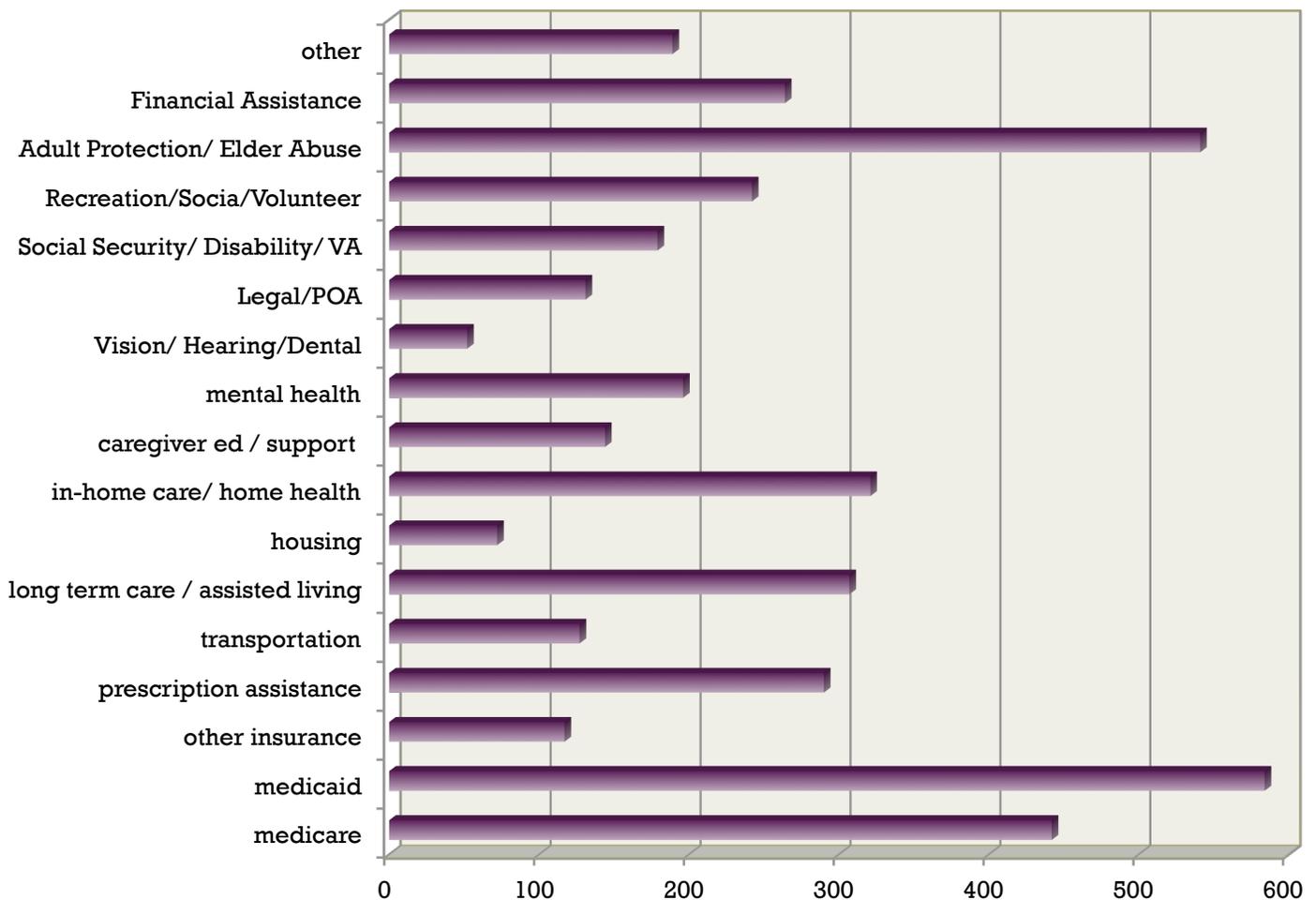
ARCH Adult Resources for Care & Help

Adult Resources for Care and Help (ARCH) is Colorado's Aging and Disability Resource Center (ADRC). The mission of the Colorado ARCH Program is to provide a coordinated and streamlined access point to long term care services and support for adults age 60 and over, or age 18 and over living with a disability, and their caregivers. ARCH empowers older adults, adults with disabilities, and caregivers to navigate health and long term care options.

Through ARCH, Senior Resources staff are specially trained to provide information and referrals to consumers and contacts. To better serve those in the community who would benefit from extra services, ARCH staff can follow up with consumers to ensure that goals are met, and needed services have been obtained. For more information, contact any of the SRO staff.



2013 Requested Resources



Veteran's Services

Al Falsetto, Veteran's Service Officer for Gunnison County shares an office suite with Senior Resources. Al assists veterans, their dependents, and their survivors with obtaining benefits from federal, state, and local agencies that administer programs for veterans. Al has a wealth of knowledge when it comes to Veteran's affairs and is a spirited advocate for locating support and resources.

For more information or if you would like to schedule an appointment, you can reach Al at 970.641.7919.

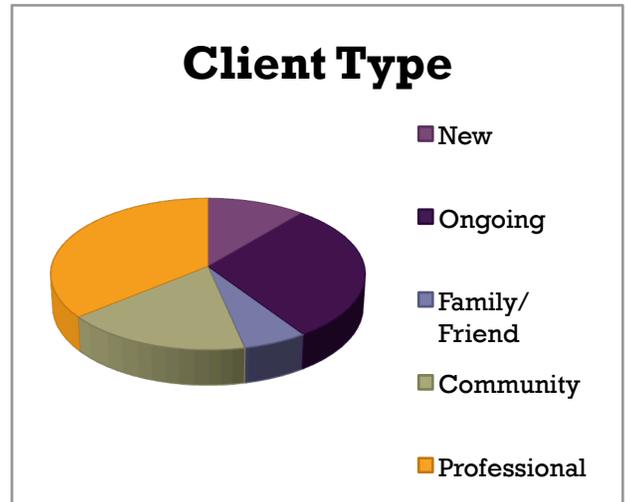
"A hero is someone who has given his or her life to something bigger than oneself"

-Joseph Campbell

+ communications

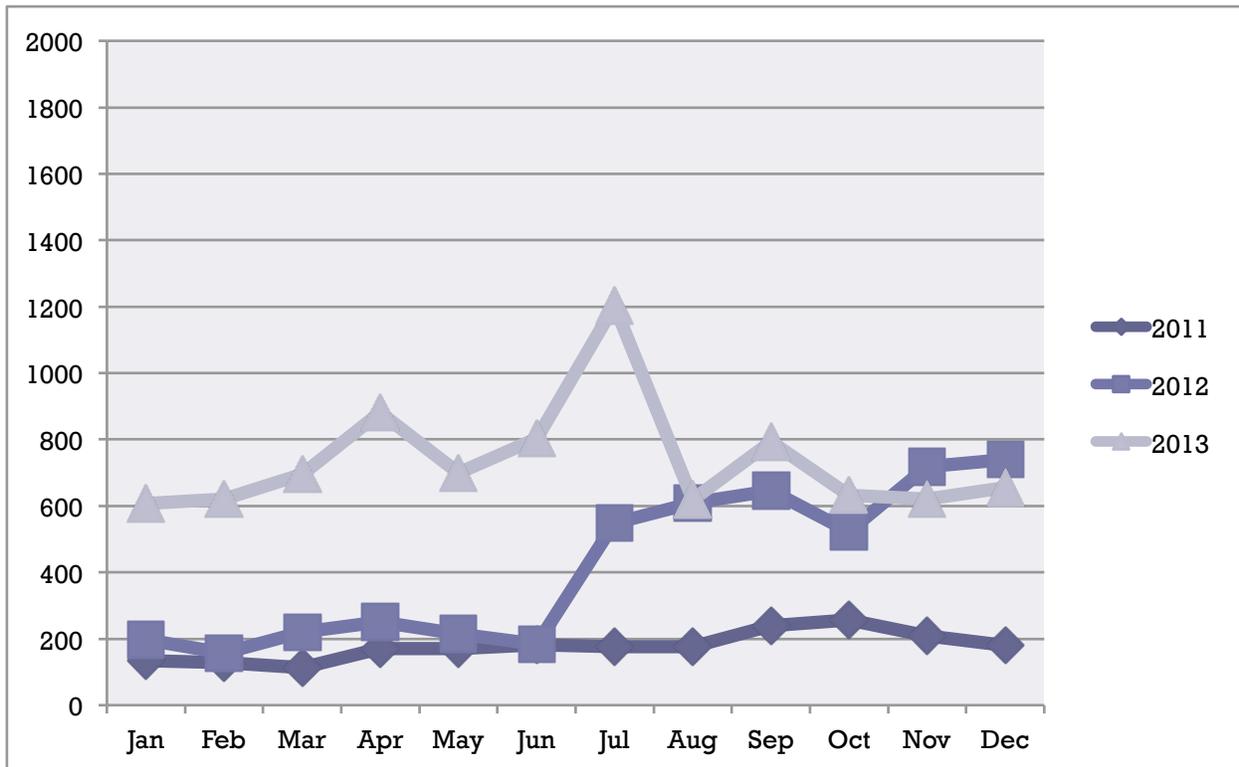
visit our new website at gunnisoncounty.org

Thanks to funding from our supporters we have been able to continue our widely utilized media outreach resource, the 'Senior Scoop'. The Scoop appears every other week on page 2 of the Gunnison County Shopper with information about current and upcoming local happenings and opportunities. We are happy to list new events in this section, just call or email Geri with all the details.



Our Gunnison County website has a section dedicated to Senior Resources, and we are committed to providing the same information that we provide in print form. Computer savvy individuals have boasted about our comprehensive and easy to use website. Equipped with large print, and easy to use navigation tools, our website strives to be as senior friendly as possible. There are links to other commonly requested resources, so the information you want and need is right at your fingertips. Our community events calendar, caregiver resources, transportation assistance, legal questions, Medicare, Medicaid, elder safety, travel tips, brain boosters, dental care, and more can all be found just a click away.

Website Visit Trends:



Senior Resources Office Funding

Thank you to Region 10 Area Agency on Aging for generously providing a total of \$53,000 in funding for a portion of SRO operations and the Senior Transportation Program. This helps us to continue to serve the community with regular office hours for information and referral services, as well as helping Senior Transportation continue to operate on a regular schedule.

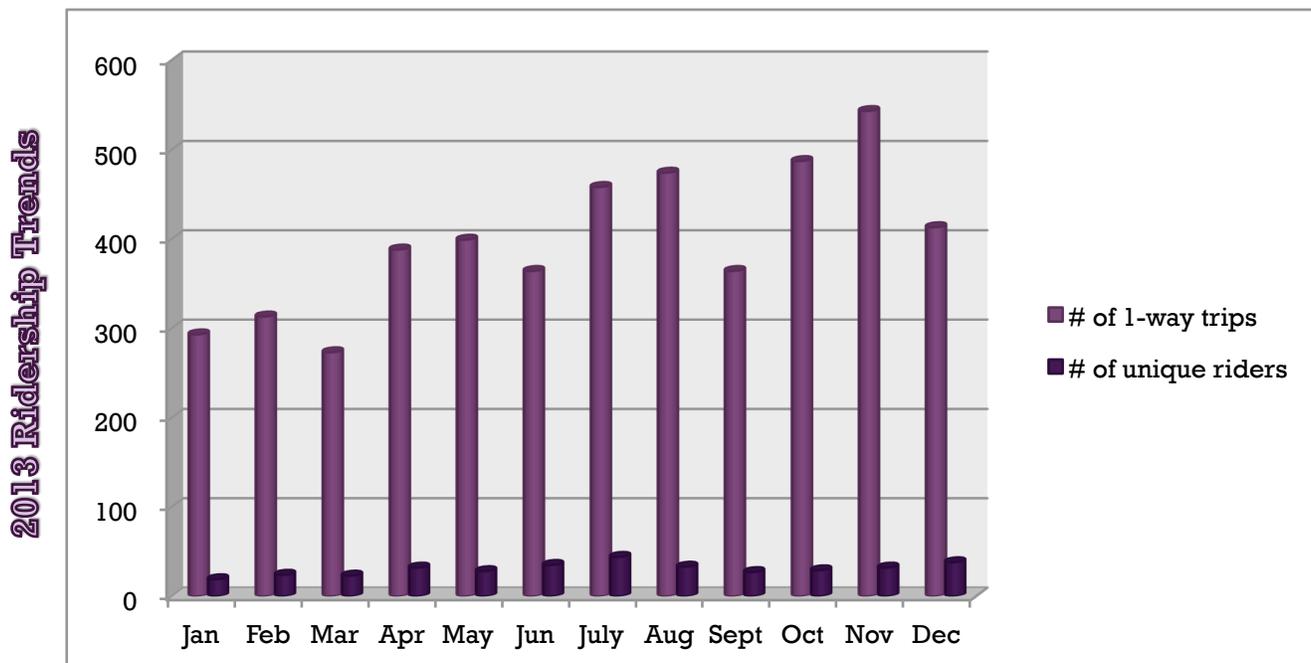
With funding from Region 10 AAA and coordination through the Senior Resources Office, Gunnison County residents are able to benefit from the following programs:

Dental Prevention: This program provides eligible persons aged 60 and older an intra/extra oral cancer screening, complete dental and periodontal charting, and a thorough preventative dental cleaning. Individualized home care instruction, education and nutrition information are also provided. The program pays 100% of allowable costs.

Caregiver Solutions: Provides families with professional guidance in preparing an individualized caregiving plan. A successful care plan combined with counseling and support services gives families the tools they need to better manage caregiving responsibilities while also caring for themselves.

Senior Transportation

Gunnison County Senior Transportation is available to community members 65 or better. On Mondays, Wednesdays, and Fridays seniors can get rides to the Community Center, Boomers and Beyond, Young at Heart, shopping, doctor appointments, and other errands within city limits. There is a suggested donation of \$2 per one-way trip. Call 970.596.6700 to schedule a ride at least 24 hours in advance. The service is provided on a 'space-available' basis.



Medicare Counseling

As the leading support in Gunnison County for Medicare recipients, we offer certified counselors trained by the Division of Insurance Senior Health Insurance Program. As a SHIP office, we are able to provide free assistance by telephone, face-to-face interactive sessions, public outreach presentations, and media activities. This year we provided help, counseling, and education to nearly 450 people.

The SRO encourages everyone to review his or her Part D Prescription Drug or Medicare Health Plan during each open enrollment period. This allows you to assess what changes are being made to your current plan, and whether or not your current plan still a good fit for your situation.

The next open enrollment period (unless you are new to Medicare sometime in 2014) will be October 15th-December 7th. Any changes made during open enrollment will be effective January 1st. Call the SRO for an appointment to review your Part D enrollment options.

+ Senior Resource Office Advisory Board

The Senior Resource office utilizes the expertise of its dedicated Advisory Council Members, representing the many agencies that provide services to seniors in our community. The SRO meets on a quarterly basis to discuss areas of need and opportunity.

SRO Advisory Board:

Sharon Williams ~ Home Medical Services

Shandy Kibler ~ GVH Senior Care Center

Ashleigh Pipher ~ GVH Assisted Living

Eva Vietch ~ LTC Ombudsman, Region 10 AAA

April Martinez ~ Touch of Care

Christine Holbrook ~ Gunnison Valley Hospital

Mary Smith-Harland ~ Dept. of Health and Human Services

Kelly Roy ~ Delta, Gunnison, Hinsdale OLTC

Arlene Fickel ~ Retired Senior Volunteer Program

Sue Uerling ~ Six Points Evaluation & Training

Audrey Miller ~ Boomers & Beyond

Shannon Frias ~ Housing Authority

Thank you for your continued support and dedication to better serving seniors in our community!

Senior Resources Office

225 North Pine Street

Gunnison, CO 81230

Visit us on the web!

Search for 'Senior Resources' on
www.gunnisoncounty.org

Baby Boomer Stats

- Today there are 76 million people who were born Between 1946-1964, accounting for about 28% of the US population.
- About 8,000 boomers turn 65 every day!
- In Gunnison County, about 14.5% of our population is 60+, that's over 2,200 residents!
- 2014 marks the last year of Baby Boomers reaching age 50.
- Baby Boomers currently make up about 47% of the workforce.
- Between 2010-2020 we will see about a 67% growth of those aged 65+ in Gunnison County.
- Gunnison has a median age of 34.4 compared to Montrose at 41.9 and Ouray at 50.
- Gunnison may be relatively young, but the fastest growing populations are those aged 55-64.
- The US is home to over 41.4 million people aged 65+

Look out! for these common scams

“The Grandparent Scam”

The Grandparent Scam is so simple and so devious because it uses one of older adults' most reliable assets, their hearts.

Scammers will place a call to an older person and when the mark picks up, they will say something along the lines of: “Hi Grandma, do you know who this is?” When the unsuspecting grandparent guesses the name of the grandchild the scammer most sounds like, the scammer has established a fake identity without having done a lick of background research.

Once “in,” the fake grandchild will usually ask for money to solve some unexpected financial problem (overdue rent, payment for car repairs, etc.), to be paid via Western Union or MoneyGram, which don't always require identification to collect.

At the same time, the scam artist will beg the grandparent “please don't tell my parents, they would kill me.”

While the sums from such a scam are likely to be in the hundreds, the very fact that no research is needed makes this a scam that can be perpetrated over and over at very little cost to the scammer. Examples of telemarketing fraud include:

“Health Care/Medicare/Health Insurance Fraud”

Every U.S. citizen or permanent resident over age 65 qualifies for Medicare, so there is rarely any need for a scam artist to research what private health insurance company older people have in order to scam them out of some money.

In these types of scams, perpetrators may pose as a Medicare representative to get older people to give them their personal information, or they will provide bogus services for elderly people at makeshift mobile clinics, then use the personal information they provide to bill Medicare and pocket the money.

“Funeral & Cemetery Scams”

The FBI warns about two types of funeral and cemetery fraud perpetrated on seniors.

In one approach, scammers read obituaries and call or attend the funeral service of a complete stranger to take advantage of the grieving widow or widower. Claiming the deceased had an outstanding debt with them, scammers will try to extort money from relatives to settle the fake debts.

Another tactic of disreputable funeral homes is to capitalize on family members' unfamiliarity with the considerable cost of funeral services to add unnecessary charges to the bill.

In one common scam of this type, funeral directors will insist that a casket, usually one of the most expensive parts of funeral services, is necessary even when performing a direct cremation, which can be accomplished with a cardboard casket rather than an expensive display or burial casket.
