

Colorado Senior Connections: Final Report

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Executive Summary

In 2008, the federal Administration on Aging (AoA) awarded the Allied Jewish Federation of Colorado and Jewish Family Service (JFS) a grant to conduct a demonstration project at two sites (Edgewater Plaza and Sheridan Glen) and expand current services at a third site (Berkshires at Lowry) in the Denver metropolitan area. The project, entitled Colorado Senior Connections (CSC), occurs at three naturally occurring retirement communities (NORCs). A NORC is an apartment building, complex, or neighborhood where a large portion of the population is made up of older adults who are either aging in place or have migrated in. By 2030, the AoA estimates that there will be 71.5 million people over the age of 65, nearly twice as many as there were in 2000. It seems that the demand for and interest in NORCs is likely to grow as the older adult population increases.

The goal of CSC is to help older adults continue to live independently and to identify, implement, and deliver services to facilitate aging in place. To accomplish that goal, JFS conducted needs assessment surveys at the three sites and offered a variety of programs and services based on the interests of residents. As the needs and wants of the residents changed, JFS dropped or added appropriate programs. The services offered, which vary at the three sites, include special events and parties, a weekly Wellness Clinic, a resident council, volunteer-run clubs (e.g., lunch club, coffee club, cooking classes), personal care assistance, homemaker help, and case management services (e.g., helping residents sign up for benefits).

More than 300 residents from the three sites signed up to receive services or participate in programs. The majority of residents at all three sites were female and white. Berkshires participants had a higher average age (82) than the participants at Edgewater Plaza and Sheridan Glen (74 and 70, respectively). While about half of the Berkshires and Edgewater Plaza participants were widowed, just over half of the Sheridan Glen participants were divorced. Most of the participants lived alone and reported neither providing care to another person nor receiving care from someone else. The biggest differences between the sites were in income and level of education. Half of the Berkshires residents reported having an income of more than \$30,000 per year, while only 3 percent of the residents from Sheridan Glen and Edgewater Plaza reported income that high. Berkshires respondents were also more highly educated, with 63 percent reporting a college degree or more, compared to 23 percent and 32 percent of the Edgewater and Sheridan respondents, respectively.

Most residents who enrolled and participated in CSC—67 percent from Berkshires, 95 percent from Edgewater, and 88 percent from Sheridan—participated in at least one unique CSC activity from June 2008 through June 2009. (This number does not reflect how many different times a resident participated in a single activity, just whether they participated in an activity once.) At Sheridan Glen and Edgewater Plaza, information and referrals (*i.e.*, case management services) was the most popular service. At Berkshires, most residents stated that they had participated in the advisory/resident council meetings and attended the Wellness Clinic. If

residents did not participate in activities, it was usually because the resident was too busy with other things or could not make it at the time the program was held.

CSC staff asked participants to fill out intake forms and follow-ups form to gauge their reactions to CSC programs and activities. An analysis of these forms found that:

- The programs and services were well received. None of the programs or services was rated as poor, and all were rated as either excellent or good by most, if not all, participants.
- Virtually all respondents (97%) at all three sites felt that they were taking better care of themselves and their health and that they were more likely to stay in their homes because of their participation in CSC.
- Nearly all of the Sheridan Glen and Edgewater Plaza participants felt that CSC did a good job of providing referrals and case management services (98%).
- Sheridan Glen and Edgewater Plaza respondents rated their overall quality of life higher following participation in CSC. And, while Berkshires respondents experienced a small, downward shift in their overall quality of life, they tended to be older and reported significant decreases in their ability to take care of themselves independently, factors which undoubtedly contributed to this change.

Participants who were interviewed or participated in focus groups were enthusiastic and appreciative of CSC staff and programs. Project staff and staff from partner agencies all believe that CSC is successfully helping seniors achieve their maximum quality of life, independence, self-determination, and community engagement.

Undoubtedly, interest in NORCs as an effective method to help the aging U.S. population stay in their homes and live independently will only continue to increase. The ability of multiple organizations to join together, provide seniors with services that are specifically designed for their respective communities, and give them a voice in the process make NORCs a strong policy option. The challenge, of course, will be to find adequate and sustained funding for these valuable programs.

Introduction

Naturally Occurring Retirement Communities (NORCs) are communities where a large portion of the population is made up of older adults. A NORC can be a neighborhood, an apartment complex, or a single building (United Jewish Communities, 2009a). They are not typically built as senior-specific housing; instead, a large number of seniors either age in place—meaning the seniors have lived in their homes for years and do not want to move to an assisted-living facility, but may need some supportive services in order to continue aging in place—or migrate into a community (Colello, 2007). These communities do not inherently provide many of the support services that seniors may need to help them continue aging in place (Ormand, *et. al.*, 2004), which stimulates the formation of a NORC.

NORCs provide services that meet the needs of the community they serve and that change as the needs of the residents change. The four core services provided by NORCs include:

- “Case management, assistance, and social work services;
- Health care management, assistance, and prevention programs;
- Education, socialization, and recreational activities;” and
- “Volunteer opportunities for program participants” (United Jewish Communities, 2009b).

By 2030, the federal Administration on Aging estimates that there will be 71.5 million people over the age of 65, nearly twice as many as there were in 2000 (Administration on Aging, 2009a). As the United States population continues to age, the demand for and interest in NORCs is likely to increase. Since 2002, the Administration on Aging has provided more than \$22 million in funds to establish NORC programs to help seniors continue living in their homes, provide appropriate social and recreation activities, and identify and fill any gaps of service (Administration on Aging, 2009b).

The Administration on Aging awarded the Allied Jewish Federation of Colorado and Jewish Family Service (JFS) a grant in 2008 to conduct a demonstration project at two sites and expand current services at a third site in the Denver metropolitan area. JFS conducts the project, which is entitled Colorado Senior Connections (CSC). The goal of CSC is to help older adults continue to live independently and to identify, implement, and deliver services to facilitate aging in place. The expected outcomes of the project are:

- Decreased isolation among residents at the three sites;
- Increased access to preventive health care;
- Increased sense of control over quality of life;
- Improved communication and collaboration among service providers;

- Reductions in service gaps and redundancies (e.g., decreased transportation needs);
- Increased access to community resources;
- Increased safety and independence in the older adult living environment;
- Improved sense of well-being (e.g., medical and emotional);
- Enhanced satisfaction with service delivery among residents;
- Increased sense of connection to the community;
- Increased involvement in the community through volunteerism; and
- Increased participation in social activities among residents.

To accomplish these outcomes, JFS is expanding and continuing CSC programs that started at the apartment complex Berkshires at Lowry in 2005 and began offering services at two apartment buildings, Edgewater Plaza and Sheridan Glen, in 2008. JFS is partnering with outside community-based organizations, including the Volunteers of America, St. Anthony's Passport Program, and the Dominican Sisters Home Health Agency, to provide additional services to the residents of the three sites.

JFS contracted with the Center for Policy Research (CPR) to conduct an evaluation of the CSC project. This report details the time period from July 2008 to September 2009 and includes information on the three CSC sites, the structure of and services offered by CSC, the evaluation instruments and methodology, information on the characteristics of CSC participants, and the results of both a process and outcomes evaluation. The "Discussion" section considers the future of CSC and contains several recommendations both for JFS and other programs looking to start a NORC project.

Site Description

Berkshires at Lowry is an apartment complex comprised of seven high-rise apartment buildings and 172 separate townhouses. There are a total of 710 homes on the property, with approximately 1,000 residents living at the complex at any given time. The property manager estimates that roughly 40 percent of the age-integrated population is made up of older adults (management does not keep these statistics so this is only a rough estimate). Berkshires has on-site amenities that can be used by all of the residents, including swimming pools, fitness centers, a movie room, business center, indoor atrium, game rooms, and a formal party room. Half of the Colorado Senior Connections (CSC) participants have been living at Berkshires for five or more years, with nearly 10 percent having lived there for 25 or more years. CSC launched at Berkshires in January 2005, and the program has been in operation ever since.

The other two Colorado Senior Connection sites, Edgewater Plaza and Sheridan Glen, are managed by Brothers Redevelopment, Inc. (BRI). BRI is a nonprofit organization that provides

affordable, independent housing in the Denver metro area. The residents at Sheridan Glen and Edgewater Plaza can be either disabled or elderly (over the age of 62). Only 15 percent of the residents can be disabled and not elderly, so at least 85 percent of residents at both buildings are elderly. According to Mary Ann Shing, the president of Brothers Redevelopment, the vacancy rate for both buildings averages 1.2 percent, which is below the market rate, because the buildings have “strong wait lists.”

Edgewater Plaza is located in Edgewater, Colorado. It is a high-rise made up of 84 one-bedroom apartments. The building is very close to several parks and within walking distance to nearby grocery and discount stores. According to WalkScore.com (a website that rates addresses from 0 to 100, 100 being the highest, by how close the address is to amenities such as grocery stores, restaurants, and schools), Edgewater Plaza is “very walkable,” with a score of 77, which means “it’s possible to get by without owning a car.” The apartment building itself has a large gym for events (which is owned by and also used by the City of Edgewater), a business office with computers and Internet access, a library, movie room, and a large kitchen that residents can use. More than half of the CSC participants at Edgewater Plaza have lived in the building for five or fewer years, while just 15 percent of CSC participants have lived in the building for more than 10 years.

Sheridan Glen is in the Inspiration Point neighborhood of Denver and is made up of 100 one-bedroom apartments. The building has a multi-purpose room with a refrigerator and a microwave, and a business center with computers and Internet access. In order to get to any shopping locations, Sheridan Glen residents have to take two buses. According to WalkScore.com, Sheridan Glen is ranked 35 out of 100, making it a “car dependent” location, with only few destinations “within easy walking range.” Nearly half of residents have lived in the building for less than five years, and just over 10 percent of residents have lived there for more than 10 years. CSC programming at both of the BRI sites began in early November 2008.

Structure of Senior Connections

Colorado Senior Connections is staffed by a project director, program coordinator, site coordinator, and two volunteer/activity coordinators—one at Berkshires and one who travels between the two BRI sites. The project director is the director of Jewish Family Service (JFS) Senior Solutions and Care Connections programs and works mainly out of the JFS office.

The rest of the staff can usually be found at the one of the three NORC sites. The program coordinator, who is a licensed therapist, has worked with CSC since it began in 2005. She initially worked at the Berkshires site, but has since moved over to the two BRI sites. The program coordinator spends about a day and a half at each BRI site per week providing the seniors with the social work and case management services of CSC. She is assisted at

Edgewater and Sheridan by a volunteer/activity coordinator, who is in charge of the social and recreation programs of CSC. This staff person also travels between the sites, spending about two days per week at Sheridan Glen and two days per week at Edgewater Plaza.

At Berkshires, the site coordinator is a social worker. She provides the case management services and helps with programming, which involves calling residents the evening before to remind them about activities and making sure that the residents have access to the rooms they need to get into. The Berkshires site coordinator is on-site for about 35 hours per week. She is also assisted by a volunteer/activity coordinator who runs the social and recreation programs of CSC. The volunteer/activity coordinator is at Berkshires for about 18 hours per week.

All the site employees have regular office hours during which the seniors visit. Employees also will help seniors outside of regular office hours. The staff work together to provide counseling; facilitate the resident council meetings; conduct many of the on-site classes; oversee production and distribution of the monthly newsletters at each site (see Appendix A for a sample monthly newsletter); and coordinate field trips and the special events and parties.

Senior Connections is a voluntary activity for the seniors. The strategies to recruit seniors into CSC vary slightly at the different sites. At Berkshires, CSC staff hear about new seniors moving in either from the leasing office or from other seniors who notice a new resident. A senior volunteer delivers a CSC welcome packet and the most recent Senior Connections newsletter to the new resident and talks about the program with him or her. The site coordinator also provided the Berkshires leasing office staff with welcome packets. CSC advertises events and activities by posting information on bulletin boards throughout the complex. Word-of-mouth advertising, or neighbors telling neighbors about the different events and activities, also has been used to recruit new participants.

Similar to Berkshires, new seniors at BRI are given a welcome packet when they move into the buildings. At both Edgewater Plaza and Sheridan Glen, CSC staff are very visible in the buildings—their offices sit right by the entrance at both sites. CSC staff are able to see residents as they are coming and going and are able to stop residents and introduce themselves. Similar to Berkshires, CSC posts information about different activities on bulletin boards throughout the building and relies on word-of-mouth advertising.

Staff at all sites feel that the most effective recruitment methods have been word-of-mouth advertising, the monthly newsletter with the calendar of events, and introducing new activities (e.g., a volunteer activity that was not previously offered). The word-of-mouth advertising and the newsletter bring in participants who may not have known about CSC, while introducing new activities captures residents who did not participate in other activities because they were not interested in them.

Methodology: Research and Data Sources

The evaluation of Colorado Senior Connections conducted by the Center for Policy Research (CPR) includes both process and outcome components. The process evaluation gathered information about the steps involved in designing, implementing, and operating programs at Berkshires, Sheridan Glen, and Edgewater Plaza. The process evaluation also covers perceived program outcomes and impacts. The research questions addressed in the process evaluation include:

- What level and types of services do residents want? What level and types of services are feasible to provide?
- What types of staffing arrangements and outreach efforts are needed to connect residents with available services?
- What are the barriers to service delivery?
- How do financial, cultural, and demographic characteristics of residents affect the nature of needed services, service delivery patterns, and their effectiveness?
- What are the special challenges in working with the elderly poor? What outreach approaches work best with these communities?
- Do community agencies providing services to the elderly believe that the project has helped reduce service gaps and redundancies?
- Do community agencies providing services to the elderly believe that the project has improved collaboration and communication among agencies?

Some process data were generated based on the results of a needs assessment survey given to residents of the Brothers Redevelopment sites. This survey is in Appendix B. Residents at Berkshires at Lowry did not receive a needs assessment survey, as one was previously completed in 2004 and services were already in place when the new project began in 2008. The results of the first needs assessment were detailed in a 2006 report completed by the Center for Policy Research (Griswold, *et. al.*, 2006). CPR, in conjunction with staff at JFS, developed the needs assessment survey for the BRI sites to determine resident interest in programs and services that JFS was willing to offer at the two sites. JFS began offering services to residents at Edgewater Plaza and Sheridan Glen in November 2008. The third project site, Berkshires at Lowry, continues to offer services that were identified and developed in the first NORC project conducted by Allied Jewish Foundation and JFS from 2004 to 2006.

Additional data for the process evaluation were drawn from observations and interviews with participants at various events, as well as focus groups held at Edgewater Plaza and Berkshires at Lowry. CPR staff also conducted interviews with apartment complex staff and administrators, project staff, and representatives of key partner agencies.

Outcome data were generated by collecting demographic information, perceptions of health status, level of assistance needed for daily tasks, and descriptions of social interactions from residents at the two sites prior to and following their participation in the project. The data collection instruments included:

- **Intake form:** Found in Appendix C, this was designed for residents who expressed interest in the project. The form recorded background information about residents (e.g., age, gender, marital status, living arrangement, education level) and baseline measures of social isolation, assessment of health status, level of interaction with family and other residents, and ability to handle daily living tasks.
- **Follow-up survey:** This instrument was designed to register how residents feel about the various services they received, activities in which they took part, and the services and programs they would like to see continue (see Appendix D). The survey repeated many of the questions from the intake form about health; social isolation; interactions with family, neighbors, and friends; ability to handle daily tasks; and rating of quality of life, and asked additional questions about how CSC participation affected residents.
- **Signup sheets:** Participants were asked to sign in at all activities, such as the Wellness Clinic, exercise and fitness classes, and Resident Council meetings. CPR was given the information from the sign-up sheets for the time period of July 2008 through June 2009.
- **Medical tallies:** Nurses who conducted the Wellness Clinics at Edgewater Plaza and Sheridan Glen kept a tally of the types of medical requests made by participants.
- **Case management tallies:** The project coordinator kept a log of case management services and referrals provided at the two BRI sites.

Using intake forms and follow-up surveys (found in Appendices C and D), CPR elicited residents' perceptions of the following aspects of life prior to and following their participation in the project:

- Social isolation;
- Health and physical limitations;
- Connection to other residents and the community; and
- Quality of life.

Three hundred eleven seniors from the three sites completed the intake form, and 120 seniors from all three sites completed the follow-up survey. A subset of 107 seniors completed both the intake and follow-up forms.

Needs Assessment Surveys

In conjunction with staff at JFS, CPR developed a needs assessment survey for the BRI sites to determine resident interest in programs and services that JFS would be willing to offer at the two sites. The needs assessment survey was distributed to the residents at each building during two separate introductory meetings in September and October of 2008. In addition to the two meetings, the program coordinator put a survey on every resident's door with a letter explaining the program and asking them to complete the survey and return it to the front office of their building. Thirty surveys were completed by Edgewater Plaza residents, and 25 surveys were completed by Sheridan Glen residents.

The BRI needs assessment survey asked residents at both buildings to indicate the programs and services they would be interested in participating in at their respective building. A variety of services and programs were listed for residents to choose from, and they simply selected "yes" or "no" based on their interest. The survey also invited residents to write-in other suggestions for activities or services they would like to see offered by JFS.

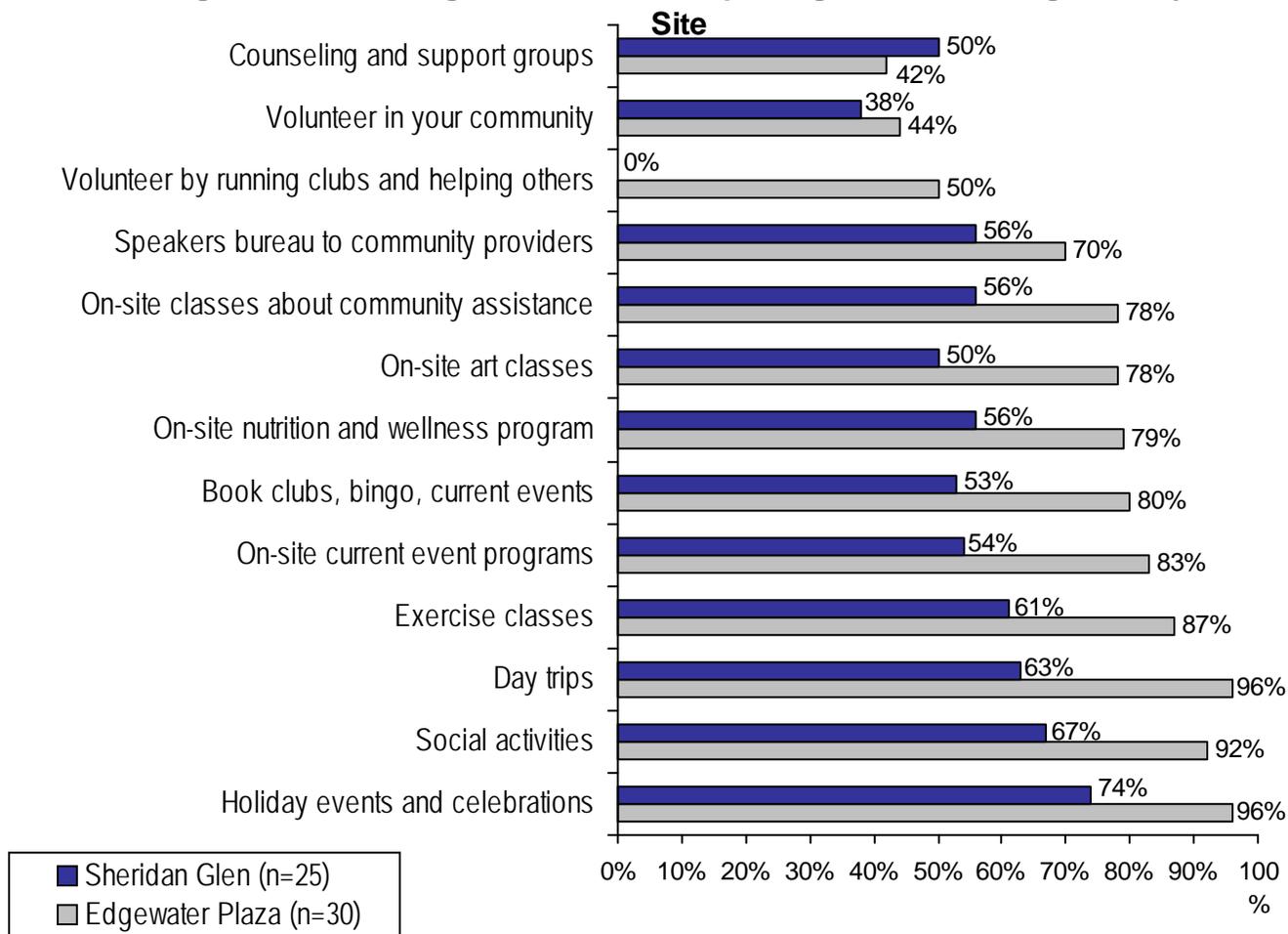
The most common programs residents at Edgewater Plaza expressed interest in attending included:

- Holiday events and celebrations (96%);
- Day trips to local attractions (96%);
- Social activities (92%); and
- Exercise classes (87%).

These are the same programs that received the highest ratings among residents at Sheridan Glen, although at much lower levels. The most popular programs rated by Sheridan Glen residents included holiday events and celebrations (74%), social activities (67%), and day trips to local attractions (63%).

One of the programs that appealed to fewer residents was "a chance to volunteer in your community," which was rated as of interest by only 44 percent of Edgewater Plaza residents and 38 percent of Sheridan Glen residents. In a similar vein, participating in counseling and support groups was appealing to 42 percent of Edgewater Plaza residents and half of the residents at Sheridan Glen. Finally, half of the residents at Edgewater Plaza and none of the residents at Sheridan Glen were interested in other forms of volunteerism, namely "running clubs, teaching classes or helping others." See Figure 1 for more details.

Figure 1. Percentage of Residents Reporting Interest in Programs, by Site



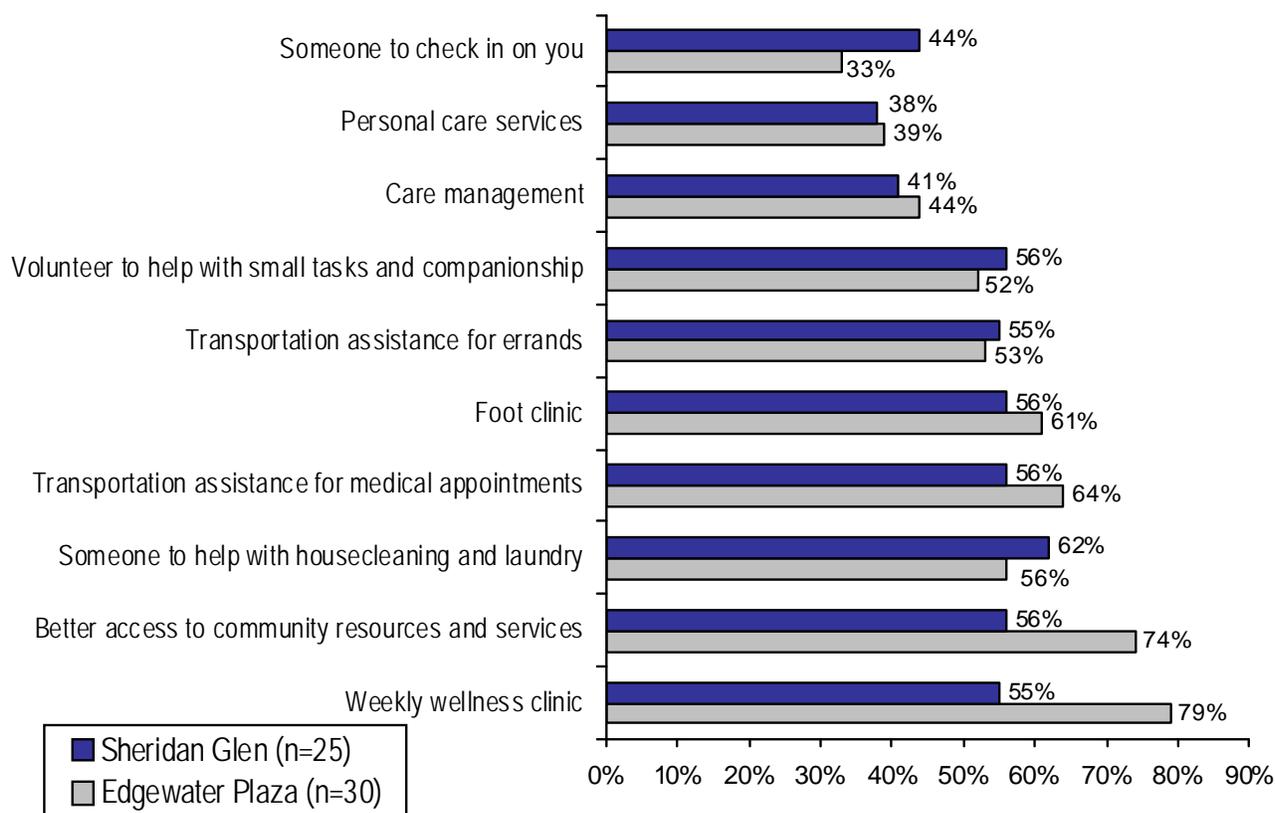
Residents at both sites were also asked about their interest in various services that JFS might offer at each of their complexes. The most highly rated services at both sites were:

- Weekly walk-in/drop-in Wellness Clinics, with 79 percent of respondents at Edgewater and 55 percent of Sheridan respondents expressing interest;
- Better access to community resources and services (74% and 56% at Edgewater and Sheridan, respectively); and
- Someone to help with housecleaning and laundry, with 56 percent of Edgewater and 62 percent at Sheridan expressing interest.

The majority of the services mentioned were rated highly by half or more of the residents at each of the complexes, with a few exceptions. Residents at both Edgewater Plaza and Sheridan Glen were the least interested in having a buddy check system where residents check on each other to make sure they are okay (33% at Edgewater and 44% at Sheridan); personal care services such as having someone help with meals and showering (39% and 38% at Edgewater

and Sheridan, respectively); and care management, which is someone to help them navigate the health care system, with 44 percent of Edgewater and 41 percent of Sheridan respondents expressing interest. See Figure 2 for more details.

Figure 2. Percentage of Residents Reporting Interest in Services, by Site



Based on these survey results, JFS staff began implementing programs and services at the two BRI sites in November 2008.

Programs and Services

The programs and services offered at the three sites vary based on the needs and interests of the residents. Jewish Family Service is willing to change, drop, or add programs as the residents' needs and interests change over time. For example, at Berkshires, CSC staff saw how much residents enjoyed complex-wide special events and interacting with children who lived at the complex. So, staff started the intergenerational volunteering program, which allows residents to sign up to read to or help tutor younger residents at Berkshires.

The total number of unique activities offered varied at each site—15 at Berkshires, 28 at Edgewater, and 24 at Sheridan. More activities were offered at the two BRI sites in the past year because the program was new and CSC staff tried offering different activities to determine the level of interest and to see if they could get different people involved. For example, the Men’s Group at the BRI sites started in June 2009. After noticing that many men were not attending events, and after seeing how popular the Men’s Group at Berkshires had become, CSC staff found a volunteer to the run the meetings. Only one session of the Men’s Group had been held at Sheridan and Edgewater at the time of this analysis.

Table 1 shows what types programs and services were offered at each of the sites. A full, detailed description of all of the different programs can be found in Appendix E.

Table 1. Programs and Services Offered by Colorado Senior Connections, by Site			
	Berkshires at Lowry	Brothers Redevelopment Sites	
		Edgewater Plaza	Sheridan Glen
Snacks and Facts	X		
Lunch Club	X		
Are You Okay Program	X		
The Ride Program/Van to social outings	X		
Intergenerational Volunteering	X		
Wellness Clinic	X	X	X
Advisory Committee/Council	X	X	X
Exercise and Fitness Classes	X	X	X
Special Events and Parties	X	X	X
In-Home Services	X	X	X
Case Management Information and Referrals	X	X	X
Volunteer Activities	X	X	X
Movie Showings	X	X	X
Men’s Group	X	X	X
Snacks and Facts		X	X
Field Trips		X	X
Five Wishes		X	X
Bingo		X	X
Birthday Events		X	X
VOA Steps to Health Aging		X	X
Breakfast Club		X	
Coffee Club		X	

Characteristics of CSC Participants

After taking into consideration the needs and interests of the seniors, JFS introduced the CSC programs and services to the residents through publicized “kick-off” parties. The Berkshires party was held in January 2005, when CSC first began at the site, and the two BRI kick-off parties occurred in October 2008. Individuals who attended the parties and expressed interest in the project were asked to provide Colorado Senior Connections with some background information by completing a Resident Registration Form, also known as the intake form (see Appendix C). Throughout the project, seniors who attended an event or received a service were also asked to fill out a resident intake form.

To date, 311 individuals at the three sites have completed an intake form. Berkshires at Lowry has a higher number of intake forms (224, as compared to 46 from Edgewater Plaza and 41 from Sheridan Glen) because intake forms have been collected at Berkshires since CSC began in 2005.

Table 2 outlines some demographic characteristics of the 311 individuals who filled out the intake forms. (The number of seniors utilizing CSC services or participating in an event is actually higher than 311. However, some residents participated and did not fill out an intake form.)

As shown in the table, the majority of residents at all three sites were female and white. Berkshires participants had a higher average age (82) than the participants at Edgewater Plaza and Sheridan Glen (74 and 70, respectively). About half of the Berkshires and Edgewater Plaza participants were widowed. Just over half of the Sheridan Glen participants were divorced.

There was a statistically significant difference in the level of education obtained by participants at the three sites. Residents at Berkshires had much higher levels of educational attainment compared to residents at the BRI sites. Nearly two thirds of Berkshires residents had at least a college degree, and only 3 percent had less than a high school diploma. Conversely, only 23 percent of Edgewater Plaza participants and 32 percent of Sheridan Glen participants had at least a college degree, while 18 and 29 percent at Edgewater and Sheridan, respectively, had less than a high school diploma.

Income also varied greatly between the sites. All of the participants at Sheridan Glen and 92 percent of the Edgewater participants reported incomes below \$20,000 per year. This is compared to only 23 percent of Berkshires residents. Nearly a quarter of Berkshires residents had incomes over \$50,000 per year, while no participants at the other sites reported incomes over \$50,000 per year. This should not come as a surprise, however, as the BRI sites are federally subsidized and subject to HUD income guidelines.

Table 2. Selected Characteristics of Project Participants, by Site			
	Berkshires (n=224)	Edgewater Plaza (n=46)	Sheridan Glen (n=41)
Sex:			
Male	25%	20%	33%
Female	75%	80%	68%
Age:			
Mean	82	74	70
Median	84	73	70
Range	54-99	48-95	43-92
Marital Status:*			
Widowed	45%	51%	28%
Divorced	20%	37%	55%
Married	31%	7%	3%
Single	4%	5%	15%
Race:*			
White	83%	69%	82%
African-American	14%	0%	3%
Hispanic/Latino	1%	24%	13%
Other/Multiracial	2%	7%	3%
Education:*			
College or more	63%	23%	32%
High school	33%	59%	40%
GED	2%	7%	11%
None	1%	11%	18%
Years lived at facility:			
Mean	9	6	6
Median	5	5	5
Range	<1 - 35	<1 - 25	<1 - 20
Household income:*			
Less than \$10,000	6%	65%	67%
\$10,000 - \$20,000	20%	27%	33%
\$21,000 - \$30,000	24%	5%	0%
\$31,000 - \$40,000	19%	0%	0%
\$41,000 - \$50,000	9%	3%	0%
\$51,000 - \$75,000	13%	0%	0%
\$76,000 or more	9%	0%	0%

*Chi square is significant at less than or equal to .05.

Table 3 gives information on the living arrangements of CSC participants and whether they provide care for others or receive care. At intake, 63, 97, and 100 percent of Berkshires, Edgewater, and Sheridan residents, respectively, lived alone. Most of the CSC participants did not provide care for someone else on a regular basis. Some respondents (11% at Berkshires, 18% at Edgewater, and 14% at Sheridan) reported receiving care on a regular basis. The

percent of respondents who reported receiving care from another person on a regular basis was higher at all three of the sites compared to the 2008 national average of 6 percent (Centers for Disease Control and Prevention, 2009a).

	Berkshires (n=224)	Edgewater Plaza (n=46)	Sheridan Glen (n=41)
Number of people in household:			
Respondent lives alone	65%	93%	100%
Two or more people in the household	35%	7%	0%
Respondent provides care for someone on a regular basis:			
Yes	9%	9%	11%
No	91%	91%	90%
Someone provides care for respondent on a regular basis:			
Yes	11%	18%	14%
No	89%	82%	87%

Additional Information on Residents at the BRI Sites

Respondents who filled out an intake form after September 2008 were asked additional questions about their health and financial situation. Because most of the respondents who registered for CSC after this date were from the two BRI sites (fewer than ten were from Berkshires), this section focuses exclusively on the responses of Edgewater Plaza and Sheridan Glen residents.

The added health questions were created based on national NORC health indicators. The survey asked seniors about their personal doctor, visits to the doctor and hospital in the previous year, chronic conditions, how well any health issues are being managed, how often they have poor health that prevents them from doing daily activities, and how often they exercise. Table 4 shows these results.

As shown in Table 4, most of the respondents (95% at Edgewater and 85% at Sheridan) have someone they consider to be their personal doctor or a primary health care provider. Respondents reported visiting this doctor an average of four times in the previous year. Compared to national statistics gathered by the CDC about adults age 65 or older, respondents from the two sites visit the doctor fewer times per year than other seniors, but visit the emergency room more frequently than other seniors. This may indicate that the seniors at the BRI sites have less access to preventive care services than other seniors; therefore, when they require care, it is more likely to be an emergency.

Table 4. BRI Sites Respondents' Self-Reported Health Indicators

	Edgewater Plaza (n=46)	Sheridan Glen (n=41)	Total (n=87)	National Statistics*
Respondent has one person they think of as his/her personal doctor	95%	84%	90%	96%
How many times the respondent visited this provider in the last year:				
0	12%	29%	20%	8%
1	20%	20%	20%	10%
2-3	29%	23%	26%	24%
4-9	29%	17%	24%	38%
10 or more	10%	12%	11%	20%
Average number of visits per year	4	3	4	N/A
How many times the respondent used a hospital emergency room in the last year:				
0	51%	68%	59%	77%
1 time	27%	23%	25%	14%
2 or more	22%	10%	17%	9%
Average number of visits per year	1	0.5	1	N/A
Respondent has been diagnosed with a chronic disease (e.g., diabetes, arthritis)	73%	75%	74%	80%
If respondent has a chronic disease, how well he or she feels it is being managed:				
Very well	32%	21%	27%	N/A
Well	44%	50%	47%	
Not very well	15%	24%	19%	
Not at all	9%	6%	7%	
How many days poor mental or physical health prevented the respondent from doing daily activities in the past month:				
0	49%	48%	48%	N/A
1-5	23%	22%	23%	
6-10	9%	4%	6%	
11-29	6%	22%	13%	
30-31	14%	4%	10%	
Average number of days per month	7	6	7	
How many days per week the respondent exercised for 20 minutes or more:				
0	21%	55%	37%	N/A
1-4	44%	16%	31%	
5-7	35%	29%	32%	
Average number of days per week	3	2	3	

*When available for adults age 65 or older.

National statistics about a primary care physician, how often the physician was visited (CDC, 2009b), and how often the senior visited emergency room (CDC, 2008) from the CDC's National Center for Health Statistics 2008 National Health Interview Survey. National statistics on older adults with chronic disease/condition from the CDC/Merck Company Foundation report, "The State of Aging and Health in America 2007" (CDC and the Merck Company Foundation, 2007).

Approximately three-quarters of Edgewater and Sheridan respondents, respectively, report having been diagnosed with a chronic disease or condition (e.g., diabetes, high blood pressure, heart disease, arthritis). Most of the respondents who reported having a chronic disease or condition feel that it is being managed either very well or well (76% of Edgewater and 71% of Sheridan respondents). Other seniors were more likely than the BRI respondents to report having at least one chronic condition (80%). This may also contribute to the greater number of regular doctors visits for this population.

Respondents from Sheridan Glen were more likely to report having a greater number of days per month that their usual activities are limited due to poor mental or physical health. For example, more than one-quarter of Sheridan respondents said their daily activities were limited due to poor health for ten or more days every month, while only 20 percent of Edgewater residents reported this. Sheridan Glen respondents also exercised less than their Edgewater counterparts. More than half (55%) of the Sheridan residents exercised for 20 minutes or less per week, while only 21 percent of Edgewater respondents reported this level of physical inactivity at the time of the intake. (See Table 4.)

BRI residents were then asked about their level of financial comfort and if their financial situation ever prevented them from going to the doctor or getting a prescription filled. When asked if they felt comfortable financially:

- 20 percent of Edgewater residents and 15 percent of Sheridan Glen residents said “yes”;
- 54 and 44 percent of Edgewater and Sheridan respondents, respectively, said “somewhat”; and
- 27 percent of Edgewater and 41 percent of Sheridan respondents said “no.”

Even though almost all of the BRI respondents have incomes below \$20,000 per year, the majority at both sites do not allow this to get in the way of obtaining medical services. When asked whether they have ever not gone to the doctor or filled a prescription due to the cost of the service, one-third of Edgewater respondents and 15 percent of Sheridan respondents said “yes.” Of those who replied “yes,” most said this happens “rarely” or “sometimes”; only one respondent said this happens “almost always.”

Project Outcomes

Resident Utilization of Senior Connections

This section examines the degree of project utilization by seniors at the three sites. Data for part of this analysis were drawn from sign-up sheets at each program. These numbers may not be

exact, as some participants may have attended an event and did not write their name down and some names were written illegibly.

As shown in Table 5, most residents—67 percent from Berkshires, 95 percent from Edgewater, and 88 percent from Sheridan—participated in at least one activity from June 2008 through June 2009. This table does not show the number of times residents participated in each activity, just whether they attended at least once. (The Berkshires residents who dropped out, moved, and could not be reached were eliminated from these data.)

Number of residents who participated in...	Berkshires (n=235)*	Edgewater Plaza (n=98)**	Sheridan Glen (n=92)***
No activities	33%	5%	12%
One activity	37%	30%	34%
Two to three activities	24%	22%	28%
Four to five activities	5%	16%	10%
Six of more activities	1%	27%	16%

*This total includes 70 participants who did not fill out intake forms.
 **This total includes 52 participants who did not fill out intake forms.
 *** This total includes 48 participants who did not fill out intake forms.

The most active CSC participant attended activities 95 times in the past year. This resident lives at Berkshires and attended nearly every exercise class offered, most of the special events, and almost all of the advisory council meetings. Table 6 gives more information about the number of unique activities attended per person by site.

	Berkshires	Edgewater Plaza	Sheridan Glen
Number of unique activities per person			
Average	7	10	12
Median	3	4	3.5
Range	1-95	1-71	1-79

The follow-up surveys completed by participants asked whether they participated in a variety of activities. These numbers are limited to the 59 seniors from Berkshires, the 20 seniors from Edgewater, and the 28 seniors from Sheridan who completed both intake and follow-up forms.

As shown in Table 7, volunteer activities were the least popular activity offered at Edgewater and Sheridan, while information and referrals (*i.e.*, case management services) was the most popular service. At Berkshires, most residents stated that they had participated in the advisory/resident council meetings and attended the Wellness Clinic. The fewest respondents participated in the Are You Okay program or received in-home services (*e.g.*, personal care

assistance, Kosher Meals on Wheels, and homemaker help). The fact that fewer Berkshires residents received in-home services than BRI residents is not surprising. By virtue of their low incomes, many residents at BRI qualify for personal care assistance and homemaker help at no charge. For Berkshires residents to receive these services, they have to go through the regular JFS Senior Solutions and Care Connections programs, which require seniors to pay for these services on a sliding scale.

Table 7. Participants' Self-Reported Participation Rates, by Site

Number of respondents who said they participated in or received:	Berkshires (n=56)	Edgewater Plaza (n=18)	Sheridan Glen (n=26)
Wellness Clinic	72%	67%	73%
Volunteer Activities	39%	27%	36%
Information or Referrals	70%	89%	71%
Advisory/Resident Council Meetings	79%	83%	54%
In-Home Services	22%	41%	54%
Are You Okay Program*	25%	N/A	N/A
The Ride/Van to Social Outings*	35%	N/A	N/A
Any Other Activities	66%	72%	54%

*Programs offered only at Berkshires.

Case Management Services. Because of the needs of the residents at Sheridan Glen and Edgewater Plaza, much of the services offered by CSC at the two sites were case management related. And, as shown previously in Table 8, case management was the most utilized service offered at the two BRI sites. The range of services provided by the CSC Program Coordinator at the BRI sites included:

- Connecting residents with resources for teeth, glasses, and hearing aids;
- Finding dental assistance resources;
- Filling out Medicare or health insurance applications;
- Finding low-cost or free wheelchairs, walkers, and scooters;
- Connecting residents to food resources;
- Providing residents with referrals for personal care assistance and homemaker services;
- Helping residents with forms, including low-income prescription assistance applications, old age pension forms, low-income insurance forms, and Medicare reimbursement forms; and
- Providing other case management and referrals on a case-by-case basis.

From November 2008 to August 2009, the CSC Program Coordinator at the BRI sites recorded the number of people who came to her for case management help and the different services the seniors requested. Table 8 shows the type of case management services and the number of

different services received by these seniors. As shown in the table, the case management services received by the most residents included general cases management help, in-home services assistance or referrals, and Medicaid or other health insurance application assistance. On average, each resident received two different types of case management service.

Table 8. Case Management Services Received by BRI Residents	
	BRI Residents (n=81)
Type of Case Management Services Received:	
Medicaid or insurance application assistance	52%
Referrals for other medical help (e.g., dental, vision)	35%
In-home services help or referrals	57%
Transportation	26%
Friendly visitor/organization assistance	10%
General case management	65%
Number of Different Case Management Services Received:	
One	21%
Two	33%
Three	25%
Four	14%
Five	6%

Wellness Clinics. The Wellness Clinics were a popular part of CSC. The clinics began at Berkshires in 2005¹ and at the BRI sites in October 2008. Three licensed nurses from the Dominican Sisters visit each of the sites one day a week. At BRI, the nurses are on-site for four hours each week, while the Berkshires nurse stays on-site for two hours per week. On average, each nurse visits with 25 to 30 patients every time he or she is at a site. Some of the services the nurses provide include checking blood sugar levels; going over medications with seniors, including any side effects and the function of each medication; providing emotional support to residents; and performing a general medical assessment for residents without health care coverage. Because the same nurse visits the same site week to week, the nurses get to know each patient and are able to detect changes in behavior and health and counsel the seniors on the changes or make any appropriate referrals. Table 9 gives more detailed information about the number of visits and patients served at the BRI sites. (This information was not available for the Berkshires Wellness Clinic. However, 486 patients were seen at the Berkshires clinic from January 2009 to July 2009.)

¹ The Berkshires Wellness Clinic is not funded by JFS. The Dominican Sisters Home Health Agency funds it through separate grants.

Table 9. Utilization of the Wellness Clinics by BRI Residents

	Edgewater Plaza	Sheridan Glen
Total Number of Visits from January 1, 2009, to August 17, 2009	423	408
Detailed Information from Quarter 2 of 2009		
Total number of visits	201	177
Number of residents served	53	47
Number of repeat visitors	35	30

The most requested services by Edgewater residents were general health assessments, medication assistance, nutrition and weight issues, and diabetes monitoring. Sheridan Glen residents most requested general health assessments, and help with cardiac health, respiratory, and nutrition and weight issues.

According to the executive director of the Dominican Sisters Home Health Agency, the nonprofit that provides the nurses for the clinics, there are several key characteristics of the CSC Wellness Clinics that make them so successful. These include:

- Empowering the patients and allowing them to make their own choices. The nurses at the Wellness Clinics give advice and recommendations to patients about things like nutrition, when to see their regular doctor, and what to say to their regular doctor. However, the choices are ultimately left up to the seniors. It is also hugely empowering for the seniors when they realize they can take charge and improve their own health.
- Being on-site. Transportation and getting to the doctor is difficult for many of the CSC participants. The Wellness Clinics reduces a huge gap in services.
- Socializing. Many of the residents are lonely and do not want to admit it. The Wellness Clinics provide an excuse for residents to get out of their apartments, socialize, and have coffee with their neighbors while they wait to see the nurses or right after they see the nurses.
- Treating the patients with dignity.

Barriers to Participation. Residents were asked why they did not take part in programs or services, if applicable. Responses included:

- Nearly half of all Berkshires, 36 percent of Edgewater, and 17 percent of Sheridan respondents said it was because they were “too busy with other things”;
- 24, 27, and 40 percent of Berkshires, Edgewater, and Sheridan respondents, respectively, said that the “times they were held did not work for me”;
- 12 percent of Berkshires, 9 percent of Edgewater, and 16 percent of Sheridan respondents said that the programs were “not of interest to me”; and

- 9 percent of Edgewater respondents did not know about the programs or services.

Additional proportions of the Berkshires (16%), Edgewater (18%), and Sheridan (29%) respondents gave other reasons for not participating. This included being in poor physical health, already being active in the community, and feeling that they were too young or did not need the CSC services yet.

Changes in Participation Rates. According to the CSC project director, NORCs finds that participation rates tend to decrease as the program ages. To determine if this phenomenon also occurred at Berkshires, respondents were asked additional questions on their follow-up surveys about their length of participation over the past four years and whether they felt their level of participation had increased, decreased, or stayed the same.

Table 10. Length and Frequency of Participation of Berkshires Residents Since 2005	
	Berkshires (n=55)
How long has respondent been participating in CSC	
6 months to 1 year	6%
1 to 2 years	15%
3 to 4 years	80%
How the respondent's frequency of participation changed over time	
Increased over time	33%
Decreased over time	18%
Stayed the same	49%

As shown in Table 10, the majority of respondents (80%) have been participating in CSC for three to four years. Nearly half of all respondents feel that their participation frequency has stayed the same since they began participating, 33 percent feel their participation has increased, and 18 percent said their participation decreased over time. Of

those who had been participating for three to four years, 19 percent felt their participation had decreased over time. This indicates that CSC lost some of its longer term participants, but most either continued participating at the same rate (48% of those who participated for three or more years) or participated more over time (33% of residents who have been participating for three or more years).

Participants' Response to Senior Connections

To determine how residents at the three sites felt about CSC, staff asked participants to fill out follow-up surveys towards the end of the project. CPR staff also attended several special events at the three sites to conduct one-on-one interviews with participants and held focus groups at Berkshires and Edgewater Plaza to get more in-depth reactions to the project.

Follow-up Survey Results. During the final four months of the project, participants were asked to complete a follow-up survey to gauge their participation in project activities and their satisfaction with different elements of the project. (See Appendix D for the follow-up form.) The number of participant that completed the follow-up forms was 20 at Edgewater Plaza, 28 at Sheridan Glen, and 59 at Berkshires.²

The surveys asked respondents if they had participated in a number of activities. If they did participate, they were asked to rate the activities as “excellent,” “good,” “fair,” or “poor.” Ratings of the programs were very positive with the vast majority of respondents rating all of the programs and services as “excellent” or “good.” See Table 11 for participant responses.

Table 11. Participants' Ratings of Programs and Services, by Site				
		Berkshires	Edgewater Plaza	Sheridan Glen
Wellness Clinic	Excellent	75%	67%	68%
	Good	25%	33%	32%
	(number)	(n=36)	(n=12)	(n=19)
	Volunteer Activities			
Volunteer Activities	Excellent	55%	100%	50%
	Good	45%	0%	50%
	(number)	(n=20)	(n=3)	(n=6)
	Information or Referrals			
Information or Referrals	Excellent	53%	69%	56%
	Good	44%	31%	38%
	Fair	3%	0%	6%
	(number)	(n=32)	(n=13)	(n=16)
Advisory/Resident Council Meetings				
Advisory/Resident Council Meetings	Excellent	46%	50%	31%
	Good	46%	30%	69%
	Fair	9%	20%	0%
	(number)	(n=35)	(n=10)	(n=13)
In-Home Services				
In-Home Services	Excellent	67%	67%	83%
	Good	33%	17%	17%
	Fair	0%	17%	0%
	(number)	(n=12)	(n=6)	(n=12)
Any Other Activities				
Any Other Activities	Excellent	45%	54%	46%
	Good	55%	46%	54%
	(number)	(n=31)	(n=13)	(n=13)

² Many of the Berkshires residents did not fill out follow-up forms. Of the 224 who did, 129 were filled out in 2005 and 96 were from newer participants. Seventy-nine of these 224 participants were not available to fill out a follow-up form for a variety of reasons (e.g., moved out of the complex, no longer participated in activities and refused to do a survey, disconnected phone number).

As shown in Table 11, none of the programs or services was rated as “poor” by the respondents. The highest rated programs for Berkshires and Sheridan Glen participants were the Wellness Clinic (with 75% at Berkshires and 68% of Sheridan participants rating it as “excellent”) and in-home services, which was rated as “excellent” by 67 and 83 percent of Berkshires and Sheridan participants, respectively. The highest ranked program for Edgewater Plaza participants was volunteer activities, with all of the participants rating it as “excellent”; however, there were only three participants who responded to this question.

The “Are You Okay program” and “The Ride and Van to Social Outings” were only offered at Berkshires. “Are You Okay” was rated by ten participants; three rated the program as “excellent,” three rated it as “good,” and four rated the program as “fair.” Eighteen participants gave feedback on “The Ride and Van to Social Outings,” with 61 percent rating it as “excellent” and 39 percent rating it as “good.”

The survey also asked respondents how important it is for Senior Connections to continue offering each service. They were asked to rate each program as “very important,” “somewhat important,” or “not important” to continue and were also given a “no opinion” option.

Respondents at all three sites felt that it was “very important” for CSC to continue offering the Wellness Clinic and Exercise and Fitness Classes. Many Edgewater Plaza respondents (over 80%) also felt that Special Events and Parties, Volunteers of America (VOA) Steps to Health Aging, and Information and Referrals were very important to continue. The Sheridan Glen participants were the least enthusiastic about the programs, as they were the most likely to have “no opinion” on the importance of the programs continuing. Tables 12, 13, and 14 give more information on these responses.

Table 12. Participants’ Responses of How Important it is for Senior Connections to Continue Offering Programs and Services, by Site

	Berkshires (n=56)	Edgewater Plaza (n=20)	Sheridan Glen (n=27)
Wellness Clinic			
Very Important	89%	85%	77%
Somewhat Important	11%	15%	12%
No Opinion	0%	0%	12%
*Volunteer Activities			
Very Important	64%	61%	48%
Somewhat Important	28%	39%	20%
No Opinion	8%	0%	32%
*Chi square is significant at 0.05 or less.			

Table 12. Participants' Responses of How Important it is for Senior Connections to Continue Offering Programs and Services, by Site

	Berkshires (n=56)	Edgewater Plaza (n=20)	Sheridan Glen (n=27)
*Information or Referrals			
Very Important	78%	84%	68%
Somewhat Important	20%	11%	20%
No Opinion	2%	5%	12%
In-Home Services			
Very Important	64%	79%	71%
Somewhat Important	30%	21%	13%
No Opinion	8%	0%	17%
*Exercise and Fitness Classes			
Very Important	82%	84%	69%
Somewhat Important	16%	16%	12%
No Opinion	2%	0%	19%
*Special Events and Parties			
Very Important	71%	85%	59%
Somewhat Important	27%	15%	22%
Not Important	2%	0%	0%
No Opinion	0%	0%	19%
*Chi square is significant at 0.05 or less.			

Some programs were only offered at the Brother sites. Of these, the VOA Steps to Healthy Aging was rated as the most important to continue for both Edgewater and Sheridan participants. Bingo and birthday events were rated as the least important to continue by respondents at both sites. Table 13 gives more information about these ratings.

Table 13. BRI Participants' Ratings of How Important it is for Senior Connections to Continue Offering Programs and Services

	Edgewater Plaza (n=20)	Sheridan Glen (n=27)
Birthday Events		
Very Important	65%	48%
Somewhat Important	25%	22%
Not Important	10%	4%
No Opinion	0%	26%
Bingo		
Very Important	53%	50%
Somewhat Important	32%	23%
Not Important	16%	8%
No Opinion	0%	19%

Table 13. BRI Participants' Ratings of How Important it is for Senior Connections to Continue Offering Programs and Services

	Edgewater Plaza (n=20)	Sheridan Glen (n=27)
VOA Steps to Health Aging		
Very Important	84%	56%
Somewhat Important	11%	16%
No Opinion	5%	28%
Coffee Club*		
Very Important	58%	N/A
Somewhat Important	32%	
No Opinion	11%	

*Only offered at Edgewater Plaza.

Of the programs only offered at Berkshires, the Ride and Van to Social Outings were rated as the most important to continue, while Snacks and Facts was seen as the least important. See Table 14 for more details.

Table 14. Berkshires Participants' Ratings of How Important it is for Senior Connections to Continue Offering Programs and Services (n=56)

	Very Important	Somewhat Important	Not Important	No Opinion
Snacks and Facts	51%	36%	6%	7%
Lunch Club	52%	38%	2%	9%
The Van to Social Outings	69%	22%	0%	9%
The Ride Program	73%	19%	0%	8%
Men's Group	63%	27%	0%	10%
Intergenerational Volunteering	44%	41%	2%	13%
Are You Okay Program	46%	39%	2%	13%

Residents were asked to make recommendations for other programs and services they would like to see offered through Colorado Senior Connections. Several participants expressed a desire to have more exercise and nutrition classes. Other ideas were low vision and hearing loss support groups, current event lectures, art classes, and billiards or card games with residents of other buildings or recreation centers.

The follow-up survey asked additional questions about the Wellness Clinic, including whether residents felt that having a nurse explain medication was helpful and if a resident ever found out about a health issue by visiting the Wellness Clinic. Approximately two-thirds of respondents at

Berkshires (62%), Edgewater (63%), and Sheridan (58%) respondents, respectively, found it helpful to have the Wellness Clinic nurses explain their prescription medication to him or her. There was a statistically significant difference (chi square was significant at less than 0.05) by site in whether participants had ever visited the Wellness Clinic and found out about a health issue of which they were previously unaware. While just 11 percent of Edgewater respondents replied “yes” to this question, one-third of Sheridan and 45 percent of Berkshires said that they found out about a new health issue from the Wellness Clinic.

Results from Interviews and Focus Groups. Participants interviewed during visits to the three sites and who participated in the focus groups were enthusiastic about the project as a whole. When asked to rate CSC on a scale of one to ten, the focus group participants at Edgewater Plaza rated the program as 12, 20, and “off the scale.” At Berkshires, the focus group participants rated CSC as a 9.5 out of ten—saying “it would be a ten, but there is always room to grow.”

One interviewee stated that “all of the programs are good and necessary.” Another admitted to not participating in many of the activities or using many of the services, but he said that “one day I may need this extra help. It’s good to know it’s available.” A focus group participant said that “I like the variety and all of the different options. There’s room for all of us to have something to do.”

During one of the focus groups, residents agreed that CSC did a good job of helping them to stay in their homes. As one resident put it:

We can keep living here. We know in the back of our minds that if something happens and if we do get incapacitated, they’re going to pitch in and give us what we need. It gives us a feeling of security ... They will help us take care of things so that we can stay here.

A similar conversation took place during the other focus group. One woman described how she broke her arm and her neighbors kept bringing her food. She said that “the community is great. It’s like family here.”

Other focus group participants compared life at their apartments before and after CSC came on-site. One said that CSC “added a lot of activity to our building, and has woken a lot of us up. Before they came, we used to stay in our apartments and just sleepwalk through.” A different resident continued on this thought and added “it’s changed the dynamics of the building. Now everyone knows everybody.”

Several interviewees and focus group participants commented on how convenient it was to have many of the CSC activities offered on-site. According to one interviewee, “Senior

Connections gets people out of their apartments. They can walk or take the elevator right downstairs and get together with friends.” One person stated, “I do more things now because they are on-site.” Another commented that “now that we have had all these great services on-site and are used to being able to go downstairs to get help, I don’t know what we would do if they ever went away.”

When questioned about their least favorite aspects of CSC, focus group participants struggled to find something they could all agree on. One participant stated that she disliked the fees, which prompted another to counter that “there is nobody here that can’t afford to pay \$5 for a class or an event, it is very reasonable.” In a similar vein, one resident did not like that the classes are held at the same time every week because she cannot attend one due to a scheduling conflict. A different resident stated that he likes the scheduling because he can set his schedule and appointments in advance knowing when the classes or events he will want to attend are held. During one of the focus groups, all of the attendees agreed that it is difficult to find something they dislike about CSC because staff “are accommodating when people aren’t happy with something. They’re flexible about moving things around and introducing new activities.” Residents stated that “we are all pretty loudmouth,” “we love telling [CSC staff] what we want,” and the staff is “responsive to suggestions.”

Participants expressed gratitude to the CSC staff during interviews and the focus groups. One woman commented that the two CSC staff at Berkshires are “the best, most knowledgeable people.” A resident at one of the BRI sites praised the two CSC employees there. “I cannot overstate what [they] are doing here. They do a great job.” One blind interviewee described how he struggled to find an activity he could participate in without feeling like a burden. “I tried yoga and playing cards, and just couldn’t do it.” He found that he was able to join the group as they walked around Sloan’s Lake twice a week and now goes to the social events. He said that the CSC staff members “are great. I’m blind and they still find plenty of things for me to do.”

Several Berkshires residents spoke about being able to volunteer and read to children through the intergeneration program offered through CSC. They really enjoy this opportunity, and it was clear that having the children be so excited when they come makes them feel valued. One resident said that CSC staff “helped connect me to a volunteering job telling stories to children. I have so much fun going to visit the children and their eyes light up when they see me come in.”

The Wellness Clinic also received rave reviews from participants during interviews. According to one resident, “I love the Wellness Clinic. I go there once a week to get weighed and get my blood pressure taken. It’s a lot easier to walk to the building next door than to try to organize a trip to the doctor.” Another resident spoke about how helpful it was to have the nurse at the clinic explain and organize her medication:

The Wellness Clinic nurses organize medication, which is so helpful and is something I think most people are unaware of. When she looked at the different medication I was on, she noticed I was on two different medications prescribed by two different doctors that did the same thing. The nurse explained this to me so I could talk to my doctor about it. Turns out, [the nurse] was right. I got off one of the prescriptions and that saves me money every month.

Edgewater Plaza focus group participants also appreciated having a nurse come to their building once a week for the Wellness Clinic. According to one resident, “you go in with a question and she always makes you feel better by the time you leave. She doesn’t diagnose, she doesn’t treat, but she makes you feel better about what you were worried about.” The attendees all agreed that they feel better because the nurse explains what is going on with their health in basic terms and gives them the knowledge to make informed decisions about their health.

Some of the participants who were interviewed during the site visits and who participated in the Edgewater Plaza focus group received an in-home service, either in the form of a personal care assistant (PCA) or homemaker help. These services were greatly appreciated by the residents, who receive one-on-one help for several hours either weekly (PCA clients receive help for three and a half hours per week) or every other week (homemaker help comes for two hours every other week).

At the time one of the residents was interviewed, she had just returned from spending the day with her PCA. The PCA first packed up a few lunches for the next couple of days, then took the woman to do her shopping for the week. The CSC participant praised the PCA and said, “We get along great. Whenever we are out shopping together, I am always asked who she works for and if she is accepting new [PCA] clients. Everyone wants her to help them or help one of their parents. She is truly amazing!” Another interviewee had a housekeeper come in every other week. “We have no dishwashers in this place, and with a guy like me living alone, the dishes piled up. She really helps with that and helps with other cleaning since I can’t do it anymore.” One of the survey respondents wrote-in comments on his follow-up survey about his homemaker help. He has a bone disease and is in “lots and lots of pain.” He wrote that having in-home services allows him to live with less pain.

Several of the residents participating in the Edgewater Plaza focus group received homemaker help, as well. While they admit that it was difficult at first “to accept someone in your home,” eventually they became so comfortable with the homemaker that “she has a key to my apartment” and she “doesn’t need directions, she just goes ahead and takes care of everything.” They further praised the homemaker because, after hearing that Edgewater has a food bank every other week, she began volunteering there.

The focus group participants at Edgewater Plaza also greatly appreciated the case management services that the CSC Program Coordinator provided at the BRI sites. The participants expressed frustration with the Medicaid and Medicare process and agreed that it is difficult for them to navigate and understand the system. They all agreed that the CSC staff are willing to get on the phone and help with the complicated process. One resident explained that before CSC came on-site, “I was clueless about Medicaid and Medicare. Then I went to [the Project Coordinator], and she got me covered. I don’t know what I’d be doing right now if she hadn’t helped me.” Another resident described how the Program Coordinator “always has answers. Even if she has to work for two months to get it, she will always give us an answer.”

Reactions from Participating Agencies

Jewish Family Service works with several area organizations to make CSC a success. All of the partner organizations have specific expertise and services that they bring to the table. According to one interviewee, “none of the agencies in this partnership can provide all of the seniors with all of the things they need, which is why it is important that everyone does their job to the best of their ability.”

The organizations that JFS works with are:

- Volunteers of America;
- St. Anthony’s Passport Program;
- Dominican Sisters Home Health Agency;
- Brothers Redevelopment, Inc.; and
- Berkshire Properties Advisors, LLC.

During the evaluation, staff from the Center for Policy Research interviewed personnel from all of these agencies who are working on the CSC project to determine how the project has affected their agencies and any lessons learned from CSC.

Impact of CSC on Participating Agencies. The Colorado Senior Connections project has greatly benefitted Jewish Family Service. More people in the community know about JFS, and more nonprofit organizations are interested in partnering with them. Further, because CSC is the oldest and most established NORC project in Colorado, the project director is seen as an expert in setting up and operating NORCs. She has been called upon to consult with other organizations interested in created NORCs and is now working with Denver Health; Kaiser Permanente; the Denver Mayor’s Office on Aging and Office on HIV/AIDS; and a local Gay, Lesbian, Bisexual, and Transgender (GLBT) community center to develop a NORC in the Capitol Hill neighborhood of Denver to serve the GLBT community. The project director has also been invited to different conferences because of CSC.

JFS partners with two different apartment management organizations for CSC: Brothers Redevelopment, Inc. (BRI), which manages Sheridan Glen and Edgewater Plaza; and Berkshires Properties Advisors, LLC., which manages Berkshires at Lowry.

JFS did a mapping of the Denver metro area to find where there were high concentrations of seniors and noticed that there were two high-rises with a high senior population. After discovering that the two high-rises were managed by BRI, JFS contacted the organization to propose implementing CSC at the two sites. According to Mary Ann Shing, president of BRI, partnering with JFS to provide services to the residents of Sheridan and Edgewater made perfect sense. Before CSC came to BRI, the residents would turn to apartment staff for help with things like Medicare applications, and staff were unable to notice when there was an issue with the seniors. According to Ms. Shing, “BRI is there to provide safe, affordable, independent living housing... The staff is not trained to be social workers and see what is wrong with an individual; they are trained to manage and upkeep apartment complexes and see what is wrong with an apartment unit.” Since CSC came on-site, the project coordinator helps with many of the issues that fall outside of the job description of BRI staff. CSC allows BRI staff to focus on their jobs (such as collecting rent and fixing issues with apartments) and has actually decreased the staff workload. According to Ms. Shing, “We definitely want the program to stay at both sites!”

Mary Brown, the manager of Berkshires at Lowry, shared Ms. Shing’s feelings that CSC allows the apartment staff to focus on their jobs and not perform tasks outside of their job descriptions. She stated that Colorado Senior Connections is great because the seniors look out for one another and enjoy the many activities, plus there is a licensed social worker and an activities coordinator on site to help out. Other, non-senior residents at Berkshires also seem to appreciate the project. Ms. Brown has heard many people say that, if their parents were living far from them, it would be great to have a similar program available.

Volunteers of America offers exercise, nutrition, and healthier living classes at BRI; the St. Anthony’s Passport Program goes to the sites to enroll the residents into Medicare and prescription assistance programs; and the Dominican Sisters Home Health Agency runs the Wellness Clinics at the three sites. Each of these partners greatly appreciates CSC and the partnerships created by the program. These organizations all have experience working with the low-income elderly and feel that CSC allows them to serve will less difficulty a greater number of in-need seniors.

Challenges to Working with Seniors. Many of those interviewed discussed specific challenges to working with the elderly, especially the low-income elderly. According to one interviewee, the BRI residents “have to make choices every day about money and how to save money.” When advising BRI residents about diet, one interviewee used the example that frozen vegetables are just as healthy as fresh vegetables, and much cheaper. Recommendations for healthier living have to be framed in terms of cost effectiveness.

The CSC Program Coordinator echoed this when she said that the BRI residents lack the financial resources to purchase basic items such as teeth, prescriptions, wheelchairs, and walkers. That is why so much of the CSC services at BRI involve case management. She feels that “every low-income HUD building should have a case worker on-site.”

Another challenge cited by agencies working with CSC is that it is difficult to establish trust with the elderly. According to one interviewee, “many of these seniors feel they are alone in the world and that people are trying to take advantage of them.” That is why having CSC on-site is so important; CSC staff are the gatekeepers to this population. Because the seniors are familiar with CSC, the partners are able to use CSC as an “in,” which makes it easier for the outside agencies to establish a rapport and a level of trust with seniors.

CSC staff and those from the partner agencies who work with the seniors are mindful of these challenges. As a result, they tailor their programs and service delivery to most effectively meet the needs of the CSC participants.

Impact of the Project on Participants

This section examines the impact of CSC on the participants’ sense of social isolation, health status, frequency of interaction with different people, the need for assistance with various tasks, and overall quality of life by examining the pre-participation intake forms and the post-participation follow-up forms. This analysis is limited to 59 seniors from Berkshires, 20 seniors from Edgewater, and 28 seniors from Sheridan who completed both intake and follow-up forms.

The 107 seniors who completed both of the forms are similar demographically to the 311 seniors who filled out intake forms (see Table 2). For example, the average age of participants at both Berkshires and Edgewater was the same at both times, and the average age of Sheridan respondents at intake was 70 and at follow-up was 71. The average number of years the participants lived at their site was nine, six, and five years at Berkshires, Edgewater, and Sheridan, respectively, at intake; while at follow-up, the average number of years stayed the same for Berkshires and Sheridan residents, and increased by one year for Edgewater residents.

Table 15 compares the demographics of respondents that completed the intake form only with those that completed both intake and follow-up forms. There were few differences between the two groups. Respondents who completed both forms in Edgewater were more apt to be female and more highly educated than their counterparts who completed only one form, and Sheridan respondents were slightly more apt to be divorced.

Table 15. Comparison of Selected Characteristics of Project Participants at Intake and Follow-Up, by Site

	Berkshires		Edgewater Plaza		Sheridan Glen	
	Intake Only (n=224)	Both Forms (n=58)	Intake Only (n=46)	Both Forms (n=20)	Intake Only (n=41)	Both Forms (n=27)
Sex:						
Male	25%	28%	20%	5%	33%	32%
Female	75%	72%	80%	95%	68%	68%
Marital Status:						
Widowed	45%	43%	51%	55%	28%	30%
Divorced	20%	21%	37%	40%	55%	63%
Married	31%	35%	7%	5%	3%	7%
Single	4%	2%	5%	0%	15%	0%
Education:						
College or more	63%	70%	23%	35%	32%	36%
High school	33%	25%	59%	65%	40%	40%
GED	2%	4%	7%	0%	11%	16%
None	1%	2%	11%	0%	18%	8%

Health Status. Some of the anticipated outcomes of CSC included increased access to preventive health care and an improved sense of medical well-being. The follow-up surveys asked respondents several questions to determine if and how CSC impacted respondents' health status.

In response to questions about whether they had better access to preventive health care because of the Wellness Clinics offered by CSC, 63 percent of Berkshires, 65 percent of Edgewater, and 73 percent of Sheridan respondents said "yes." Not surprisingly, at all three sites, at least half of the participants (77%, 50%, and 67% of Berkshires, Edgewater, and Sheridan respondents, respectively) who felt they did not have more access to preventive care because of the Wellness Clinics also reported never using the clinics.

The survey also asked respondents more generally if they felt that their participation in CSC had provided them with better access to health care services. The responses included:

- 83 percent of Berkshires residents saying they either strongly agreed or agreed with that statement;
- 93 percent of Edgewater residents either strongly agreeing or agreeing; and
- 76 percent of Sheridan residents strongly agreeing or agreeing with that statement.

According to one interviewee, the Brother residents have a "learned sense of hopelessness and helplessness," which may affect their expectations regarding health care. Remember that most BRI residents who reported having a chronic condition (74%) felt that it was being managed

“very well” or “well” before participating in the program. And yet, nearly all of the Edgewater and more than three-quarters of the Sheridan participants felt that CSC gave them better access to health care and some participants (11% from Edgewater and 33% from Sheridan) reported finding out about a health issue they were unaware of at the Wellness Clinic. It appears that some of the more positive perceptions reported at intake may have been a result of the participants simply not knowing that better health care services are available.

Both the intake and follow-up forms asked participants to rate their health status. As shown in Table 16, there was a statistically significant change in the Sheridan Glen residents’ self-reported health status before and after program participation. While fewer respondents rated their health as either “excellent” or “good” (there was a 5% percent decrease), there was a much larger (50%) decrease in respondents who rated their health as “poor.” At Berkshires and Edgewater, there was an increase in participants who rated their health as either “excellent” or “good,” and a decrease in participants who rated their health as “fair.” These changes were not, however, statistically significant.

Table 16. Participants’ Self-Reported Health Status Before and After Program Participation, by Site						
	Berkshires (n=58)		Edgewater Plaza (n=20)		Sheridan Glen (n=28)	
	Pre-	Post-	Pre-	Post-	Pre-	Post-
Respondent’s health is:					*	*
Excellent or good	72%	83%	60%	63%	57%	54%
Fair	26%	16%	40%	37%	29%	39%
Poor	2%	2%	0%	0%	14%	7%

*The difference between the intakes and follow-ups is statistically significant at .05 or less.

The fact that Sheridan residents were the least likely to rate their health as “excellent” or “good” following participation is not that surprising considering that, according to one interviewee, many residents suffer from chronic mental illness and they were the most likely to say that they had a health issue that seriously limits daily activities at the time of follow-up (with 65% saying that is true). In contrast, this situation was reported by half of Berkshires and 47 percent of Edgewater respondents.

Social Isolation. Colorado Senior Connections also worked to improve the emotional sense of well-being and decrease isolation for residents. To determine whether CSC accomplished these goals, participants were asked in both the intake and follow-up forms about companionship and isolation.

As shown in Table 17, Edgewater participants reported statistically significant improvements following in social isolation. Following program participation, higher proportions said that they “rarely” lacked companionship, and fewer said they “almost always” lacked companionship.

All three sites saw a statistically significant change in how often participants felt isolated from others. While Berkshires and Sheridan residents saw positive changes after program participation, more Edgewater participants reported feeling isolated “sometimes” and fewer felt isolated “rarely.” It is important to note that the percentage of people at all three sites who feel that they lack companionship and experience almost constant isolation is less than the federal estimate of adults 65 or older with clinically relevant depression symptoms, which is 11 percent for men and 17 percent for women (Federal Interagency Forum on Aging-Related Statistics, 2008).

Table 17. Participants’ Self-Reported Social Isolation Before and After Program Participation, by Site						
	Berkshires (n=58)		Edgewater Plaza (n=20)		Sheridan Glen (n=28)	
	Pre-	Post-	Pre-	Post-	Pre-	Post-
How often do you feel that you lack companionship?			*	*		
Rarely	75%	79%	50%	55%	50%	41%
Sometimes	21%	19%	40%	40%	46%	56%
Almost always	4%	2%	10%	5%	4%	4%
How often do you feel isolated from others?	*	*	*	*	*	*
Rarely	81%	81%	74%	60%	61%	63%
Sometimes	16%	19%	16%	30%	36%	33%
Almost always	4%	0%	11%	10%	4%	4%

*The difference between the intakes and follow-ups is statistically significant at .05 or less.

Social Interaction. There were several statistically significant changes in the frequency that participants report interacting with different people. The finding that most relates to CSC is the frequency in which participants reported speaking to neighbors in their building or complex. As shown in Table 18, there was a slight decrease in the percentage of Berkshires residents who reported speaking to their neighbors daily, but there was also a larger decrease in the percentage of residents who spoke with neighbors less than once a month. The same percentage of Edgewater residents reported speaking to their neighbors daily at both intake and follow-up; however, a greater percentage reported speaking to neighbors less than once a month. Sheridan Glen residents reported speaking to their neighbors on a more frequent basis following participation. This change is not, however, statistically significant.

Table 18. Frequency of Interaction by Participants with Different People Before and After Program Participation, by Site

How often does the respondent speak with:	Berkshires (n=49)		Edgewater Plaza (n=19)		Sheridan Glen (n=23)	
	Pre-	Post-	Pre-	Post-	Pre-	Post-
Family	*	*			*	*
Every day	55%	43%	47%	47%	30%	44%
Every week	39%	47%	37%	42%	57%	48%
Monthly or less	6%	10%	16%	11%	13%	9%
Neighbors in the building or complex	*	*	*	*		
Every day	61%	58%	79%	79%	80%	92%
Every week	28%	37%	21%	16%	16%	8%
Monthly or less	12%	5%	0%	5%	4%	0%
Friends who do not live in the building or complex	*	*				
Every day	27%	25%	54%	31%	12%	24%
Every week	63%	51%	39%	31%	47%	53%
Monthly or less	10%	25%	8%	39%	41%	24%

*Differences between the pre- and post-surveys are statistically significant at .05 or less.

Independence and Assistance Required. As shown in Table 19, over time at Berkshires, fewer respondents reported independently managing their daily tasks (e.g., preparing meals or housekeeping), transportation, and social activities. All of these changes were statistically significant. Fewer Berkshires participants also reported managing daily activities and transportation with the help of a program or service in their community or complex. More Berkshires and Edgewater participants said that they did their social activities with the help of a program or service in the community. Presumably, this is the result of the CSC activities on-site. There was also a statistically significant increase in the percentage of Sheridan Glen residents saying that they managed their daily activities with the help of a program or service in the community. This percentage (43%) is similar to the 54 percent of respondents who said that they received some sort of in-home service through CSC.

Table 19. How Participants Manage Different Activities Before and After Program Participation, by Site

How does the respondent manage:	Berkshires (n=57)		Edgewater Plaza (n=20)		Sheridan Glen (n=28)	
	Pre-	Post-	Pre-	Post-	Pre-	Post-
Preparing meals, housekeeping, medications, bathing and dressing						
Independently	93%*	71%*	90%	95%	96%	82%
Family or friends help	4%*	28%*	0%	5%	4%	11%
Program/service in the community or complex	9%	5%	10%	10%	12%*	43%*

Table 19. How Participants Manage Different Activities Before and After Program Participation, by Site

How does the respondent manage:	Berkshires (n=57)		Edgewater Plaza (n=20)		Sheridan Glen (n=28)	
	Pre-	Post-	Pre-	Post-	Pre-	Post-
Transportation						
Independently	81%*	63%*	58%	55%	67%	52%
Family or friends help	19%	28%	16%	35%	29%	30%
Program/service in the community or complex	15%	11%	26%	20%	21%	22%
Social Activities						
Independently	87%*	68%*	80%	61%	77%	59%
Family or friends help	15%	18%	27%	22%	14%	33%
Program/service in the community or complex	11%	14%	0%	17%	27%	15%

Respondents could check more than one item. Therefore, some totals may exceed 100%.
*Differences between the pre- and post-surveys are statistically significant at .05 or less.

Other Project Impacts. CSC aimed to achieve a variety of outcomes among residents pertaining to their social, physical and mental health. They included:

- Decreased isolation;
- Increased sense of connection to the community;
- Increased participation in social activities;
- Increased involvement in the community through volunteerism;
- Increased access to community resources;
- Improved sense of well-being (e.g., medical and emotional);
- Improved sense of value;
- Increased sense of control over quality of life; and
- Increased safety and independence in the older adult living environment.

To assess whether these goals had been accomplished, the follow-up surveys asked CSC participants to agree or disagree with a series of statements about how CSC participation might have affected their living experiences and their sense of well-being.

As shown in Table 20, nearly all of the CSC participants at the three sites felt that CSC participation led them to know and talk to more people than they used to (90%), become more connected to their community and neighbors (90%), leave their apartment more (79%), and participate in more social activities (80%). There was a statistically significant difference between the sites for the responses to the question of whether CSC helped participants know and talk to more people than they used to. Berkshires participants were the most likely to either strongly agree or agree with that statement; while Sheridan respondents were the least likely to agree or strongly agree.

Table 20. CSC Impact on Participants' Sense of Social Isolation, Sense of Connection to the Community, and Participation in Social Activities, by Site			
Because of the respondent's participation in CSC, they feel that they:	Berkshires (n=54)	Edgewater Plaza (n=26)	Sheridan Glen (n=17)
*Know and talk to more people than they used to			
Strongly Agree	45%	25%	16%
Agree	51%	69%	68%
Disagree or Disagree Strongly	4%	6%	16%
Are more connected to their community and neighbors			
Strongly Agree	36%	33%	8%
Agree	57%	53%	79%
Disagree or Disagree Strongly	8%	13%	13%
Leave their apartment more than they used to			
Strongly Agree	37%	18%	13%
Agree	41%	65%	67%
Disagree or Disagree Strongly	22%	18%	21%
Participate in more social activities than they used to			
Strongly Agree	29%	47%	18%
Agree	54%	33%	55%
Disagree or Disagree Strongly	17%	20%	27%

*The difference between the sites is statistically significant at .07 or less.

The majority of respondents also felt that CSC participation had increased their knowledge and use of community services and their knowledge of whom to go to for assistance, information, or referrals. Table 21 gives more details on these results.

Table 21. CSC Impact on Participants' Sense of Access to Community Resources, by Site			
Because of the respondent's participation in CSC, they feel that they:	Berkshires (n=54)	Edgewater Plaza (n=26)	Sheridan Glen (n=17)
Know about and use more community services for older adults			
Strongly Agree	27%	46%	22%
Agree	61%	39%	61%
Disagree or Disagree Strongly	12%	15%	17%
Know whom to go to for assistance, information, or referrals about community resources			
Strongly Agree	44%	59%	36%
Agree	50%	29%	48%
Disagree or Disagree Strongly	6%	12%	16%

As shown in Table 22, CSC participation was least likely to lead participants to volunteer more in their community, with 57 percent, 36 percent, and 43 percent of Berkshires, Edgewater, and Sheridan respondents agreeing with statements to that effect. This is not that surprising,

however, considering only 39 percent of Berkshires, 27 percent of Edgewater, and 36 percent of Sheridan residents who completed the follow-up survey reported participating in volunteer activities.

Table 22. CSC Impact on Participants' Level of Volunteerism, by Site

Because of the respondent's participation in CSC, they feel that they:	Berkshires (n=54)	Edgewater Plaza (n=26)	Sheridan Glen (n=17)
Volunteer more in their community			
Strongly Agree	17%	18%	11%
Agree	40%	18%	32%
Disagree or Disagree Strongly	42%	64%	58%

CSC had a huge impact on the participants' sense of well-being. Table 23 shows that virtually all respondents at the three sites felt that participation in the project caused them to take better care of themselves and their health.

Table 23. CSC Impact on Participants' Sense of Well-Being, by Site

Because of the respondent's participation in CSC, they feel that they:	Berkshires (n=54)	Edgewater Plaza (n=26)	Sheridan Glen (n=17)
Are taking better care of themselves and their health			
Strongly Agree	29%	60%	31%
Agree	69%	40%	62%
Disagree or Disagree Strongly	2%	0%	8%

There were statistically significant differences between the sites as to whether respondents felt CSC participation had led participants to feel more independent and more apt to stay in their homes. While all or nearly all of Berkshires (98%) and Sheridan (100%) participants felt that CSC made them more likely to stay in their homes, this was the case for 89 percent of Edgewater participants. CSC participation had less of an impact on making participants feel more valued in the community, with 80 percent, 50 percent, and 60 percent of the Berkshires, Edgewater, and Sheridan respondents saying this was true. Table 24 shows this information.

Table 24. CSC Impact on Participants' Sense of Value and Independence, by Site

Because of the respondent's participation in CSC, they feel that they:	Berkshires (n=54)	Edgewater Plaza (n=26)	Sheridan Glen (n=17)
Are more valued in their community			
Strongly Agree	27%	25%	15%
Agree	53%	25%	45%
Disagree or Disagree Strongly	20%	50%	40%
*Are more independent			
Strongly Agree	34%	60%	22%
Agree	58%	20%	57%
Disagree or Disagree Strongly	8%	20%	22%

Table 24. CSC Impact on Participants' Sense of Value and Independence, by Site

Because of the respondent's participation in CSC, they feel that they:	Berkshires (n=54)	Edgewater Plaza (n=26)	Sheridan Glen (n=17)
*Are more likely to stay in their home			
Strongly Agree	44%	65%	50%
Agree	54%	24%	50%
Disagree or Disagree Strongly	2%	12%	0%

*The difference between the sites is statistically significant at .07 or less.

In summary, nearly all of the Berkshires residents felt that CSC participation led them to know and talk to more people than they used to, take better care of themselves and their health, and made them more likely to stay in their homes. They were the least likely to feel that CSC helped them leave their apartment more. All of the Edgewater respondents felt that their CSC participation led them to take better care of themselves and their health, and 94 percent felt that they knew and talked to more people than they used to because of their participation. All Sheridan residents felt that their participation in CSC was helping them to stay in their home and 92 percent felt it was helping them to take better care of themselves and their health. Both Edgewater and Sheridan respondents were the least likely to feel that CSC participation led them to volunteer more and feel more valued in their communities.

Because CSC at the two BRI sites focused heavily on case management (at Berkshires, staff say the program evolved into more of a social and volunteering program), BRI residents were asked supplemental questions on the follow-up forms about these services. When asked whether they felt that the in-home services offered by Senior Connections had contributed to their ability to stay in their home and live independently, all of the Sheridan Glen respondents and 82 percent of the Edgewater respondents either strongly agreed or agreed with that statement. Nearly all of the BRI respondents (93% from Edgewater and 100% from Sheridan) also felt that CSC did a good job of providing them with referrals and case management services (e.g., help with Medicaid and vision or dental assistance).

Overall quality of life. As shown in Table 25, there were statistically significant changes in how Edgewater Plaza and Sheridan Glen participants rated their overall quality of life before and after participation. For Edgewater, 79 percent said overall, their quality of life was either “very good” or “good” at intake. This increased to 85 percent at follow-up. For Sheridan respondents, those rating their lives as either “very good” or “good” increased from 71 percent at intake to 90 percent at follow-up. And, while 11 percent rated their overall quality of life as either “bad” or “very bad” at intake, none of the Sheridan respondents rated it as “bad” or “very bad” at follow-up.

At follow-up, fewer Berkshires residents rated their lives as “very good” or “good” (83%) than they did at intake (92%) and more rated their lives as “neither good nor bad.” These changes

are not, however, statistically significant. It is still important to note that Berkshires respondents are, on average, about 10 years older than their BRI counterparts. More time has also passed since Berkshires participations filled out their intake forms compared to when BRI respondents did their intakes—92 percent of Berkshires residents did intakes before September 2008 and all of the Brother intakes were done after this date. More to the point, since the intake forms were filled out, many Berkshires participants have come to manage less of their daily tasks independently. All of these factors may have helped contribute to the downward tick in these residents' overall quality of life.

Table 25. Participants' Rating of Their Overall Quality of Life Before and After Program Participation

	Berkshires (n=58)		Edgewater Plaza (n=20)		Sheridan Glen (n=28)	
	Pre-	Post-	Pre-	Post-	Pre-	Post-
Overall, how would you rate your quality of life?			*	*	*	*
Very good	46%	45%	37%	25%	19%	36%
Good	46%	38%	42%	60%	52%	54%
Neither good nor bad	7%	16%	21%	15%	19%	11%
Bad	2%	2%	0%	0%	4%	0%
Very bad	0%	0%	0%	0%	7%	0%

*The difference between the intakes and follow-ups is statistically significant at .05 or less.

Summary of Findings. Many of the pre- and post-participation comparisons showed positive changes for the respondents.

- Two-thirds of the residents at all three sites felt they had better access to preventive health care because of the Wellness Clinics and 83 percent at all three sites felt that their participation in CSC resulted in them having better access to health care services.
- More residents at Berkshires and Edgewater rated their health as excellent or good following program participation. There was a slight decrease in Sheridan residents who rated their health as excellent or good, but also a decrease in Sheridan residents rating their health as poor.
- Both Berkshires and Sheridan residents reported fewer feelings of social isolation following participation. These changes were statistically significant. There was also a statistically significant shift for Edgewater participants about how often they lack companionship—more reported rarely lacking companionship, and fewer reported almost always lacking companionship following participation.

- Sheridan Glen respondents reported speaking to their neighbors more frequently following participation in CSC.
- More Berkshires and Edgewater participants said they did their social activities with the help of a program or service in their community or complex. A greater percentage of Sheridan respondents said they managed their daily activities with the help of a program or service in their community or complex.
- Virtually all respondents (97%) at all three sites felt that they were taking better care of themselves and their health and that they were more likely to stay in their homes because of their participation in CSC.
- Nearly all of the BRI participants felt that the CSC in-home services were helping them to stay in their home and live independently (94%) and that CSC did a good job of providing referrals and case management services (98%).
- BRI respondents rated their overall quality of life higher following participation in CSC. And, while Berkshires respondents experienced a small, downward shift in their overall quality of life, they tended to be older and reported significant decreases in their ability to take care of themselves independently, factors which undoubtedly contributed to this change.

Although not all of the pre- and post-comparisons resulted in positive changes, many did. Given the age of the population served and the fact that many have a health issue that limits daily activities, it is impressive that CSC positively impacted their lives and attitudes in so many ways and underscores the importance of having NORCs at complexes or in buildings with large senior populations.

Discussion

Colorado Senior Connections was designed to help seniors achieve their maximum quality of life, independence, self-determination, and community engagement. JFS worked to accomplish this by:

- Providing a coordinated range of social activities, social services, and case management services at residents' apartment building or in their apartment complex;
- Utilizing partnerships with housing entities, health and social service providers, and community-based organizations;
- Promoting independence for seniors by engaging them before a crisis occurs and responding to their needs over time;
- Giving older adults the ability to play key roles in developing and operating the programs; and
- Reducing gaps and redundancies of service delivery.

Project staff and key staff from partner agencies all believe that CSC is successfully achieving these goals and, as a result, is positively impacting the lives of the participants. CSC also appears to be successfully and efficiently filling gaps in service. For example, the Wellness Clinic provides preventive health services that the seniors normally may not receive because they have difficulty getting to the doctor. Volunteers of American (VOA) classes teach seniors about healthy living and give seniors a social connection in addition to preventive health education. The St. Anthony's Passport Program helps seniors fill out and submit Medicare and prescription assistance applications, which simplifies the process for seniors who have difficulty dealing with multiple government agencies.

CSC also enjoys high levels of user participation and satisfaction among residents. This is particularly the case at Berkshires and Edgewater Plaza. While Sheridan Glen respondents were positive, they were somewhat less enthusiastic. The project coordinator and volunteer/activities coordinator who worked at the Brothers Redevelopment, Inc. (BRI) sites both reported having difficulty engaging the Sheridan Glen residents and getting them to participate in CSC, especially if it involved a contribution (e.g., bringing a salad to a potluck) or a nominal fee. One interviewee suggested that the unwillingness of Sheridan Glen residents to take ownership or responsibility of CSC may be due to the high incidence of chronic mental illness. Now that CSC has been on-site for nearly a year, participation is picking up. One possible reason for this is that it took CSC staff longer to build relationships and a level of trust with residents who experience a high incidence of chronic mental illness. In settings where there is a high level of mental illness, it might make sense to limit the services and activities that are offered to those that can be easily utilized and require little individual responsibility while the program is in the beginning phases; then, after it appears that trust and a sense of community is established, expand the programs and services based on the new needs and wants of the residents.

The physical set-up and location of a NORC site may also affect participation and resident reactions. As previously noted, Sheridan Glen had the most isolated physical arrangement. The two small common areas are situated so that they might be easily overlooked by residents making their way to the elevators. The building is situated on a site that requires residents to either have a car or take multiple buses to get to nearby shopping locations, which it seems would encourage residents to participate in activities when they are offered on-site; however, this appeared to not be the case. It may be possible that the lack of a centralized, heavily utilized common room and the physical isolation of the building discourage participation. Future research might focus to advantage on the relationship between physical location, the structure of space, and resident participation in NORC programs.

The evaluation results will be helpful to JFS as it undertakes any changes to existing programs. If CSC continues, Berkshires residents felt it was most important for the program to continue offering:

- The Wellness Clinic;
- Exercise and fitness classes;
- Information and referrals; and
- The Ride program.

Edgewater Plaza participants felt it is most important for CSC to continue offering the Wellness Clinic, special events and parties, VOA Steps to Healthy Aging, and information and referrals. For Sheridan Glen respondents, the most important programs were the Wellness Clinic, in-home services, exercise and fitness classes, and information and referrals.

Since the previous evaluation of Colorado Senior Connections (Griswold, *et. al.*, 2006), JFS has greatly expanded the range of available programs and has changed programs based on the interest of residents. The Men's Group, Intergenerational Volunteering, lunch club, and the "Are You Okay" phone tree are new programs at Berkshires. The Ride program to medical appointments evolved from an early effort that involved a JFS van that ran into difficulties because residents had trouble scheduling their appointments during the limited times the van was available.

After more than four years of experience with CSC, Berkshires' residents are taking control of the program and fitting it to their needs. The residents work directly with the fitness instructors who come on-site for classes, they help put together the newsletter and distribute it every month, and they organize and run their own clubs. Social activities and volunteering are popular parts of the program. A strong level of trust exists between residents and CSC staff, in part because staff played an instrumental role in smoothing out the transition when new property managers were retained.

The case management services provided by CSC staff have also become much more sophisticated since the last evaluation with the addition of the BRI sites. While JFS anticipated having to do some case management and referrals, it did not realize that so many of the residents lacked basic necessities like teeth, glasses, hearing aids, health care coverage, and wheelchairs. According to the CSC project director, "the individual needs [of the BRI residents] are huge." The situation is exacerbated because many of these residents are also estranged from their families. CSC helps keep seniors in their homes and living independently by being regularly on site, connecting the seniors to health care and other resources, offering in-home services, and providing support when people are released from the hospital and have other needs.

Moving forward, CSC staff have several plans for the future. New programs have been recently or will soon be implemented based on the needs of the residents, including:

- An emergency pet rescue program that provides a volunteer to care for a resident's pet if he or she has to go to the hospital.
- Vial for Life, which is a program that has residents get their picture taken and complete forms regarding emergency information, health care proxy, and a medical record card in case the resident is unable to communicate during an emergency. The resident places the forms on his or her refrigerator and puts a sticker on the front door to let medical personnel know that the forms are available.
- A chronic disease management class, offered by the Volunteers of America, that teaches residents how to manage their diseases and live with an improved quality of life.
- At Berkshires, CSC staff are collecting all of the participants' emergency contact information. This helps to get the seniors' families involved and will allow CSC staff to touch base with a person's family if they are concerned.
- The project coordinator recently completed a coaching training to learn how to ensure that seniors moving around within the health care system (e.g., from hospital to back home, hospital to physical therapy, or home to assisted living facility) have a smooth transition. The seniors write out their health goals, details about medication, and any other pertinent medical information that they would like someone caring for them to know.
- At Edgewater Plaza, CSC staff are interested in combining activities with the City of Edgewater. This would involve both bringing community members in to use the large multi-purpose room for more events and taking CSC members out into the community more.

JFS will also be able to share some of the lessons learned during Colorado Senior Connections as the program director works to establish a new Gay, Lesbian, Bisexual, Transgender (GLBT) NORC in a downtown Denver neighborhood.

Undoubtedly, interest in NORCs as an effective method to help the U.S. population age in place will only continue to increase. The ability of multiple organizations to join together, provide seniors with services that are specifically designed for their respective communities, and give seniors a voice in the process make NORCs a strong policy option. The challenge, of course, will be to find adequate and sustained funding for these programs.

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**Appendix A:
Sample Colorado Senior Connections
Monthly Newsletter**



Information: Vanessa (303) 597-5000 x824 or Celia (303) 597-5000 x368

THE SENIOR TIMES

Berkshires at Lowry

Volume 54

October 2009

PROGRAMS

Wellness Clinic

Every Thursday from 9:00-11:00 free CSC Office

Daily Walk-In Information and Referral Service

See Calendar for schedule

Massage Clinic

Fridays starting at 10:30 Call 303 946-9727 for appt

Chair Yoga

for 4 weeks \$20. or \$7 drop in fee Fridays 9-10:00am Ambassador Party Room

Seated Movement

Every Wednesday, 10:30am 4 weeks for \$14.00 or \$5.00 drop in fee Party Room

Water Aerobics

Tuesdays, Thursdays, and Fridays 8:00am in the Brighton Building Swimming Pool free

Arthritis Water Aerobics

M W F 8:30am \$14 for 4 classes or \$5 drop-in Diplomat Pool

Book Club FREE

Monday, Oct 19th 7:00pm

Scrabble Club

1:00 p.m. every Monday Brighton Party Room free

Men's Group

Tuesdays, Oct. 6th and 20th 11:00-12:30 in the Amb Party Room (UFN) free

Line Dancing

Oct 8th & 22nd at 10am \$5.00 Amb. Party Room

Book Mobile

Oct. 12th & 26th

Full of Life Series Continues

Wondering how your fixed income translates in this time of an uncertain and fluctuating economy? Join us as Eileen Doherty, Executive Director of Senior Answers, Inc., gives an informative session on senior finances, benefits and resources that may be helpful to you and your bottom line.



Tuesday, October 20th at 2pm

Ambassador Party Room

FREE!!!

RSVP to Celia or Vanessa—303-333-0823.

Full of Life Upcoming Events

November 19th—A Community of Culture. Let's come together and celebrate our differences and learn about the rich diversity in our community. Enjoy stories and taste dishes from around the globe during this time of giving thanks.



What You May Not Know About CSC

The Colorado Senior Connections Office provides many services and volunteer opportunities for our senior residents. What you may not know is that we have a full-time social worker on staff who can assist you by providing you with services tailored to meet your daily, short and/or long-term needs. These services consist of but are not limited to:

- ◆ Homemaker, in home help
- ◆ Individualized care plans
- ◆ Information and referral
- ◆ Counseling Services and much more

If you or someone you know can benefit from these services, please call Vanessa at 303-333-0823.

Berkshire Management Update

Residents sign up for Berkalow.com to receive info on UPS deliveries and general information.

Please call Berkshires management for any parking, lighting or maintenance issues @ 303-355-2315.



Resident Wine and Cheese

October 15, 2009

Brighton Theater Room

6:00 pm to 7:00 pm



Resident Coffee—To Be

Announced. Check Berkshires @ Lowry Newsletter for upcoming date in November.

Van Schedule

Berkshires at Lowry has a courtesy van that goes to several places. The schedule is as follows.

Library Mon. Oct. 14th & 28th 1:30pm

Target Tues. Oct. 20th 10:00am

Last Tuesday of the month Cherry Creek Mall 11:00am

Coming to Berkshires @ Lowry

Upgraded Luxury Bus Tours

Be sure to check your bulletin board for more details or call the CSC office at 303-333-0823

Exciting New Programs in the Works!

Coming this fall and winter, CSC is adding two new programs. The first is a spin-off from our successful Full of Life Series class "Cooking for One". Such a great time was had by all, that Terry Brandl will offer the class on a monthly basis, bringing new and exciting recipes to you! Watch your November newsletter for details. Also, check out page 4 of this newsletter to see the members who had a great time attending this class.

The next program will be spearheaded by your dedicated Building Reps. They will be implementing a "Helping Hands" roster in order to increase connections within each individual building. This will give members the opportunity to have names and numbers of building mates on hand to call during times of need. It will also expand social opportunities and connections to one another.

Please call Celia or Vanessa at 303-333-0823 with any questions or feedback regarding these programs.

Lunch Club is Back!

Lunch Club returns after a short summer hiatus. Please plan to join us on Thursday, October 15 @ 11:00 in the Ambassador Party Room.

Come see old friends, meet new friends and enjoy a lunch catered by Terry Brandl.

The Menu for this day is:

Chicken Pot Pie, Mashed Potatoes, Veggies and Dessert



Don't Forget to RSVP to Marlene Broadstreet @ 303-3882116.

We look forward to seeing you!!!

Club Connections

Feel free to call the residents below for more information about any of these activities.

Call Vanessa at 303 597-5000 ext 824 if you have an idea for a club that you would like to start.

Pinochle Club

Charlie Watson 303 320-1711

Lunch Club

Marlene Broadstreet
303-388-2116

Scrabble Club

Nancy Zook 303 322-4899

Book Club

Marion Frolich 303 333-2959

Democratic Co-captain

Sheila Lehrburger
303 270-0024

Game Playing Club

Hilaria Huff
720 941-0751

Men's Group

Charlie Watson (303) 320-1711

Advisory Council Meeting

Everyone welcome to discuss CSC programming and hear updates from Mary Brown.

**Date: Tuesday,
October 13 at 1:00 p.m.**

**Ambassador Party
Room**

Birthdays

Kitty Comstock 10/15

Patricia Davidson 10/12

Rosyne Gardensworth 10/1

Ida Goldberger 10/6

Ben Goldstein 10/4

David Justman 10/14

Estelle Klubock 10/9

Lorraine Leonard 10/23

Edith Prostkoff 10/18

Margaret Richman 10/29

Eric Teitz 10/16

Evelyn Vasiloff 10/29



Book Club

Monday, October 19th @ 7:00

Where: Brighton 711

Book: The Road From Coorain

Author: Jill Ker-Conway

Is it a romance, a story of material success, an odyssey, a spiritual or intellectual quest or the story of conflict between mother and daughter?

For more info, call Marion 303-333-2959



Afternoon at the Movies

From Here to Eternity

This film won eight Academy Awards out of 13 nominations. Opening to rave reviews, *From Here to Eternity* proved to be an instant smash with critics and the public alike. Come enjoy this 1953 outstanding motion picture.

Brighton Movie RoomFREE!

DATE: Friday, Oct 23rd at 1pm

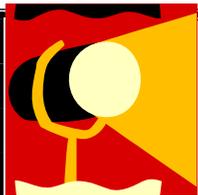
Men's Group

If you have not attended one of the popular Men's Group discussions, you are missing out on a great opportunity to be informed about Men Only Issues!

**Tuesdays, October 6th & 20th
11:00am –Amb Party Room (UFN)**

**Call Charlie Watson at
303 320-1711 for more info**





Colorado Senior Connections Programs Highlighted at National Conference

The National Home and Community Based Services Conference was held at the Colorado Convention Center from September 20-23. JFS was asked to attend and present on their Naturally Occurring Retirement Community models (better known as the Colorado Senior Connections programs). Cathy Grimm, Alison Joucovsky and Celia Gruzalski spoke to professionals from around the country to share their experience and expertise on these programs. The presentation was well received and the audience was keen to learn more about implementing these innovative programs in their own states. Our members and volunteers play such a huge part in supporting and delivering these services. Thank you for all of your continued support; it allows us to continue to grow and share in many directions!



Mangia!

A group of Senior Connections members enjoyed their creations from the Cooking for One class as part of the Full of Life Series. Terry Brandl, our Lunch Club caterer, shared recipes for freeze and eat ideas in individual portions using a muffin tin. If you are interested in any of the recipes, please stop by the CSC office.

Personal Service Connections Corner

Vanessa can also help you in finding:

- ◆ In home hair services
- ◆ Manicures
- ◆ Pedicures and Reflexology
- ◆ Massage
- ◆ Acupuncture
- ◆ Catering
- ◆ Alterations
- ◆ Handyman Services
- ◆ In home physician visits

Need info about Colorado Senior Connections, ? Call Vanessa or Celia at 303-333-0823.

Social Service Connections Corner

Please remember Vanessa can assist you in any of the following services....call 303-597-5000x 824.

- ◆ Meals on Wheels/Meals
- ◆ Personal care assistance
- ◆ Homemaker Services on a sliding fee scale
- ◆ Mental health services on a sliding fee scale
- ◆ Volunteer Opportunities
- ◆ Community Resources
- ◆ Completion of the 5 Wishes packet
- ◆ Food resources
- ◆ Bill organization assistance
- ◆ Vision Impairment resources
- ◆ Financial assistance
- ◆ General Questions and Answers
- ◆ Housing option information
- ◆ Free Weekly Wellness Clinic with an RN
- ◆ Transportation Needs

Colorado Senior Connections October 2009

Call Vanessa or Celia at 303 597-5000 or 303 333-0823 for more information

<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Saturday</i>
<u>ROOM KEY CODE</u> TR– Ambassador Teen Room PH– Ambassador Penthouse				1 8:00 Water Aerobics DP 9-11 Wellness Clinic SO	2 8:00 Water Aerobics DP 8:30 Arthritis Water Aerobics BP	
<u>Room Key Code Continued</u> PR– Ambassador Party Room SO– Senior Connections Office	5 8:30 Arthritis Water Aerobics BP 12:30 Drop-In Bridge PH 1:00 Scrabble Club	6 8:00 Water Aerobics DP 10:00 Target 11:00 Men’s Group	7 8:30 Arthritis Water Aerobics BP 9:30 Van to Grocery Store 10:30 Seated	8 8:00 Water Aerobics DP 9-11 Wellness Clinic SO 10:00 Line Dancing	9 8:00 Water Aerobics DP 8:30 Arthritis Water Aerobics BP	
<u>Information and Referral</u> Vanessa: Monday 8:30-1:00	12 8:30 Arthritis Water Aerobics BP 10:30-11:30 Book Mobile AMB Bldg 12:30 Drop-In Bridge	13 8:00 Water Aerobics DP 1:00 Advisory Council	14 8:30 Arthritis Water Aerobics BP 9:30 Van to Grocery Store 10:30 Seated	15 8:00 Water Aerobics DP 9-11 Wellness Clinic SO BMR	16 8:00 Water Aerobics DP 8:30 Arthritis Water Aerobics BP 9:00 Chair YOGA	
	19 8:30 Arthritis Water Aerobics BP 12:30 Drop-In Bridge PH 1:00 Scrabble Club	20 8:00 Water Aerobics DP 10:00 Target 1:00 Men’s Group	21 8:30 Arthritis Water Aerobics BP 9:30 Van to Grocery Store 10:30 Seated	22 8:00 Water Aerobics DP 9-11 Wellness Clinic SO 10:00 Line Dancing	23 8:00 Water Aerobics DP 8:30 Arthritis Water Aerobics BP 9:00 Chair YOGA	
	26 8:30 Arthritis Water Aerobics BP 10:30-11:30 Book Mobile AMB Bldg 12:30 Drop-In Bridge PR	27 8:00 Water Aerobics DP 11:00 Cherry Creek Mall	28 8:30 Arthritis Water Aerobics BP 9:30 Van to Grocery Store 10:30 Seated Movement PR	29 8:00 Water Aerobics DP 9-11 Wellness Clinic SO	30 8:00 Water Aerobics DP 8:30 Arthritis Water Aerobics BP 9:00 Chair YOGA PR	

Appendix B: Needs Assessment Surveys



Jewish Family Service

Improving lives. Rebuilding hope.

Tell us what services you would like to see offered at Sheridan Glen!

Colorado Senior Connections is working on a project to make life at Sheridan Glen even more enjoyable for residents.

Would you be interested in participating in the following services or programs at your place of residence, if offered?

	Yes	No
A chance to volunteer in your community, using your skills to teach classes, organize a club, or help others in your community	<input type="checkbox"/>	<input type="checkbox"/>
Someone to help with house cleaning and laundry	<input type="checkbox"/>	<input type="checkbox"/>
Personal Care Services (help with meals, showering, housekeeping, etc..)	<input type="checkbox"/>	<input type="checkbox"/>
Buddy Checks (someone to check on you daily to make sure you are okay)	<input type="checkbox"/>	<input type="checkbox"/>
Better access to community resources and services	<input type="checkbox"/>	<input type="checkbox"/>
Foot clinic	<input type="checkbox"/>	<input type="checkbox"/>
Care management, i.e. someone to help navigate the health care system, advocate for your care with health providers, assist with finding you the help you may need to stay in your home.	<input type="checkbox"/>	<input type="checkbox"/>
Weekly walk-in/drop-in Wellness Clinic (A nurse to check blood pressure, blood sugar levels, answer questions, monitor medical conditions, set up medication boxes etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Counseling and support groups (grief, care giving, memory loss, aging, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Social activities: Pot luck lunches, dances, etc.	<input type="checkbox"/>	<input type="checkbox"/>
Holiday events and celebrations	<input type="checkbox"/>	<input type="checkbox"/>
A volunteer to help with companionship, grocery shopping, small tasks around the house.	<input type="checkbox"/>	<input type="checkbox"/>
Speakers bureau of community providers, i.e local police, medical providers, fire dept. dieticians, political/community leaders	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for your help!



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	Yes	No
Book clubs, Bingo, current events	<input type="checkbox"/>	<input type="checkbox"/>
Day trips to local attractions	<input type="checkbox"/>	<input type="checkbox"/>
Transportation assistance for errands (library, shopping, bank, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Transportation assistance for medical appointments	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
On-site programs and classes:		
Exercise (aerobics, yoga, tai chi, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Available Community Assistance (dental, vision, Medicare/Medicaid, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Arts	<input type="checkbox"/>	<input type="checkbox"/>
Current Events	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition and Wellness	<input type="checkbox"/>	<input type="checkbox"/>
Other (what? _____)	<input type="checkbox"/>	<input type="checkbox"/>

If you would like more information, would be interested in volunteering, could use a home maker or Personal Care Assistance, please provide us with your name, apartment number, and phone number so we can contact you:

Name: _____

Apartment number: _____

Phone number: _____

Thank you for your help!



Jewish Family Service

Improving lives. Rebuilding hope.

Tell us what services you would like to see offered at Edgewater Plaza!

Colorado Senior Connections is working on a project to make life at Edgewater Plaza even more enjoyable for residents.

Would you be interested in participating in the following services or programs at your place of residence, if offered?

	Yes	No
A chance to volunteer in your community, using your skills to teach classes, organize a club, or help others in your community	<input type="checkbox"/>	<input type="checkbox"/>
Someone to help with house cleaning and laundry	<input type="checkbox"/>	<input type="checkbox"/>
Personal Care Services (help with meals, showering, housekeeping, etc..)	<input type="checkbox"/>	<input type="checkbox"/>
Buddy Checks (someone to check on you daily to make sure you are okay)	<input type="checkbox"/>	<input type="checkbox"/>
Better access to community resources and services	<input type="checkbox"/>	<input type="checkbox"/>
Foot clinic	<input type="checkbox"/>	<input type="checkbox"/>
Care management, i.e. someone to help navigate the health care system, advocate for your care with health providers, assist with finding you the help you may need to stay in your home.	<input type="checkbox"/>	<input type="checkbox"/>
Weekly walk-in/drop-in Wellness Clinic (A nurse to check blood pressure, blood sugar levels, answer questions, monitor medical conditions, set up medication boxes etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Counseling and support groups (grief, care giving, memory loss, aging, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Social activities: Pot luck lunches, dances, etc.	<input type="checkbox"/>	<input type="checkbox"/>
Holiday events and celebrations	<input type="checkbox"/>	<input type="checkbox"/>
A volunteer to help with companionship, grocery shopping, small tasks around the house.	<input type="checkbox"/>	<input type="checkbox"/>
Speakers bureau of community providers, i.e local police, medical providers, fire dept. dieticians, political/community leaders	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for your help!



Jewish Family Service

Improving lives. Rebuilding hope.

	Yes	No
Book clubs, Bingo, current events	<input type="checkbox"/>	<input type="checkbox"/>
Day trips to local attractions	<input type="checkbox"/>	<input type="checkbox"/>
Transportation assistance for errands (library, shopping, bank, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Transportation assistance for medical appointments	<input type="checkbox"/>	<input type="checkbox"/>
A chance for you to volunteer by teaching classes, running clubs and helping others in the community or at your place of residence	<input type="checkbox"/>	<input type="checkbox"/>
On-site programs and classes:		
Exercise (aerobics, yoga, tai chi, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Available Community Assistance (dental, vision, Medicare/Medicaid, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Arts	<input type="checkbox"/>	<input type="checkbox"/>
Current Events	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition and Wellness	<input type="checkbox"/>	<input type="checkbox"/>
Other (what? _____)	<input type="checkbox"/>	<input type="checkbox"/>

If you are interested in serving on an Advisory Council, please provide us with your name, apartment number, and phone number:

Name: _____

Apartment number: _____

Phone number: _____

Thank you for your help!

Appendix C:
CSC Intake/Client Registration Forms



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Colorado Senior Connections At Berkshires

Client Registration Form

(Confidential—For Research Purposes Only)

Registration Date: _____

Your name: _____

Apartment number: _____

Building name: _____

Phone number: _____

Gender: Male Female

Date of birth: _____

Marital Status: Widowed Divorced Married Single, never married

Number of people in your household: _____

Do you provide care for someone a regular basis?

Yes No

Does someone provide care for you on a regular basis?

Yes No

Race/ethnicity:

White

African-American

Hispanic/Latino

Asian

Other

Were you born in the United States? Yes No

Highest degree: College or more High school GED None

Number of years you have lived at Berkshires: _____

Health Indicators

Is your health: Excellent Good Fair Poor

Do you have one person you think of as your personal doctor or health care provider? _____

How many times in the past 12 months have you visited this provider because you needed medical care or advice? _____

During the past 12 months, how many times have you used a hospital emergency room? _____

How many days per week do you usually exercise for at least 20 minutes? _____

Has a doctor ever diagnosed you with a disease such as diabetes, high blood pressure, heart disease, arthritis, or osteoporosis that requires treatment? _____

If so, how well do you believe this disease is being managed/treated?

Very well Well Not very well Not at all



Jewish Family Service

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During the past month, for about how many days did poor physical or mental health keep you from doing your usual daily activities? _____ days

Social Wellness

How often do you feel that you lack companionship?

Rarely Sometimes Almost always

How often do you feel isolated from others?

Rarely Sometimes Almost always

Which best describes how often you see or speak with the following people?

	Every day	Every week	Every month	Every few months	Less than every few months
Family	<input type="checkbox"/>				
Neighbors at Berkshires	<input type="checkbox"/>				
Friends who do not live at Berkshires	<input type="checkbox"/>				
Volunteer in your community	<input type="checkbox"/>				

How do you manage the following activities?

	Myself	Family/Friends Help Me	Program/Service At Berkshires	Program/Service In Community
Prepare meals, housekeeping, bathing and dressing, medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall, how do you rate your quality of life?

Very Good Good Neither good nor bad Bad Very Bad

Have you ever not gone to the doctor or filled a prescription due to the cost of the service? _____

If so, about how often does this occur? Rarely Sometimes Almost always

Would you say you are comfortable financially? Yes Somewhat No

What do you think your household's total income before taxes was for 2007? Please include money from all sources for all persons living in your household. Remember, this is a totally confidential survey. The information will only be reported in an anonymous group form. Please stop me when I reach the appropriate range.

- Less than \$10,000
- \$10,000 to less than \$20,000
- \$20,000 to less than \$30,000
- \$30,000 to less than \$40,000
- \$40,000 to less than \$50,000
- \$50,000 to less than \$75,000
- \$75,000 or more



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Colorado Senior Connections At Sheridan Glen

Client Registration Form

(Confidential—For Research Purposes Only)

Registration Date: _____

Your name: _____

Apartment number: _____

Building name: _____

Phone number: _____

Gender: Male Female

Date of birth: _____

Marital Status: Widowed Divorced Married Single, never married

Number of people in your household: _____

Do you provide care for someone a regular basis?

Yes No

Does someone provide care for you on a regular basis?

Yes No

Race/ethnicity:

White

African-American

Hispanic/Latino

Asian

Other

Were you born in the United States? Yes No

Highest degree: College or more High school GED None

Number of years you have lived at Brothers _____

Health Indicators

Is your health: Excellent Good Fair Poor

Do you have one person you think of as your personal doctor or health care provider? _____

How many times in the past 12 months have you visited this provider because you needed medical care or advice? _____

During the past 12 months, how many times have you used a hospital emergency room? _____

How many days per week do you usually exercise for at least 20 minutes? _____

Has a doctor ever diagnosed you with a disease such as diabetes, high blood pressure, heart disease, arthritis, or osteoporosis that requires treatment? _____

If so, how well do you believe this disease is being managed/treated?

Very well Well Not very well Not at all



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During the past month, for about how many days did poor physical or mental health keep you from doing your usual daily activities? _____ days

Social Wellness

How often do you feel that you lack companionship?

Rarely Sometimes Almost always

How often do you feel isolated from others?

Rarely Sometimes Almost always

Which best describes how often you see or speak with the following people?

	Every day	Every week	Every month	Every few months	Less than every few months
Family	<input type="checkbox"/>				
Neighbors at Brothers	<input type="checkbox"/>				
Friends who do not live at Brothers	<input type="checkbox"/>				
Volunteer in your community	<input type="checkbox"/>				

How do you manage the following activities?

	Myself	Family/Friends Help Me	Program/Service At Brothers	Program/Service In Community
Prepare meals, housekeeping, bathing and dressing, medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall, how do you rate your quality of life?

Very Good Good Neither good nor bad Bad Very Bad

Have you ever not gone to the doctor or filled a prescription due to the cost of the service? _____

If so, about how often does this occur? Rarely Sometimes Almost always

Would you say you are comfortable financially? Yes Somewhat No

What do you think your household's total income before taxes was for 2007? Please include money from all sources for all persons living in your household. Remember, this is a confidential survey. The information will only be reported in an anonymous group form.

- Less than \$10,000
- \$10,000 to less than \$20,000
- \$20,000 to less than \$30,000
- \$30,000 to less than \$40,000
- \$40,000 to less than \$50,000
- \$50,000 to less than \$75,000
- \$75,000 or more



Jewish Family Service

Improving lives. Rebuilding hope.

Colorado Senior Connections At Edgewater Plaza

Client Registration Form

(Confidential—For Research Purposes Only)

Registration Date: _____

Your name: _____

Apartment number: _____

Building name: _____

Phone number: _____

Gender: Male Female

Date of birth: _____

Marital Status: Widowed Divorced Married Single, never married

Number of people in your household: _____

Do you provide care for someone a regular basis?

Yes No

Does someone provide care for you on a regular basis?

Yes No

Race/ethnicity:

White

African-American

Hispanic/Latino

Asian

Other

Were you born in the United States? Yes No

Highest degree: College or more High school GED None

Number of years you have lived at Brothers _____

Health Indicators

Is your health: Excellent Good Fair Poor

Do you have one person you think of as your personal doctor or health care provider? _____

How many times in the past 12 months have you visited this provider because you needed medical care or advice? _____

During the past 12 months, how many times have you used a hospital emergency room? _____

How many days per week do you usually exercise for at least 20 minutes? _____

Has a doctor ever diagnosed you with a disease such as diabetes, high blood pressure, heart disease, arthritis, or osteoporosis that requires treatment? _____

If so, how well do you believe this disease is being managed/treated?

Very well Well Not very well Not at all



Jewish Family Service

Improving lives. Rebuilding hope.

During the past month, for about how many days did poor physical or mental health keep you from doing your usual daily activities? _____ days

Social Wellness

How often do you feel that you lack companionship?

Rarely Sometimes Almost always

How often do you feel isolated from others?

Rarely Sometimes Almost always

Which best describes how often you see or speak with the following people?

	Every day	Every week	Every month	Every few months	Less than every few months
Family	<input type="checkbox"/>				
Neighbors at Brothers	<input type="checkbox"/>				
Friends who do not live at Brothers	<input type="checkbox"/>				
Volunteer in your community	<input type="checkbox"/>				

How do you manage the following activities?

	Myself	Family/Friends Help Me	Program/Service At Brothers	Program/Service In Community
Prepare meals, housekeeping, bathing and dressing, medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall, how do you rate your quality of life?

Very Good Good Neither good nor bad Bad Very Bad

Have you ever not gone to the doctor or filled a prescription due to the cost of the service? _____

If so, about how often does this occur? Rarely Sometimes Almost always

Would you say you are comfortable financially? Yes Somewhat No

What do you think your household's total income before taxes was for 2007? Please include money from all sources for all persons living in your household. Remember, this is a confidential survey. The information will only be reported in an anonymous group form.

- Less than \$10,000
- \$10,000 to less than \$20,000
- \$20,000 to less than \$30,000
- \$30,000 to less than \$40,000
- \$40,000 to less than \$50,000
- \$50,000 to less than \$75,000
- \$75,000 or more

Appendix D:
CSC Client Follow-Up Forms



Senior Connections
Berkshires Resident Information
Client Follow Up Form
(Confidential—For Research Purposes Only)

Your name
Apartment number Building name
Date

During the past few years, Senior Connections provided some programs and services at Berkshires. Did you take part in any of the following? If you did, what did you think of it?

Table with 2 main columns: 'Did you do this?' and 'How would you rate it?'. Rows include: Use the Wellness Clinic, Volunteer, Receive information or referrals, Use the Ride or take the van on social outings, Participate in the 'Are You Okay' program, Participate in any advisory council meetings, Use in-home services (PCA, Kosher Meals on Wheels, homemaker services), Participate in any other activities.

Table with 5 columns: 'How important do you think it is for Senior Connections to continue offering the following?', 'Very Important', 'Somewhat Important', 'Not Important', 'No Opinion'. Rows include: Exercise or fitness classes, Wellness Clinic, Information/referrals, Snacks & Facts, Lunch Club, Van for trips, tours, social outings, Project volunteer activities, Special events and parties, The Ride program to appointments, Men's Group, In-home services (PCA, Kosher Meals on Wheels, homemaker services), Homework Help/Story Time, Are You Okay Program.

Are there other programs or services you would like to see offered?

About how long have you been participating in the Senior Connections program?
Less than 6 months, 6 months to 1 year, 1 to 2 years, 3 to 4 years

As time went on, do you think your participation in Senior Connections programs and services increased, decreased, or stayed about the same?
Increased, Decreased, Stayed about the same



If you did not take part in any program, why not?

- Too busy with other things
- Not of interest to me
- Did not know about them
- Times they were held did not work for me
- Other _____

Because of your participation in the Senior Connections program, do you feel that you:	Strongly Agree	Agree	Disagree	Strongly Disagree
Know and talk to more people than you used to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more connected to your community and neighbors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leave your apartment more than you used to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in more social activities than you used to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have better access to health care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are taking better care of yourself and your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Know about and use more community services for older adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Know who to go to for assistance, information, or referrals about community resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer more in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more valued in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more independent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more likely to continue living at Berkshires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is your health: Excellent Good Fair Poor

Do you have any health problems that seriously limit your daily activities, such as problems walking, climbing stairs, seeing or hearing? Yes No

Do you feel that you have more access to preventive health care because of the Wellness Clinic? Yes No

Did you ever visit the Wellness Clinic and find out about a health issue you didn't know about? Yes No

Did you find it helpful to have the nurse at the Wellness Clinic explain your medications to you? Yes No

How often do you feel that you lack companionship? Rarely Sometimes Almost always

How often do you feel isolated from others? Rarely Sometimes Almost always

Overall, how do you rate your quality of life?

Very Good Good Neither good nor bad Bad Very Bad

Which best describes how often you see or speak with the following people?

	Every day	Every week	Every month	Every few months	Less than every few months
Family	<input type="checkbox"/>				
Neighbors at Berkshires	<input type="checkbox"/>				
Friends who do not live at Berkshires	<input type="checkbox"/>				

How do you manage the following activities?

	Myself	Family/Friends Help Me	Program/Service At Berkshires	Program/Service In Community
Prepare meals, housekeeping, bathing and dressing, medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Your name _____

Apartment number _____ Phone _____

Date _____

Over the past few months, Senior Connections provided some programs and services at Sheridan Glen. Did you take part in any of the following? If you did, what did you think of it?

Table with 3 columns: Activity, Did you do this?, How would you rate it? (Excellent, Good, Fair, Poor). Rows include: Use the Wellness Clinic, Volunteer, Receive information or referrals, Use in-home services (PCA or homemaker services), Participate in any community meetings, Participate in any other activities.

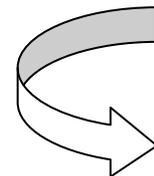
How important do you think it is for Senior Connections to continue offering the following?

Table with 2 columns: Program/Service, Importance (Very important, Somewhat important, Not important, No opinion). Rows include: Exercise or fitness classes, Wellness Clinic, Information/referrals, Project volunteer activities, In-Home Services, Potluck birthday events, Bingo, VOA Steps to Healthy Aging, Special events and parties.

Are there other programs or services you would like to see offered? _____

If you did not take part in any program, why not?

- Too busy with other things
Not of interest to me
Did not know about them
Times they were held did not work for me
Other _____



Don't forget page 2

Do you feel that the in-home services offered by Senior Connections (PCA and Homemaker Services) have contributed to your ability to stay in your home and live independently?

- Strongly Agree, Agree, Disagree, Strongly Disagree

Do you feel that Senior Connections did a good job of getting you connected to things you need, such as vision or dental assistance, help with a Medicaid application, in-home services, etc.?

- Strongly Agree, Agree, Disagree, Strongly Disagree

Because of your participation in the Senior Connections program, do you feel that you:	Strongly Agree	Agree	Disagree	Strongly Disagree
Know and talk to more people than you used to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more connected to your community and neighbors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leave your apartment more than you used to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in more social activities than you used to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have better access to health care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are taking better care of yourself and your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Know about and use more community services for older adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Know who to go to for assistance, information, or referrals about community resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer more in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more valued in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more independent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more likely to continue living at Sheridan Glen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is your health: Excellent Good Fair Poor

Do you have any health problems that seriously limit your daily activities, such as problems walking, climbing stairs, seeing or hearing? Yes No

Do you feel that you have more access to preventive health care because of the Wellness Clinic? Yes No

Did you ever visit the Wellness Clinic and find out about a health issue you didn't know about? Yes No

Did you find it helpful to have the nurse at the Wellness Clinic explain your medications to you? Yes No

How often do you feel that you lack companionship? Rarely Sometimes Almost always

How often do you feel isolated from others? Rarely Sometimes Almost always

Overall, how do you rate your quality of life?

Very Good Good Neither good nor bad Bad Very Bad

Which best describes how often you see or speak with the following people?

	Every day	Every week	Every month	Every few months	Less than every few months
Family	<input type="checkbox"/>				
Neighbors at Sheridan Glen	<input type="checkbox"/>				
Friends who don't live at Sheridan Glen	<input type="checkbox"/>				

How do you manage the following activities?

	Myself	Family/Friends Help Me	Program/Service At Sheridan Glen	Program/Service In Community
Prepare meals, housekeeping, bathing and dressing, medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Your name
Apartment number Phone
Date

Over the past few months, Senior Connections provided some programs and services at Edgewater Plaza. Did you take part in any of the following? If you did, what did you think of it?

Table with 3 columns: Activity, Did you do this?, How would you rate it? (Excellent, Good, Fair, Poor)

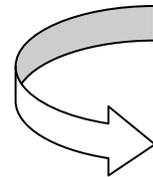
How important do you think it is for Senior Connections to continue offering the following?

Table with 2 columns: Program/Service, Importance (Very important, Somewhat important, Not important, No opinion)

Are there other programs or services you would like to see offered?

If you did not take part in any program, why not?

- Too busy with other things
Not of interest to me
Did not know about them
Times they were held did not work for me
Other



Don't forget page 2

Do you feel that the in-home services offered by Senior Connections (PCA and Homemaker Services) have contributed to your ability to stay in your home and live independently?

- Strongly Agree, Agree, Disagree, Strongly Disagree

Do you feel that Senior Connections did a good job of getting you connected to things you need, such as vision or dental assistance, help with a Medicaid application, etc.?

- Strongly Agree, Agree, Disagree, Strongly Disagree

Because of your participation in the Senior Connections program, do you feel that you:	Strongly Agree	Agree	Disagree	Strongly Disagree
Know and talk to more people than you used to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more connected to your community and neighbors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leave your apartment more than you used to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in more social activities than you used to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have better access to health care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are taking better care of yourself and your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Know about and use more community services for older adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Know who to go to for assistance, information, or referrals about community resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer more in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more valued in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more independent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are more likely to continue living at Edgewater Plaza	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is your health: Excellent Good Fair Poor

Do you have any health problems that seriously limit your daily activities, such as problems walking, climbing stairs, seeing or hearing? Yes No

Do you feel that you have more access to preventive health care because of the Wellness Clinic? Yes No

Did you ever visit the Wellness Clinic and find out about a health issue you didn't know about? Yes No

Did you find it helpful to have the nurse at the Wellness Clinic explain your medications to you? Yes No

How often do you feel that you lack companionship? Rarely Sometimes Almost always

How often do you feel isolated from others? Rarely Sometimes Almost always

Overall, how do you rate your quality of life?

Very Good Good Neither good nor bad Bad Very Bad

Which best describes how often you see or speak with the following people?

	Every day	Every week	Every month	Every few months	Less than every few months
Family	<input type="checkbox"/>				
Neighbors at Edgewater Plaza	<input type="checkbox"/>				
Friends who do not live at Edgewater	<input type="checkbox"/>				

How do you manage the following activities?

	Myself	Family/Friends Help Me	Program/Service At Edgewater Plaza	Program/Service In Community
Prepare meals, housekeeping, bathing and dressing, medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix E:
Detailed Description of CSC
Programs and Services

Are you Okay Program. The Are You Okay Program is a “phone tree” offered only at Berkshires. Volunteers are given a list of CSC members and they call the members once a month to check in and make sure they are okay.

The Ride Program. The ride program at Berkshires offers both a volunteer activity for some seniors and a service for others. Volunteers sign up and take other seniors who are unable to drive to medical and dental appointments. Each driver can choose what schedule they want to work—some are on-call, while others give rides a certain number of times per month—and are able to say how far they are willing to drive. Before a volunteer can begin, CSC staff perform a background check, driving record check, and verify insurance coverage.

Intergenerational Volunteering. Only offered at Berkshires, intergenerational volunteering gives seniors the opportunity to interact with the younger population. Volunteers can read stories, play games, and tutor children and teenagers. The seniors can choose to either work with children at Berkshires or go out into the larger community. For example, some go to area schools and the Colorado Coalition for the Homeless to read to children and GED tutoring.

Lunch Club and Snacks and Facts. The lunch club and Snacks and Facts is offered about once a month at Berkshires. Lunch club is first and requires a nominal fee (under \$10) and is followed by Snacks and Facts. Seniors who are interested in participating call a volunteer and RSVP. The volunteer contacts the Berkshires project manager, who then coordinates with the caterer and finds a speaker based on interest expressed by the seniors. Examples of topics include Medicare options and information on hearing.

Wellness Clinic. The Wellness Clinics began at Berkshires in 2005 and at the Brothers sites in October 2008. Three licensed nurses from the Dominican Sisters visit each of the sites one day a week for four hours. On average, each nurse visits with 25 to 30 patients every time they are at a site. The nurses check blood sugar levels; counsel residents on nutrition, healthy eating, and exercise; go over medications with seniors, including any side effects and the function of each medication; teach residents about the side effects of chemotherapy and ways to help alleviate side effects; provide emotional support to residents; perform a general medical assessment for residents without health care coverage; take blood pressure; and educate residents on correct use of oxygen tanks. The nurses also help seniors with questions to ask

their own doctors (e.g., requesting a generic prescription). Because the same nurse visits the same site week to week, the nurses get to know each patient and are able to detect changes in behavior and health and counsel the seniors on the changes or make any appropriate referrals.

Advisory Committee and Resident Council Meetings. The advisory and resident council meets once a month at each site and is open to all residents. The CSC staff at each site come up with the agenda and run the meetings, but are open to agenda items from residents. In fact, at Berkshires CSC staff are now trying to get the seniors to call ahead with agenda items so the topics can be decided ahead of time. These meetings involve residents in the project, increase their engagement with the community, and increase their feelings of ownership over the program. At the meetings, seniors discuss CSC, provide feedback on any new or existing programs, and plan special events. At the Berkshires resident council meetings, a representative of the complex management also attends to hear how management can improve relations with the seniors and help advertise CSC.

Special Events and Parties. Throughout the year, residents at all three sites enjoy on-site special events and parties. Some examples include Mother's Day tea, a Christmas tree decorating party, a funder's breakfast, an ice cream social, and a memorial potluck. These events receive great turnout and responses from the seniors.

In-home Services, such as homemaker services, personal care assistants, Kosher Meals on Wheels. At each site, some of the residents may qualify for a personal care assistant (PCA), homemaker assistance, or Kosher Meals on Wheels (KMOW). Homemaker help involves assistance with cleaning, while the PCA's work can range from cooking meals, taking the senior shopping, and helping to clean up. To apply for in-home services, a senior must meet with the project coordinator at his respective site. The coordinator does an intake to determine whether the senior qualifies. At Berkshires, about nine residents receive KMOW and eight receive either homemaker or PCA services. At the Brothers sites, there are 30 homemaker slots (a few residents have two slots) and 10 PCA slots. The homemaker helper comes for two hours every other week, while the PCA works with the senior for three and a half hours per week. These are vital parts of the CSC project, as many of the recipients of in-home services would find it difficult to stay in their homes without the extra assistance that these services provide.

Van to Social Outings and Field Trips. Several times each month, vans to different places are organized for the seniors. The events have included trips to area shopping malls, the Denver Botanic Gardens, concerts, plays, historical places, restaurants, a candy factory, an art museum, and to the movies.

Case Management and Referrals. At the Brothers sites, case management and referrals are the heart of CSC. Since CSC was implemented at Sheridan and Edgewater, the project manager has provided case management and referrals to over 80 individuals. Her work includes:

- Connecting residents with resources for teeth, glasses, and hearing aides;
- Finding dental assistance resources;
- Filling out medicare applications;
- Finding low-cost or free wheelchairs, walkers, and scooters;
- Connecting residents to food resources;
- Providing residents with referrals for pcas and homemaker services;
- Helping residents with forms, including low-income prescription assistance applications, old age pension forms, low-income insurance forms, and medicare reimbursement forms; and
- Providing other case management and referrals on a case-by-case basis.

At Berkshires, the project coordinator's case management and referrals are multifaceted. One aspect involves one-on-one visits with her homebound clients. She also has office hours where she:

- Helps clients with food resources and Meals on Wheels;
- Informs them of volunteer opportunities;
- Works with clients in completing their 5 Wishes package;
- Helps resolve any issues that the residents have with the Berkshires property management;
- Connects residents with community resources such as in-home physician services, bill assistance, handyman services, massages, mental health services, and vision impairment resources;
- Provides residents with referrals for pcas and homemaker services; and
- Provides other case management and referrals on a case by case basis.

Volunteer Activities and Resident Run Clubs. Colorado Senior Connections participants at all three sites are encouraged to start their own club to share a hobby or passion with others.

Appendix E: Detailed Descriptions of CSC Programs and Services

Resident run clubs include a Saturday morning coffee club, Bible study, book clubs, scrabble club, sewing club, knitting club, a walking club, and a cooking class taught by a resident volunteer. Some of the clubs, like the coffee club and cooking class, require a modest fee. Others are free to join and participate in. Depending on interest, the clubs meet either monthly or weekly. If a resident expresses interest in starting a club, the project and volunteer coordinators at the sites will help the resident by marketing the club in the monthly newsletter and posting fliers on bulletin boards. According to several interviewed residents who started special interest clubs, they take pride and ownership in the clubs they start, and enjoy having people to share their passions with.

Movie Showings. Movies are shown throughout the month at all three sites in a common room. Popcorn is served at the movie nights at Berkshires.

Men's Group. At Berkshires, the Men's Group takes place twice a month and is extremely popular with the men. The Men's Group at Sheridan and Edgewater began in June of 2009. Men are invited once a month to have coffee, donuts, and conversation about men's issues.

Exercise Classes. Various exercise classes are offered at the three CSC sites, including seated movement, water aerobics, arthritis water aerobics, chair yoga, line dancing, "stretch, tone, relax," and Sound Steps. Most of the classes are offered weekly, with the exception of the two water aerobics classes at Berkshires that are held three times a week. The classes at Berkshires require a fee that ranges from \$5 to \$7 for drop-ins and \$14 to \$20 for a four class package.

Sound Steps is a new program offered at the three sites. It is an evidence-based program modeled after an Administration on Aging program. In Sound Steps, seniors track either the number of steps they take or the amount of time they walk in their own, personal log. As their length of time or distance walked increases, participants receive prizes. Seniors can either walk with a Walking Group that meets two days a week or on their own.

Special Support Groups. Based on the needs of the residents, the social worker at the Brothers site offers special support groups. For example, she has offered a grief support group and a Five Wishes support group at each site.

Five Wishes was offered when CSC staff noticed that many of the residents had no living will. So, CSC staff organized a presentation and went through the Five Wishes packet with interested residents. Residents at all sites can also pick up a packet at any time from CSC staff, who will assist the seniors with filling out the Five Wishes.

Bingo. Bingo at Edgewater Plaza is a resident run activity that takes place one Saturday every month. The organizer of the game charges a nominal per card fee. In exchange for the fee, the residents receive a dinner (cooked by the senior organizer of the event and his personal care assistant) that varies every month and get to play bingo. The organizer receives various donations from Edgewater residents and sometimes purchases prizes with the fee to use as prizes.

At Sheridan Glen, bingo stopped being offered for a while when the building lost its bingo organizer. In August of 2009, however, the building got a new bingo organizer who had a launch party to welcome bingo back to the site. It will now be offered on a more regular basis.

Birthday Events. Every month at the two Brothers sites, the residents are invited to celebrate the people who have birthdays that month. At Sheridan Glen, the birthdays are celebrated in a brown bag lunch format. Each resident brings their own lunch that everyone eats together. Edgewater Plaza's birthday events are a potluck celebration. Everybody who attends brings food to share. Then, the attendees sing happy birthday and cake (purchased by JFS) is served. The Sheridan birthday events are not that well attended, with just about five residents coming to celebrate each month. Edgewater, on the other hand, gets about 20 residents every month at the birthday celebration.

VOA Steps to Healthy Aging. Steps to Healthy Aging is a nutrition and exercise course that was held at the Brothers sites. The program lasted 14 weeks and met for one hour twice a week. One day a week, the class is in a group discussion format and the participants learn about nutrition. The second day in the week includes the exercise component of the course, which is based on the Arthritis Foundation Exercise Program. VOA is also scheduling a Healthier Living class to help the Seniors manage any chronic conditions they may have.