



Promoting the **security, comfort, and independence** of Boulder County seniors since 1972

**2014**  
**ANNUAL REPORT**

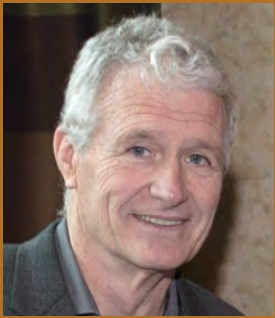


# A WARM WELCOME

## from Boulder County CareConnect



*Jan Berg,  
Board Chair*



*Jim Rianoshek  
Executive Director*

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Greetings,

Thank you for being a part of the Boulder County CareConnect community!

Imagine picking up the phone when you need help most and hearing a reassuring voice tell you that a trusted volunteer is on the way.

Boulder County CareConnect delivers this reality to elders in our community every day. We are trusted by seniors like Dorothy, a spry, but homebound, 86-years-young lady living on "The Hill" in Boulder. Over the years, our caring volunteers have helped Dorothy by delivering nutritious food and other groceries, escorting her to critical medical appointments, and installing grab bars that help keep her safe. Dorothy often tells us how grateful she is that BCCC is here for her. "I don't know what I would do without you," she tells our volunteers.

If our volunteers simply provided program services that make life easier for our clients, it might be enough.

However, our over 1,100 volunteers do much more. They alleviate isolation, connect the generations, and help support seniors who are aging in our neighborhoods.

Unfortunately, programs that help our senior neighbors are at risk. According to the Community Foundation serving Boulder County, our senior community will grow six times as fast as the overall county population over the next decade. This "silver tsunami" will challenge the network of services that help our most vulnerable older adults.

Here at Boulder County CareConnect, we are ready to take on this challenge. Thanks to 43 years of unwavering community support, our organization is stronger than ever. Together we will continue working to meet the increasing demand for decades to come.

Thank you for being a part of our mission to help seniors stay secure, comfortable, and independent. We look forward to building a better Boulder County where everyone can live and age well.

Jan Berg, Chair  
Board of Directors

Jim Rianoshek,  
Executive Director

Boulder County CareConnect believes that everyone deserves to live and age with dignity. Our volunteers provide safety net services for local seniors to help them stay safe and live more independently.

### 2014 Mission Snapshot

**1,140**

BCCC  
Volunteers

invested

**44,000**

Hours

serving

**8,363**

Program  
Participants

for a  
total  
value of

**\$1,015,080**

Source: [www.independentsector.org](http://www.independentsector.org)

## Volunteer-powered since 1972

Since its origin in 1972 as the local RSVP (Retired and Senior Volunteer Program) station, volunteers have been at the heart of Boulder County CareConnect (BCCC). As services have grown to meet the changing needs of seniors, so has the volunteer program. Today, BCCC's volunteer community is one of the largest in Boulder County.

"Our volunteer program is unique because we offer such a wide range of meaningful opportunities that appeal to almost anyone, regardless of skill level, age, or schedule," explains Carol Thompson, BCCC volunteer manager.



Volunteers can work directly with seniors or in other program support positions. Some people volunteer for one day; others sign on for years. Volunteers are always needed and welcome, and BCCC is always recruiting.



"We have projects and positions that are perfect for individuals, families, or groups," says Carol. "It's easy to volunteer with Boulder County CareConnect!"

Photos:

(left) Wendell Schuler recently celebrated his 80th birthday and 17th year volunteering with BCCC's Fix-It program. He was also honored with The President's Lifetime Achievement Award for over 40,000 hours of volunteering.

(above) Young YardBusters volunteers plant flowers to beautify a BCCC client's home.

# SAFETY NET

programs



## Carry-Out Caravan Numbers 2014

240

Clients

4,110

Jobs Completed



## Client Surveys

86%

86 percent of respondents stated that Carry-Out Caravan services improve their ability to get enough food to eat.

100%

100 percent of respondents stated that they value their contact with the volunteers who deliver their groceries.

Alleviating Isolation

## Carry-Out Caravan

*alleviating isolation in the senior community*

"We often sit down and have a little chat. And that's nice because I'm so isolated up here."

### Ralph, Carry-Out Caravan client

Many of our clients experience isolation because they don't live close to family and friends who can assist in their time of need. Some, however, are homebound in locations remote enough that Boulder County CareConnect is often the only interaction they'll have all week.

Ralph, a Carry-Out Caravan client, lives in the Boulder foothills around half an hour outside of town. The twisting, often unpaved roads leading to his home are so challenging that when Ralph had a heart attack several years ago, the hospital sent a helicopter crew to get him rather than risk the extra time an ambulance would need.



As Ralph has lost the ability to drive, he has obviously run into difficulties staying in his home of 25 years. His wife passed away several years ago, and his daughter lives hours away. Fortunately, Carry-Out Caravan is there every week to shop for and deliver his groceries and provide him with companionship.

Ralph's volunteer makes the hour-long trip every week on top of his other deliveries, and still takes extra time out to spend with Ralph and makes sure he's not too lonely.

"We often sit down and have a little chat. And that's nice because I'm so isolated up here," says Ralph.

Above photo: Ralph and his sidekick, Coco.  
(Photo by Eli Richman)



# Medical Mobility

connecting volunteers with seniors in need

"The benefit that the volunteer gets back is just immeasurable because you feel worthwhile and the clients are so appreciative of what we're doing for them."

## Juanita & Susan, Medical Mobility

When members of the community volunteer their time with Medical Mobility, they're giving clients far more than a simple ride to the doctor.



Juanita enrolled in Medical Mobility, BCCC's volunteer-escorted medical ride service, because she needed to make bi-weekly doctors' appointments and had neither a regular means of transportation nor family in the area to assist her. Juanita relies on a cane or metal walker and sometimes needs assistance from others when walking outside or getting into a car.

With Medical Mobility, volunteer driver Susan picks Juanita up every week, takes her to her appointments, waits to take her home, and provides companionship throughout the day.

"To have someone to sit down and have good conversation with, it means a lot," says Juanita. In fact, the two have become so close that they often plan other activities, like concerts, to attend together.

Susan also values the time spent with Juanita. "The benefit that the volunteer gets back is just immeasurable because you feel worthwhile and the clients are so appreciative of what we're doing for them," she says.

For many clients, the visit from a BCCC volunteer is the only social interaction they will have that day. The ability to receive a critical service and form a lasting friendship improves the lives of both seniors and volunteers.

Above photo: Susan (left) and Juanita out on the town.  
(Photo by Yvonne Fromm)

The Medical Mobility program is provided in partnership with Via.

## Medical Mobility Numbers 2014

219

Clients

3,946

Rides Given



## Client Surveys

92%  
92 percent of respondents stated that because of Medical Mobility services they have less emotional or physical stress.

91%  
91 percent of respondents said they prefer to use a volunteer service like Medical Mobility over other transportation options in their community.



# SAFETY NET

programs (continued)



## Fix-It

### Numbers 2014

Includes IceBusters and YardBusters programs

**673**

Clients

**2,972**

Jobs Completed



## Client Surveys 2014

**93%**

93 percent of respondents stated that Fix-It services allow them to age in the location of their choice.

**100%**

100 percent of respondents stated the installation of grab bars in their home decreased their fear of falling.

## Fix-It Program

*Supporting seniors who are aging in place*

"I was asking myself today if I would ever be able to afford an assisted living situation or senior living. I don't think I would."

### Wendy, Fix-It client

On the day that Wendy left her job to go on disability and retire, she never thought she would be able to live in her own home. After being forced to move constantly as a renter for years, she finally attained Section 8 status in Boulder and became a homeowner for the first time in her life. Her new apartment needed work, however, and Wendy had no knowledge of home repair, low physical ability to work on the place, no family in the area to help, and practically no money to spend repairing it.



"I had saved money for the home, but upkeep and repairs can get very expensive," Wendy says. "I usually don't have money for that on my very limited income."

Fortunately, Wendy found Boulder County CareConnect. Since 2012, Fix-It volunteers have helped make her home safer and more comfortable by installing an air conditioner, placing a grab bar in the shower, and changing smoke detector batteries and locks on doors. All of these repairs were made at no cost to Wendy.

Wendy says she plans to stay in her home forever. "I was asking myself today if I would ever be able to afford an assisted living situation or senior living. I don't think I would," Wendy explains. "The security I feel here is like sunshine after the rain. Boulder County CareConnect helped me maintain my independence and gave me hope when I had nobody."

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*Photo above: Wendy in her home.*

# YardBusters | IceBusters

*Connecting the generations*

*“We love their energy. I think that’s one of the things that we enjoy the most through Boulder County CareConnect...”*

## George & Lon, YardBusters + IceBusters clients

When Lon and George began living together in 2007, it was the beginning of an era for them. However, it was not certain that the house George had called home for years would work for much longer.



George began to experience muscular dystrophy symptoms, severely hampering his physical ability. Meanwhile, Lon had to undergo procedures for pre-cancerous ailments, putting stress on his energy level and finances.

Consequently, home upkeep became a serious challenge as tasks like shoveling snow and weeding became both physically demanding and created falling hazards. “To me, when I trip, it’s major, so I really have to watch out,” explains George. Furthermore, if the couple doesn’t

clear their property of snow in the winter and weeds in the summer, the city could cite them, or the mobile home park in which they live could evict them.

George and Lon are grateful for the help they receive from Boulder County CareConnect. Every winter, an IceBusters volunteer comes to their home to shovel the walk whenever it snows. And once spring arrives, groups of University of Colorado or high school students clear overgrowth when it gets too hazardous. George and Lon greatly value their interactions with people of a different generation.

“It’s amazing for us!” says George. “We love their energy. I think that’s one of the things that we enjoy the most through Boulder County CareConnect – the energy of the volunteers and their interest, their willingness to just talk and ask questions.”

George credits BCCC with their continued ability to stay in their home. “I was almost ready to go into a place a couple years ago. I think for at least the past two years, BCCC has helped us stay here. We want to stay in our own place for as long as we can,” he says.



*Photo on left: Lon (left) and George speak at BCCC’s Celebrating the Ages luncheon.*

*Photo on right: University of Colorado volunteers help George and Lon as part of the YardBusters program. George and Lon are third and fourth from left, respectively.*



# additional SERVICES



## MLK Day 2014

AmeriCorps VISTA members have been an important part of supporting Boulder County CareConnect programs through the years. As part of Martin Luther King Jr. Day, the VISTAs serving at BCCC also organized a community service day to help victims of the 2013 Boulder County floods. The VISTAs recruited and spent the day with over 70 volunteers clearing flood debris near the Town of Lyons.



## RSVP 55+ Volunteers

BCCC has been the RSVP (Retired and Senior Volunteer Program) station in Boulder County since 1972. Operating under the Corporation for National and Community Service and Senior Corps, RSVP is one of the largest networks for volunteers ages 55 and over. In 2014, BCCC matched these older adult volunteers with 42 nonprofit organizations throughout the county.



## Disaster Preparedness

The floods of 2013 were devastating, destroying the former BCCC office and displacing or endangering hundreds of clients. To ensure that BCCC clients always have a contingency plan in the future, volunteers produced and distributed 683 disaster preparedness "Grab & Go" kits to local seniors.



Filled with food, emergency space blankets, first aid kits, flashlights, and other necessities, the kit was part of the three disaster preparedness steps recommended by the Red Cross: 1) Have a plan, 2) Be prepared, 3) Get a kit.

## File of Life Packets

*File of Life* medical information packets, produced by BCCC, provide an important safety tool for emergency responders who assist seniors in critical situations. Placed by the elder on a refrigerator or attached to a car visor, the packets include vital information about the senior and their medical history. Boulder County CareConnect distributed over 6,900 *File of Life* packets to local seniors in 2014.

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*Photo above: BCCC disaster relief coordinator, Regis Lindsay (back row) and Mayor John O'Brien (second from right), distribute "Grab & Go" disaster preparedness kits to Lyons residents.*



# FINANCIAL POSITION

As of December 31, 2014 (audited)

## REVENUE

Private grants.....	200,840
State and local government .....	174,438
Individual and corporate donations .....	148,695
Federal funding.....	127,815
Special events.....	82,378
United Way .....	14,778
Interest income.....	835
Net gain on investments .....	385
In-Kind .....	21,727
Flood reimbursement.....	24,011
<b>Total Revenue.....</b>	<b>795,902</b>

## EXPENSES

Program services .....	625,932
Fundraising.....	96,604
Management and general .....	58,290
<b>Total Expenses.....</b>	<b>780,826</b>

## ASSETS

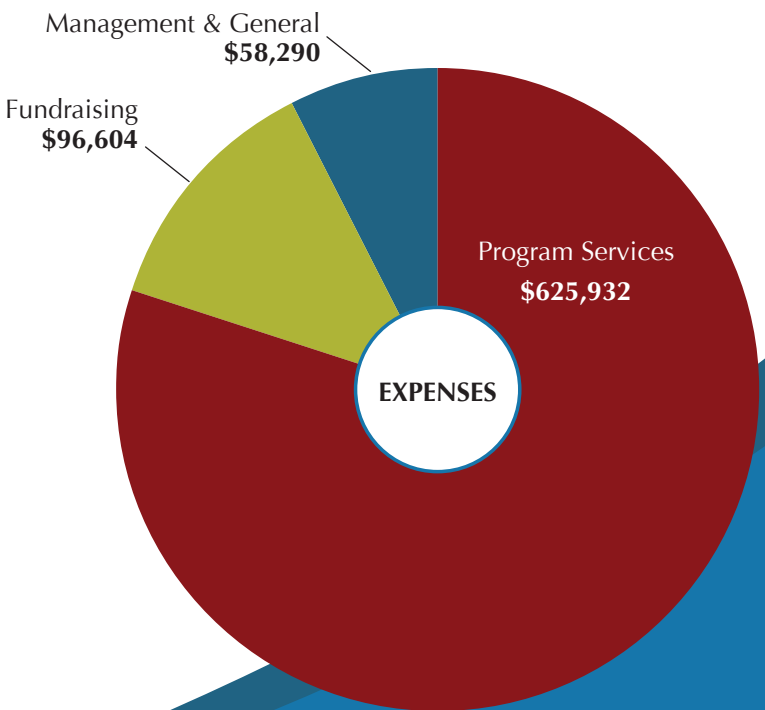
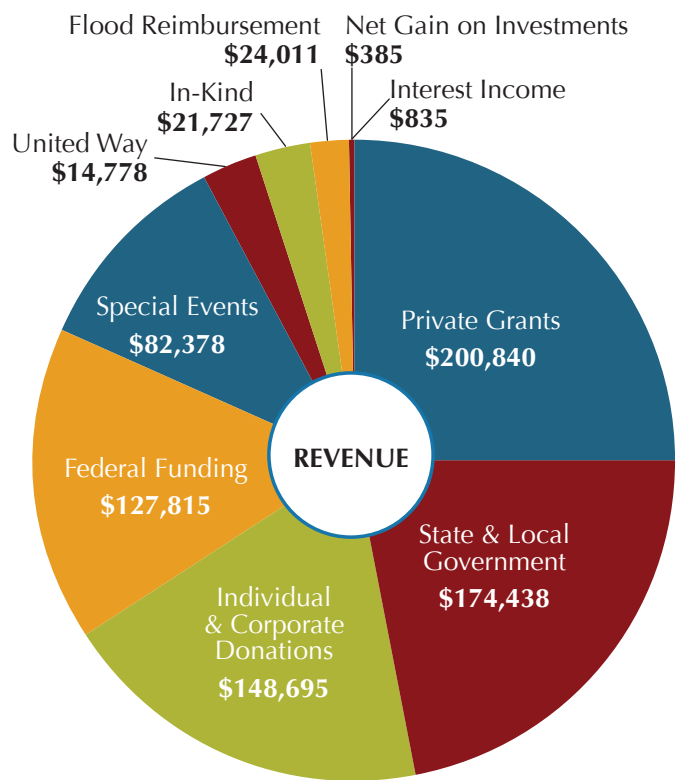
Cash and cash equivalents.....	372,142
Accounts receivable .....	1,675
Pledges receivable.....	63,858
Prepaid expenses.....	11,986
Net property and equipment.....	12,744
Security deposits.....	2,474
Assets held by others .....	17,754
<b>Total Assets .....</b>	<b>482,633</b>

## LIABILITIES

Accounts payable .....	2,711
Accrued vacation .....	4,000
Deferred income .....	3,830
Other liabilities.....	6,417
<b>Total Liabilities.....</b>	<b>16,958</b>

## NET ASSETS

Unrestricted operating .....	337,866
Board-designated reserve.....	50,000
Net investments in fixed assets .....	12,744
Temporarily restricted .....	47,311
Permanently restricted .....	17,754
<b>Total Net Assets.....</b>	<b>465,675</b>
<b>Total Liabilities &amp; Net Assets .....</b>	<b>482,633</b>



thank you for your  
**SUPPORT**



Aging In Place

## Business Partners

"We see first-hand how Boulder County CareConnect makes a big difference in the lives of seniors in our community. That's why Dignity Care has been a Platinum Business Partner since 2012."

*Ruth Rowse, director, Dignity Care*

### PLATINUM

### PLATINUM MEDIA



### GOLD



## Collaboration in Action



Mayors at the 2014 Mayors Day of Recognition (left to right): Joe Gierlach, Nederland; Dennis Coombs, Longmont; Julie Van Domelen, Lyons; Christine Berg, Lafayette; and Matthew Appelbaum, Boulder.

Collaborating with many types of organizations including local, state, and federal government officials helps make Boulder County CareConnect stronger and more effective in the community.

In March 2014, BCCC hosted the annual Mayors Day of Recognition for National Service in Lyons, Colo. Five Boulder County mayors joined over 800 mayors from across the country to highlight the impact of volunteers in local communities. The nation's mayors are increasingly turning to volunteerism as a cost-effective strategy to address city challenges.

In addition to over 90 community members, the event was attended by representatives from the Boulder County Sheriff's Department, the State of Colorado Governor's office, and the Corporation for National and Community Service.

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## GOVERNMENT

Boulder County Area Agency on  
Aging  
Boulder County Commissioners

Corporation for National and  
Community Service  
City of Boulder

City of Lafayette  
City of Longmont

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## NONPROFIT

ARC Thrift Stores  
Boulder Chamber of Commerce  
Community Financial Credit Union  
Disabled American Veterans  
Auxiliary, Boulder

Elevations Credit Union  
Faith Community Lutheran Church  
Longmont Meals on Wheels  
Mercury One, Inc.  
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Recycle That!  
Social Venture Partners, Boulder  
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Solvista Health  
The April Fund  
Via

---



*Photo on left:  
Community supporters at BCCC Celebrating the Ages Luncheon  
are (left to right): Mary Chokran, Spring partner/creative  
director; Debbie Setlock, administrator at Cinnamon Park  
Assisted Living; and Sheila Powell, BCCC board member and  
partner/account director at Spring.*





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Aging In Place  
Supporting Seniors  
**2014**  
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THANK YOU THANK YOU THANK YOU

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