Supportive Services to Help Seniors Maintain Housing
Projected Growth of the Aging Population

- By 2040, the U.S. population aged 65 and older will double to 80 million.
- By 2035, the aging population in Colorado will be 125% larger than it was in 2010.
- 27% of the seniors in Denver earn less than 30% AMI.
- 39% of the seniors in Denver have a disability.
Denver Housing Authority’s (DHA) mission is to serve the residents of Denver by developing, owning, and operating safe, decent and affordable housing in a manner that promotes thriving communities.
DHA’s Residents

- 10,576 Households and 25,640 Residents
  - 9,970 Public Housing Residents
  - 15,670 Section 8 Residents
- 46% of DHA’s residents are children
- Over 8,374 are aged 55 +
- Over 50% of all DHA households indicate that one or more members are disabled
- 51% of DHA households earn less than $10,000 annually.
- 81% of DHA households earn less than $20,000 annually.
### DHA’s Senior Residents

<table>
<thead>
<tr>
<th></th>
<th>Public Housing</th>
<th>% of Population</th>
<th>Section 8</th>
<th>% of Population</th>
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<tbody>
<tr>
<td><strong>Over 55</strong></td>
<td>2370</td>
<td>24%</td>
<td>2630</td>
<td>17%</td>
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<td><strong>62+</strong></td>
<td>1760</td>
<td>18%</td>
<td>1614</td>
<td>10%</td>
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Service Coordination helps residents age-in-place by coordinating services, providing resources and referrals, wrap around services, and case management.
How to Identify Resident Needs

LOOK: Assess needs based on skilled staff observations.
  • Hire staff that can assess and support aging needs.

LISTEN: Ask residents what their needs are with:
  • Surveys
  • Needs assessments
  • Regular resident meetings
Surveys and Assessments
Needs of DHA’s Aging Population

Based on DHA’s annual Health and Aging Survey, service gaps identified for seniors were:

- Clothing and food banks
- Medical supplies
- Money management
- Help applying for benefits
- Assistance with prescription management
- Transportation
- Hearing, vision and dental resources
- Community resources
- In home care
- Legal assistance
- Accessing health care
- Care coordination
Regular Resident Meetings

- DHA provides housing in 20 communities and each site has a Local Resident Council (LRC).
- LRC’s are the foundation for community building and provide a monthly forum for residents to communicate with their neighbors, their manager, and represent their community.
- Monthly meetings are supported by staff and include:
  - presentations from community partners,
  - attendance by the police and property manager, and
  - open discussion of the needs and concerns of the residents.
Resident Council Board

Leadership Conference

Resident Council Board
Why Partner

- Advance and sustain opportunities for aging population;
- Avoid reinventing the wheel;
- Avoid costly overhead start up costs;
- Leverage existing programs to meet the needs of the evolving population;
- Assist in resident retention and aging in place.
Partnerships

Identifying collaborations and partnerships for effective service provision is critical.

- **LOCAL PARTNERS**: Connect with local organizations such as churches, libraries, rec centers, neighborhood associations, etc.;
- **RESIDENT PARTNERS**: Use resident leaders and groups to sustain and build partnerships;
- **GOVERNMENT PARTNERS**: Establish relationships with city (City Council, Mayor, City Boards and Commissions, etc.);
- **NON-PROFIT PARTNERS**: Connect with non-profits, federal/state/local entities, and organizations that serve similar populations;
- **PARTNER WITH YOURSELF**: Partner with property management and/or establish a non-profit arm to increase grant opportunities and partnerships.
Local Partners

Connecting with neighborhood establishments is the first step in developing lasting community relationships.

- Churches
  - Food banks, clothing drives, holiday assistance, volunteer base
- Libraries
  - Mobile book centers, technology classes
- Rec Centers
  - Senior fitness programs, gathering spaces for community meetings
- Schools
  - Intergenerational programs, volunteer base
- Neighborhood Associations
  - Connections with the larger community
Resident Partners

Residents are your best community advocates in building and sustaining partnerships.

- Identify resident leaders
  - Establishing Ambassador programs
- Establish Resident Council Boards
  - Allow residents, management, and coordinators to partner to meet needs
- Survey residents to understand needs in the community
  - Health and Aging Survey
- Partner with LRC’s and resident leaders to meet the needs of the population.
Non-Profit Partners

Avoid reinventing the wheel by leveraging existing programs to meet the needs of the population

- Local non-profits;
  - Identify organizations working towards similar goals and aligning missions.
  - Establish mutually beneficial relationships with local agencies.
    - Urban/community garden organizations
    - Health and wellness groups
    - Food and nutrition assistance
- National non-profits
  - Identify national organizations serving similar populations
    - Volunteers of America
    - Catholic Charities
    - United Way
Non-Profit Partner: Health

Health + S - Serve E - Empower T - Transform

- Since 1988, HealthSET has been providing free health checks, advocacy and extensive follow-up care to low-income seniors in the Denver Metro Area.

- HealthSET fills a gap in service for a population often forgotten and who frequently fall through the cracks of the healthcare and social service systems.

- HealthSET provides monthly health clinics and client advocacy at 9 DHA properties.
Non-Profit Partner: Dental

- Senior Mobile Dental provides mobile affordable dental services to Seniors 60 and older who qualify under the OAP grant.

- DHA has hosted weekly dental clinics available to all DHA residents and the larger community. Nearly 200 DHA residents have been cared for by Senior Mobile Dental.
  - Services Provided:
    - Denture repair
    - Extractions
    - Cleaning
    - Deep denture cleaning
Non-Profit Partners: Food Bank

The Senior Mobile Food Bank allows residents to pick their own food. This is a new approach for food banks – having a decision to select the foods they like versus pre-packaged.
Non-Profit Partners: Gardens

Garden at Hirschfield Tower

Garden at Mt. View/Eliot
The Commodity Supplemental Food Program (CSFP) is a USDA program designed to improve the health of low-income people at least 60 years of age, by supplementing their diets with nutritious foods.

Working with Food Bank of the Rockies, commodities boxes are distributed monthly at all of the senior/disabled buildings.

Eligible seniors receive a monthly food box consisting of non-perishable protein, milk, juice, cereal, canned or dried fruits and vegetables, and cheese. Nutrition education and recipes are also included in the food boxes.
Partnering with Yourself

Internal partners share the same mission.

Regular Updating between Housing Managers and Resident Services staff regarding move ins, resident issues, etc, is critical to meeting the needs of residents.

- **Welcome Neighbor** – Provides agency, neighborhood, and program orientation to new residents.
- **Criminal Activity Tracker** – Residents report criminal activity to DHA and DHA tracks and provides information on trends and outcomes.
- **Resident Achievement Program** – Recognizes residents for meeting significant goals.
- **Senior Ball** – The Senior Ball is a night on the town, with dancing, dining, socializing, and fun! Events like these are significant in that they reduce isolationism which improves emotional health.
Resident Services and Housing Management Collaboration

CAT Magnet

Take CHARGE! Be the “eyes of a tiger”!
CAT Hotline 720-932-3140
Non-Emergency Police 720-913-2000
For Emergencies Call 911

Welcome Neighbor Program Resident Ambassador
STEVE RAEL

RAP Brochure

Working toward Self-Sufficiency = Unit Upgrades!
Partnering with Yourself: Senior Ball

- Every year, with the support of many community partners, DHA hosts the Senior Ball to celebrate our aging population.
- 200 residents attend the event for an evening of dancing, eating, contests, prizes, and fun!
- The Senior Ball is an opportunity for residents to connect with one another outside of DHA.
Moving Forward – Building Design and Supportive Services

As the population ages, we need to change the way we build housing and provide supportive services to meet changing needs.

DHA is currently designing and developing St. Anthony's Senior Housing in Denver and is

• working with a partner to provide an adult day care center and
• focusing on design features to support people aging in place such as wider doors and lower counters.