

## Categories: Pain Points

### Workforce/Volunteering

- Resources for the children of seniors
  - What to buy
  - Differentiate care by needs (physical vs mental health)
- Have activities for both seniors and caregivers at library to support community

- Driving for Uber builds social interactions
- In TX, City owns + operates senior center
  - Parks + rec
  - feed ~12\$/day 8am - 3pm
- Rotary most involved in Transportation and community engagement

- Need more opportunities for seniors in the workforce

- Orgs - especially local govts are losing institutional knowledge

- 2 reasons to work
  1. Stay active + involved
  2. Make money
- Ageism
- Technology training + adoption

- Need something to do that feels valuable, otherwise focus turns to (health) problems

- AD Works generations program - Holds job fair events
- Boomers looking for less weekly volunteer work
- County has volunteer program
- Mirrors general working patterns

- \*Organizations have a lack of institutional knowledge from lack of seniors**
- \*Senior pop. has valuable insights and want to have forums to contribute value**

### Transportation

- Importance of senior focused businesses nearby
- Road signage to be presented clearly
  - Like on Arapahoe rd. - What's the next street
- Uncertainty about the return trip
- Work with HOAs

- "Don't like to drive at night"
  - "I don't cross I-25"
- Poor transportation options an impediment to remaining in own home
- Difficult to find ways to transport a group

- \*Uncomfortable driving during certain situations (factors: time of day, weather, duration of trip, number of other drivers around, etc)**
- \*Not certain they can find return transportation**

### Engagement

- Dementia friendly city
- Businesses + gov't
- Today's seniors want music from the 50s - 60s
- Inter-generational Activities

- Connect with areas with high population of seniors (west side of town)
- Lack of dedicated space for senior centers
- Rental space is expensive
- Communication can't only be by email
- Piggyback on A.C. library tech + photography trainings

- Medical partners are hard to reach
  - Clients don't want to take services away from "someone who needs them more" part of stigma
- Medical professionals ask patients food insecurity questions - get permission to pass contact info to service providers

- Difficult to broach conversation to have realistic outlook on planning
- Knowledge and experience are going to waste
- Feeling judged about asking questions to specialists

- We can measure what is happening but what's not happening
  - Who doesn't reach out to DRCOG?
- How to find community -led services
- Identify as #1 need through senior surveys

- Built by starting to define the problem
- Centennial Identify - build a sense of community
- How does the City communicate digitally?
  - Single point of entry?
- Designing tech with seniors to facilitate faster adoption rates
- Particularly important given time-limited duration's of grants

- Such a wide range of ability + motivation

- Be honest, even with bad news
- Explain why + what the options are
- Not able to easily connect to city resources
- Arapahoe County Aging Strategy - Need for dedicated staffing and subcommittees
- Emphasis on technology - Boomers likely to continue learning tech
- Home delivery computer set up/education
- Repeat/go slow
- Can't hear phone ringing

- \*Knowledge and experience are going to waste**
- \*Need option of physical/digital space for engagement**
- \*How to appropriately have conversations(including body language) with seniors**

### Health

- No gerontologists in the area
- Need well maintained walking/exercise paths

- Mostly want speakers about healthcare + active living
- Interested in skiing + hiking but have health concerns about activities

- Hard to cook healthy food for <\$4/day
- Education about nutrition + other health
- poor food quality for low cost
- Easiest to reach people during periods of transition

- Need for services for people w/ disabilities + limited incomes
- People end up in crisis because of no life planning
- Importance of community health initiatives
- Forgetting medications, also, higher costs

- Focus on wellness + activity
  - Partner with local service providers
- Perception that everything goes to hell at 65/70 year-old

- "I still have opinions"
- "A sense of self - value"
- Effects of physical movement on learning, memory, psychological health

- Lack of planning across the board (also financially)
- Sick horizon is much longer than it used to be
- Behavior modification
  - Meds
  - Exercise

- People ignore needs until they are urgent
- High cost of prescription drugs

- \*Education and planning - Behavior modification**
- \*Self perception is different than other people's perceptions**
- \*Physical activity affects mental state**
- \*Sick horizon is much longer than used to be.**

### Finance

- Importance of free programs
- Fixed incomes

- SNAP benefits can't be used for home delivery
- Grant pilot ongoing in Denver Food Rescue
- High Cost of prescriptions + medical care
- Quarterly newsletter of free services

- Outliving retirement savings

- Longer lifespans - didn't expect to be retired for 30 years

- Partner with Library on financial literacy + planning
- Portable retirement accounts
- Much more likely to contribute through payroll deductions
- More small businesses/entrepreneurs
- Less retirement saving options in the workplace

- Income too high to qualify for services but too low to live well
- Lack of savings

- \*Outliving retirement savings**
- \*Education and planning**

### Community

- As you age, support system withers
- Important to keep building support
- Physical senior center
- Mental stimulation
- Social activities build group support
- Health activities (yoga = better balance)
- Increase collaboration between service providers - referral to other orgs
- Concerned about safety (Don't want to be judged for being concerned)

- Safety - don't want to go out alone at night
- Important to expand social networks
- Advertising is mostly word of mouth
- Managed by participants
- Some activities (game night) more popular than others (stitch + greet)
- Interest in the theater + other cultural activities
- Want variety of events

- Stigma of MOW (Meals on Wheels)
  - People more likely to take services if it's advertised as more than a meal
- A visitor every day (Build strong relationships/social interaction) linked to physical health
- Silvernest
- Sunshine homeshare

- Loneliness/social inclusion
- Lack of feeling connected
- Lack of education for families
- Want independence and choice
- Having no one to advocate

- Identifying where to start is difficult
- Staff capacity limited - people can't get required services

- Need more political buy-in

- World becomes smaller
  - Driving becomes difficult
  - Conversation becomes difficult
  - Importance of confidence
  - Dideservice to society when seniors expect things for free
    - Expect seniors to give back - they still have something to offer
  - What does technology mean for our grandchildren + the future?
    - And how do I fit in?
  - Desires + capabilities change day to day
  - "Nobody looks at me anymore."
  - Inclusive programs too - not just the "active adults" program

- Seniors to tell story in their own way to build trust
- Mostly peer/relative referrals

- \*Important to continue expanding social network as established network diminishes**
- \*World becomes smaller as people age.**

- \*Safety becomes more of an issue as people begin to feel more vulnerable with diminishing physical/mental abilities**
- \*Inter-generational engagement can rise when there is someone in need of assistance**

- \*There are common activities that the aging community enjoys (game night, music, food, drink)**
- \*Seniors may need advocates - what**

### Housing

- Affordability
- Companionship

- Innovation Pavilion for seniors (live, work, play)
- Mostly live in their own homes and want to stay

- Hoarding (unable to clean, or cling on to possessions)
- Unable to hear people at door (Visual doorbell alerts)
- No low income housing

- Downsizing is expensive
- Suburban housing can be too large for needs
- Leaving home because of loneliness
- Segregation by age/ability

- High costs of services
- Lack of housing options in the community
- Higher demands on caretaking staff
- Lack of affordable housing/esp. rentals
- Need for more training/certification for assisted living staff
- Home sharing
- Silvernest
- Sunshine homeshare

- Tied to finance
- Adopt village concept + helping hands
- Must be tied to transportation infrastructure
- Retrofits
  - What's possible?
  - What's the cost

- Know neighbors, but that is changing
- Scary and stressful to move
- Ultimate desire is to stay in own home
- Hard to care and to upkeep homes
- Home depreciates or requires lots of work to put on market

- Increase in housing requests from Centennial
- Licensed contractors on city website - next level vetting - senior discounts
- "How do I find reliable, safe service, without computer"
- Affordability
- Littleton, Englewood, Aurora have affordable senior housing
- Home repairs are expensive, urgent, and physically difficult
- Build local capacity + support
- Homeshare - Sunshine - Allison Jacovski

- \*Moving is expensive and stressful**
- \*Home layouts become difficult to live in**
- \*Home upkeep becomes difficult and home depreciates**
- \*At-home services are expensive**
- \*Potential models: casitas, Silvernest, retirement communities with heightened engagement**

### Caregiving

- Neighborhood caretaking
  - Helping one elderly resident brought the whole neighborhood together

- Expensive

- Lack of staff to service senior community
- Lack of skilled workers
- Caregiving is too expensive

- Caregivers need financial support (Currently though VA Medicaid)
- Stress and declining health

- Look for Respite Taskforce recommendations
- Siloed funding sources
- How do we contact caregivers?
  - They don't have time

- What the family wants seniors to do is not always what the senior wants
  - or experience is not a positive one
- Honor the person as the person they are now
- High turnover of caretaking staff
- Hard work
- Low pay
- Under staffed
- Importance of understanding the people being served when designing/developing programs + Activities
- Humility of needing help w/ daily activities

- Caregivers reluctant to reach out + difficult to get into social programs - Can't take care with them
- Benefits of dementia friendly businesses/communities

- \*Expensive**
- \*Lack of skilled professionals in the field along with high turnover rates**
- \*Caregivers misunderstanding seniors needs/wants**
- \*Neighborhood can help with caretaking responsibilities in low-maintenance circumstances (home exterior maintenance, checking in on resident, etc)**