

Agenda
Advisory Committee on Aging
Friday, April 23, 2025
11:00 a.m. – 1:30 p.m.
Virtual Meeting

If you have difficulty using this document's content, please email mmpatton@drcog.org or call 303-480-6723. Please expect a response within 72 hours (three business days).

Times listed with each agenda item are approximate. It is requested that all cell phones be silenced during the Advisory Committee on Aging meeting. Persons in need of auxiliary aids or services, such as interpretation services or assisted listening devices, are asked to contact the Denver Regional Council of Governments at least 48 hours in advance of the meeting.

- 1 11:00 a.m. Call to Order and Introductions
- 2 11:05 a.m. Public comment
Up to 45 minutes is allocated now for public comment and each speaker will be limited to 3 minutes. If there are additional requests from the public to address the Committee, time will be allocated at the end of the meeting to complete public comment.
- 3 11:10 a.m. Report of the Chair – Bob Brocker
- 4 11:15 a.m. Report of the DRCOG Executive Director – Doug Rex

Consent agenda

- 5 11:35 a.m. Move to Approve Consent Agenda
Minutes from March 28, 2025, meeting.
(Attachment A)
- 6 11:40 a.m. Working lunch
- 7 11:55 a.m. Report of the AAA Director – Jayla Sanchez-Warren

Informational briefings

- 8 12:25 p.m. Legislative update. Ed Bowditch
(Attachment B)
- 9 12:40 p.m. Choice Services Transportation voucher program update. – Esra Sonmez and Fonda Buckles
(Attachment C)

- 10 1:00 p.m. DRCOG Board Report
- 11 1:10 p.m. County Reports

Administrative items

- 12 **Next meeting June 27, 2025 – Virtual meeting**
- 13 1:20 p.m. Other Matters by Members
- 14 1:30 p.m. Adjourn

Calander of future meetings

June 27, 2025 – Virtual

July 25, 2025 – Virtual

August 22, 2025 – **In person**

September 26, 2025 – Virtual

October 24, 2025 – **In person**

November 28, 2025 – Virtual

December 26, 2025 – Virtual

January 23, 2026 – Virtual

February 27, 2026 – Virtual

March 27, 2025 – Virtual

April 24, 2025 – **In person**

May 22, 2025 – Virtual

ATTACH A

Advisory Committee on Aging (ACA)
Meeting Summary
Friday, March 28, 2025

If you have difficulty using this document's content, please email mmpatton@drcog.org or call 303-480-6723. Please expect a response within 72 hours (three business days).

Members Present

Ada Anderson	Douglas County
Andrea Suhaka	Arapahoe County
Barbara Boyer	Arapahoe County
Bob Brocker	Denver
Chris Lynn	Jefferson County
Dawn Perez	Adams County
Donna Mullins	Jefferson County
Edward Moss	Broomfield County
Greg Kahler	Adams County
Gretchen Lopez	Douglas County
Judi Kern	DRCOG Board Louisville
Justin Martinez	DRCOG Board Thornton
Karie Erickson	Douglas County
Paul Haseman	DRCOG Board Golden
Phil Cernanec	Arapahoe County
Steve Conklin	DRCOG Board Edgewater
Val Robson	Jefferson County
Wynne Shaw	DRCOG Board-Lone Tree

Guests Present

Debbi Haynie, Castle Rock Senior Center, Sara Schueneman, AARP, Malorie Miller DRCOG Transportation.

DRCOG Staff Present

AJ Diamontopoulos, Senior Management Analyst, , Doug Rex, DRCOG Executive Director, Erin Iserman, Compliance Specialist, Jayla Sanchez- Warren, AAA Division Director, Jennifer Reeves, Veterans & Community Options Manager, Jennifer Serna, Veterans Case Manager, Juliana Malchman, Integrated Health Navigator, Kelly Roberts, Community Resource Specialist, Kelsie Jurin, Community Resource Specialist, Liv Bergman, Sr. Community Resource Specialist, Mason Green, AAA Grant Specialist, Mindy Patton, Division Assistant, Rich Mauro, Director Legislative Affairs, Shannon Gimbel, Ombudsman Manager, Travis Noon, Manager AAA Business Operations

Call to Order

Bob Brocker Committee Chair called the meeting to order at 11:00 a.m.

Public Comment Period (Non-ACA Members)

There was no public comment.

Report of the Chair – Bob Brocker

There was no report from the chair.

Report of the AAA Director – Jayla Sanchez-Warren

Staff Update

The AAA has undergone a reorganization following Erika Dubray's departure and a reduction in funding. Fonda Buckles now oversees the Choice Voucher program, which includes Transportation and In-Home Services, as well as SHIP, Information and Assistance, Caregiver Services, and Refugees and Friends. These programs are cross-training to ensure mutual support during staff absences. Meanwhile, the SHIP program is actively increasing its volunteer base, with new volunteers becoming SHIP-certified. AJ Diamontopoulos is now responsible for managing the navigators and the Case Management program. In July Mindy Patton transitioned to a part-time role. Overall, the AAA is operating with a lean structure, leaving little flexibility for additional internal cuts.

Two Ombudsmen have recently left the program—one retired, while the other transitioned to private case management. During such vacancies, program managers step in to oversee the affected facilities until new staff are hired and adequately trained.

In the past two weeks, there has been significant media coverage regarding incidents at assisted living facilities. On March 17th, the Eastern Star Masonic Center, a large retirement campus that includes assisted living, memory care, and independent living patio homes, experienced an explosion in its kitchen. Thankfully, all residents were safely evacuated, though some injuries occurred. The administrator sustained injuries as his office was located above the kitchen. The facility, along with the Ombudsman, is in the process of relocating 87 residents, some of whom are on Medicaid. Communication has been challenging with the administrator unavailable, and residents have been unable to retrieve their belongings due to the building's structural instability. Another incident occurred at Saint Francis Two, a smaller personal care boarding home licensed for 8 to 10 residents. Tragically, two of the six residents passed away during a fire. One resident self-evacuated, while the rest were rescued by the South Metro Fire Department. A staff member managed to escape. The fire, attributed to unsafe cigarette disposal, is an issue the home had previously been cited for. Smoking regulations remain a contentious issue that Ombudsmen must navigate carefully. The Ombudsman is currently awaiting further communication from the building administrator, as it is unclear if the remaining four residents were relocated to their sister facility.

Federal Update

The Continuing Resolution (CR) has been passed, successfully avoiding a government shutdown. This ensures the AAA is funded through the end of September, which provides clarity following DRCOG's uncertainty regarding Federal funding. However, the same bill included \$13 billion in cuts to non-defense spending, a portion of the budget that supports the AAA, along with \$20 billion in IRS funding cuts and a \$6 billion increase in defense spending.

The Older Americans Act, including the Elder Justice Act, remains funded through September 2025, which is crucial for the Ombudsman program. However, this funding

will remain at current levels, effectively resulting in a decrease due to rising service costs and growing demand.

Medicare telehealth services will continue, alleviating concerns for older adults, especially those in rural areas. Funding for the Medicare Improvements for Patients and Providers Act (MIPA), which is part of the SHIP program, will also continue, enabling outreach and enrollment efforts for low-income Medicare beneficiaries.

The Medicaid program remains the most vulnerable. The next steps involve a budget reconciliation process where committees will work on implementation details. The Senate and House appropriations committees have already begun preparations for fiscal year 2026. Any potential changes to Medicaid will not occur until then. AAA Advocacy efforts will focus on preventing Medicaid cuts, supporting appropriations for aging services programs through the Committee on Appropriations for Labor, Health and Human Services (HHS), and Education, and advancing the reauthorization of the Older Americans Act. The AAA is gearing up to address these priorities in anticipation of 2026.

As DRCOG's Area Agency on Aging is the largest in federal district 8 (Region 8), Jayla participated in an interview with US Aging, the Coalition to Transform Advanced Care (C-TAC), and the Centers for Medicare & Medicaid Services (CMS) to discuss the potential impact of funding cuts on the AAA. The first question addressed the implications of Medicaid cuts at the federal level. Jayla emphasized that cuts to Medicaid would have a profound effect, particularly on nursing homes that rely solely on Medicaid funding. If these facilities were forced to close, the question arises: what happens to the residents? She emphasized the challenges facing assisted living facilities and in-home health services. The impact on in-home health services is particularly significant, as the AAA relies on contracts with home health agencies to provide these essential services.

Jayla also shed light on the ongoing issues with the Medicaid program in Colorado. She described how some individuals have been wrongfully removed from Medicaid and now require assistance to re-enroll. Losing Medicaid also means losing access to a Medicaid case manager, leaving individuals without support to navigate the process, such as gathering documents, attending appointments, and fulfilling requirements to regain Medicaid eligibility.

Colorado and the DRCOG region have a robust Medicaid infrastructure that faces the risk of significant disruption. When asked if her AAA could address these potential challenges, Jayla acknowledged the uncertainty of the situation, stating that the future remains unclear. The prevailing expectation is that Medicaid may undergo substantial downsizing at the federal level, potentially being repackaged and delegated to states as block grants.

If this shift occurs, a transitional period is expected during which service gaps will arise, causing individuals to fall through the cracks, a situation already evident in the state. Efforts are focused on identifying resources to support those affected during this transition, as the federal government reduces its role and the state assumes greater responsibility.

Jayla also detailed the services offered by the AAA, noting the existence of waiting lists but emphasizing that service capacity remains sufficient, thanks to strong collaborations with contracted community service providers. She also let the interviewers know that the AAA would be able to assist but would need funding up front in order to contract out services.

Jayla informed the committee about significant changes announced by the Department of Health and Human Services (HHS), including a restructuring plan that merges the Administration on Community Living (ACL) with other HHS agencies such as the Administration for Children and Families, the Assistant Secretary for Planning and Evaluation (ASPE), and the Centers for Medicare and Medicaid Services. The implications for the Older Americans Act remain unclear, leaving uncertainty for the AAA.

The restructuring introduces an Assistant Secretary of Enforcement to oversee the Department of Appeals, Medicaid hearings and appeals, and the Civil Rights Division. Staff reductions are also planned, with the Food and Drug Administration losing 3,500 employees, CMS losing 300, the National Institutes of Health losing 1,200, and the Centers for Disease Control and Prevention losing 2,400. HHS divisions will be consolidated from 28 to 15, and regional offices will be reduced from 10 to 5.

DRCOG is uncertain about how cuts to the Veterans Administration will affect the Veterans Directive program. Additionally, the retirement of Percy Devine, ACL's long-time regional administrator, has created a gap in federal communication. Despite these challenges, the AAA is striving to adapt to the changes.

Move to approve consent agenda

Items on the consent agenda included: February 28, 2025, meeting summary.

Barbara Boyer motioned for approval. Paul Haseman seconded the motion; the consent agenda was unanimously approved.

Agendas and summaries are posted on the [DRCOG website](#) from the link choose the month and date of the meeting, click on the event. Once clicked, scroll down to the bottom where you will find the link to the meeting agenda packet for that month.

Action Item

Recommendation to approve Fiscal Year 2026 Choice Services Program Contract Renewals – Travis Noon

In-home Voucher Program

Travis Noon was seeking approval for the services program contracts for fiscal year 2026. He provided an overview of the Choice Services Program, which provides clients with vouchers for in-home services, caregiver respite, and transportation. Clients are given a vetted list of contractors and can select their preferred service provider.

Currently, five contractors are under contract, with an additional contract pending approval for FirstLight Home Care Parker. The contractors include Alpine Homecare, Apollo Home Care Services, FirstLight Home Care Boulder, FirstLight Home Care

Greater Denver, FirstLight Home Care Parker (pending), and Griswold Home Care. Gentle Shepherd, a current provider of in-home services, has requested to terminate its contract, and will not be renewed.

Voucher allocations total \$547,170 for Homemaker/Personal Care and \$168,088 for Caregiver/Respite services. Due to rising costs, DRCOG is proposing an hourly rate increase from \$35 to \$40.

Transportation Services

Consumers have access to transportation services through Uber, Hopskip Drive, Met Ride, On the Go, and bus tickets, funded with an allocation of \$400,000 from the Older Americans Act, state funds, or senior services funding. Additionally, the transportation program receives support from 5310 funds and the human services transportation set-aside funding.

Phil Cernanec moved to recommend approval for the fiscal year 2026 Choice Services program contract renewal, with Barbara Boyer seconding the motion. The recommendation was unanimously approved.

Fiscal Year 2026 Older Americans Act and State Funding for Senior Services Contract Renewals – Travis Noon

The AAA is planning for flat funding, meaning providers were not permitted to request additional funds. Allocations support various services, including nutrition, transportation, in-home care (such as chore assistance, homemaker services, personal care, and caregiver support), evidence-based legal assistance, information and assistance, counseling, education, and screening. Due to rising service costs, providers were allowed to adjust the number of units and clients they plan to serve in fiscal year 2026.

The Alzheimer's Association declined the \$130,000 award, citing an inability to comply with the HIPAA regulations outlined in the contract. Additionally, during the renewal process, the City and County of Denver requested not to renew their contract.

Phil Cernanec moved to recommend approval for the fiscal year 2026 renewals of the Older Americans Act and state funding for senior services contractors. Paul Haseman seconded the motion. The recommendation was unanimously approved, with abstentions from Val Robson and Karie Erickson for Douglas County, Chris Lynn for Seniors Resources, and Ed Moss for the City and County of Broomfield

Informational Briefings

Update on State and Federal budget issues – Rich Mauro

Legislation

Rich did not have anything new to discuss that was not covered previously regarding bills that the DRCOG Board has taken a position on. Among these are measures related to the Senior Homestead Exemption and the Senior Housing Tax Credit and Exemptions. Additionally, House Bill 1022 focuses on qualified medication administration under Medicaid, while House Bill 1162 addresses eligibility

redeterminations for Medicaid members. These bills have been supported by the DRCOG Board and are currently progressing through the legislative process.

Budget

Despite budget challenges, significant cuts to Medicaid have been avoided, with only modest provider rate increases. However, the state funding for senior services has not seen a base increase since 2019.

In 2019, funding was boosted, but the pandemic quickly disrupted financial stability. Temporary federal relief helped fill the gap, but those funds have since expired, bringing allocations back to pre-pandemic levels, an unsustainable reality.

Last year, a \$2 million increase was secured through strong advocacy efforts. However, the State treated it as a one-time boost rather than integrating it into the base budget, effectively resulting in a \$2 million cut this year.

To address emergency funding needs, the legislature established the State Funding for Senior Services Contingency Reserve Fund, allocating \$2 million for AAA organizations and their providers. The Joint Budget Committee categorized this fund alongside other state cash reserves. In difficult budget years, the committee reviews these reserves to determine if reallocating a portion is feasible without disrupting services. As part of this process, half of the Contingency Reserve Fund's balance (\$680,000) was withdrawn, leaving the remaining \$680,000 available for future use.

AARP Presentation – Sara Schueneman

AARP, founded over 60 years ago, is the nation's largest nonprofit, nonpartisan organization dedicated to empowering individuals aged 50 and older to live life on their terms as they age. It is important to emphasize that AARP does not endorse political candidates or parties, instead focusing solely on issues affecting older Americans.

With a presence in all 50 states and three territories, AARP actively works within communities and advocates at the federal, state, and local levels. The organization strives to make a meaningful impact on the lives of more than 100 million Americans aged 50 and older, along with their families. Its top priorities include health, financial security, and personal fulfillment.

Additionally, AARP is a major publisher, producing the nation's most widely circulated magazines, AARP the Magazine and AARP the Bulletin, reaching audiences across the country and potentially worldwide.

Sara Schueneman continued to provide an overview; a PDF of her presentation is attached.

Ride Alliance Presentation – Malorie Miller

Ride Alliance is designed to reduce transportation trip denials and alleviate the challenges clients face when seeking transportation services.

The Ride Alliance Project facilitates connectivity among various transportation providers through a trip exchange hub, enabling seamless transfers of trip and client information, even across providers using different scheduling software. Clients can reach out to a single participating agency, and if that agency cannot fulfill the request, the trip is submitted into the exchange hub, where another provider can accept it. This approach optimizes regional transportation resources by allowing providers to maintain their existing systems while expanding their capacity to take trips from others. Additionally, Ride Alliance aims to dismantle funding-based silos that restrict providers to specific service areas, making coordinated multi-stop trips across different boundaries possible.

DRCOG was awarded the first phase of a two-stage grant for \$975,000 in July. Phase one focuses on refining the trip exchange hub, reintegrating providers, and testing exchange trips. DRCOG has secured partnership commitments from RTD, Douglas County, the Denver Regional Mobility & Access Council (DRMAC), North Front Range Metropolitan Planning Organization, Via Mobility Services, the City and County of Broomfield, and A Little Help. A pilot program is scheduled to run from November through December.

DRCOG anticipates applying for phase two funding, a three-year grant opportunity offering up to \$15 million, with the goal of establishing Ride Alliance as a permanent transportation solution in the Denver Metro region.

DRCOG Board Report –DRCOG Board Immediate Past Chair Steve Conklin

Steve Conklin, immediate past Chair of DRCOG Board welcomed Jeslin Shahrezaei, who is the newest member of the executive committee. Jeslin is a Lakewood City Council member and mayor pro tem. In Lakewood. She has been on the DRCOG Board for quite some time.

At their most recent meeting the Board received updates on several legislative issues, including the Consumer Construction Defect Action Bill, which was dropped, and the Construction, Defect and Middle Market Housing Bill, which is still moving through the Legislature. DRCOG has their board retreat coming up April 11th and 12th.

County Reports

Adams County

No report.

Arapahoe County – Barbara Boyer

Barbara Boyer informed the group that Arapahoe County is collaborating with the Adams County Aging Network to host a meeting on June 23 in Byers. DRCOG was involved last year, and supporting communities in the Eastern Plains remains important, as residents there often have fewer opportunities for engagement.

City and County of Broomfield

No report.

City and County of Denver

No report.

Clear Creek County

No report.

Douglas County – Ada Anderson and Wynne Shaw

Ada Anderson recently toured the new Highlands Ranch Senior Center and was impressed with the facility as it begins offering activities. Membership is affordable, costing \$72 per year for the first household member outside Highlands Ranch and \$62 for those within the community. The center hosts a monthly lunch and entertainment event on the second Wednesday for \$15.

Wynne Shaw shared that Living and Aging Well in Lone Tree offers a monthly lunch at the Lone Tree Golf Club for \$16 on the second Monday of each month.

The Police Chief of Lone Tree is working to ensure the community remains engaged with seniors by launching an outbound phone call program, where volunteers reach out to local seniors. Wynne, a volunteer in the program, also discovered that Nourish Meals on Wheels operates on donations rather than federal or DRCOG funding. The program allows individuals to receive meal deliveries regardless of financial need, and those who can afford it are encouraged to contribute, with donors giving up to \$250 per month. This approach makes Nourish Meals on Wheels a well-suited service for the Lone Tree community.

Gilpin County

No report.

Jefferson County

No report.

Other Matters by Members

There were no other matters discussed.

Next meeting – May 23, 2025.

Adjournment

The meeting was adjourned at 1:25 p.m.



Denver Regional Council of Governments
Area Agency on Aging
Advisory Committee on Aging
Meeting
Friday, March 28, 2025

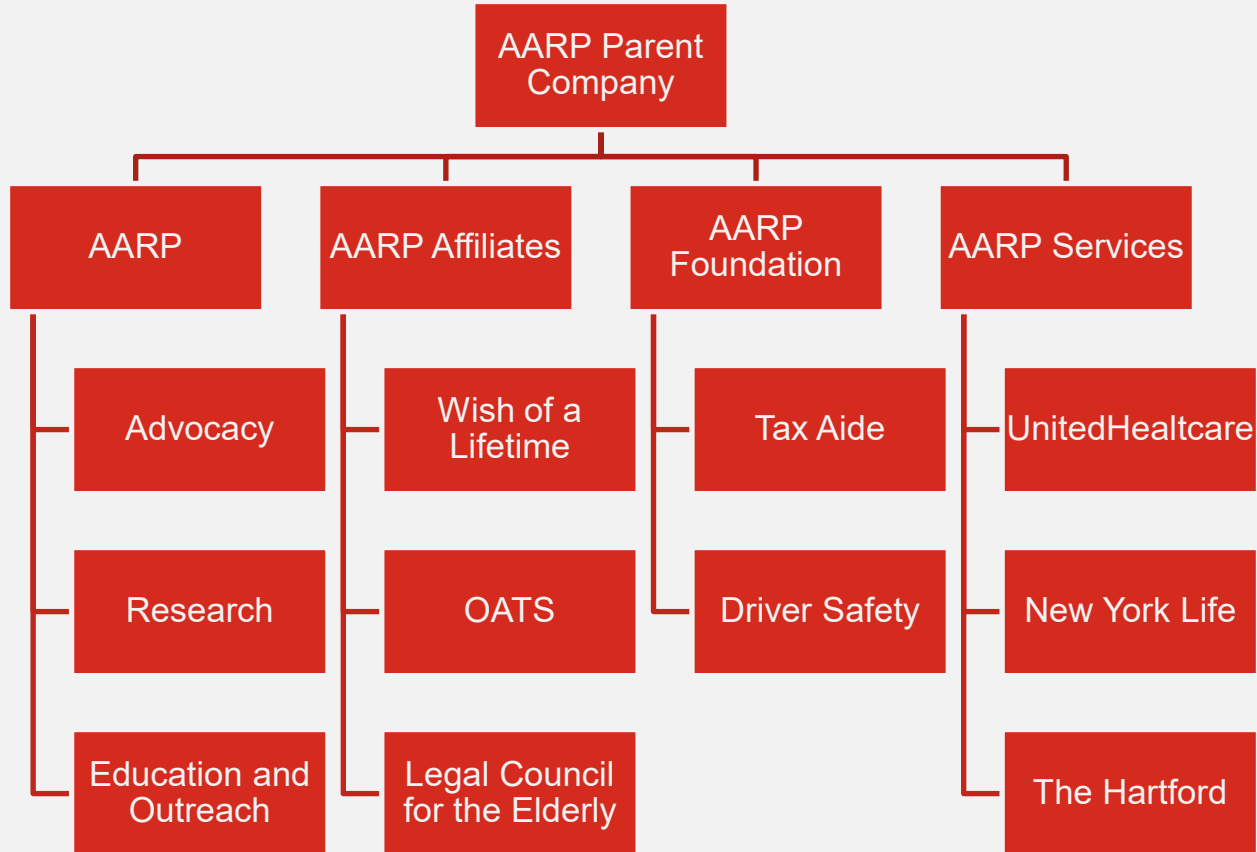


About AARP

AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering people 50 and older to choose how they live as they age. With a nationwide presence, AARP strengthens communities and advocates for what matters most to the more than 100 million Americans 50-plus and their families: health and financial security, and personal fulfillment. AARP also produces the nation's largest-circulation publications: *AARP The Magazine* and *AARP Bulletin*.



How We Are Organized





2024 -2026 Strategic Priorities

WHY WE'RE HERE

Our Vision

A society in which all people live with dignity and purpose, and fulfill their goals and dreams

Our Mission

Empower people to choose how they live as they age

Our Role

Everyday innovators in aging

Our Consumer Commitment

Effectively act as a Wise Friend and Fierce Defender for the 50-plus

WHERE WE PLAY

SOCIAL IMPACT AGENDA

ENTERPRISE ISSUES

40%



HEALTH SECURITY

By 2030, a majority of the 50-plus have access to affordable, high-quality care that enables longer, healthier lives.

Health Care
Caregiving
Brain Health

40%



FINANCIAL RESILIENCE

By 2030, a significant majority of the 50-plus have ample opportunities to generate, save, and preserve the financial resources needed to enjoy their longer lifespans.

Disparities

Social Security
Savings & Planning
Work & Jobs

20%



SOCIAL CONNECTIONS

By 2030, a significant majority of the 50-plus have the opportunity to connect with others in order to thrive throughout their longer, healthier lifespans.

Livable Communities & Housing

Fun & Fulfillment
Digital Connection



For Colorado

- Population of CO: 5.774 M
- 50+ Population: 2.016M (35%)
- AARP Members: 670,000
- 77% of members are 50 – 75
- Our members equally identify as conservative (36%) and moderate (34%) with a slightly less identifying as liberal (29%)

Selected Our Priority Areas by:

- Conducting member surveys
- Hosting listening sessions
- Engaging our Executive Council



Supporting Family Caregivers

- There are 600,000 unpaid family caregivers in Colorado, contributing 560 million hours of unpaid care.
- One in five Colorado residents age 45+ are currently providing unpaid help to an adult relative or friend.

Actions:

- Lay groundwork for a future tax credit for family caregivers
- Part of Colorado's Family Caregivers Collaborative
- Educational and engagement activities for caregivers
- Public awareness campaign including AARP caregiving resources
- Partner with BIPOC led organizations serving caregivers with respite, retreat, education and resource opportunities.
- Supported the establishment of Paid Family Medical Leave
- Expansion and protection of HCBS.





Ensuring Health Security

- Staying mentally sharp (78%), having Medicare benefits in the future (75%), and healthy living (71%) are Colorado AARP members' top three health concerns.
- 59% are concerned about declining physical health and an equal share is concerned about health care expenses.

Actions:

- Advancing legislation around Medigap coverage
- Protecting Medicaid in the CO budget
- Protecting CO Prescription Drug Affordability Board
- Educational, engaging and fun webinars on healthy living topics such as cooking, exercise and disease prevention.
- Execute healthy living opportunities such as walking clubs, pickleball lessons and community bike rides.
- Cultivate closed Facebook group to build grassroots network interested in healthy living content and policy.
- Implemented a healthy living hub at aarp.org/co





Creating Livable Communities



- Four out of five (83%) of Colorado residents age 45+ find being able to afford their costs of owning and maintain their homes extremely or very important. Aging in place remains important to over three quarters (83%).
- 1 in 5 of Colorado AARP members say they are without high-speed internet (20%).
- 6 in 10 Colorado residents age 45+ are extremely concerned or very concerned about the monthly cost of their utilities increasing.
- Two thirds (67%) of Colorado residents age 45+ believe it is extremely or very important that local governments develop and implement age friendly policies.



Creating Livable Communities

Actions:

- Engaging in various housing, and transportation legislation.
- Engaging in legislative or regulatory work centered on utilities, with a focus on issues related to consumer protections, high standards of customer service, affordability, reliability, and access to affordable payment plans and assistance in paying bills for those with low incomes.
- Identifying age friendly community readiness through informational sessions and gatherings to assess interest and readiness for Age Friendly network inscription; work with local leaders to convene community action groups and submit application and action plans.
- Support the 23 Age Friendly communities across Colorado Including educational outreach, technical assistance and collaboration with age friendly leaders such as the state of Colorado.
- Developed and Implemented the CO Livable Communities Planning Academy (8-week course).
- Award Community Challenge grants annually.



Safeguarding Savings and Planning

- Ensuring Social Security is solvent for the future is the top economic concern for the AARP members in Colorado (76%), followed by health care expenses (59%), and retirement plan solvency (53%).
- Most Colorado AARP members are concerned about consumer fraud or identity theft (75%).

Actions:

- Legislations to prevent Crypto Currency ATM Scams.
- Ongoing Social Security education.
- Forums on Social Security solvency.
- Supported the development of Colorado's Secure Saving Plan.





Other AARP Partners

AARP Foundation
SCSEP
Tax Aide
Driver's Safety





AARP[®]
Colorado

Q&A



Current Focus Areas Nationally

Protecting Social Security

Access to affordable quality health care: Rx, Medicare, Uninsured or Underinsured, improved outcomes and navigating the healthcare system

Supporting Unpaid Family Caregivers (Save time, save money, provide support), National Caregivers Facebook Group, select markets 211

caregiver support program

Digital Connections

ATTACH B

Advisory Committee on Aging Meeting

Name of Committee: Advisory Committee on Aging

Meeting date: May 23, 2025

Agenda Item #: 8

If you have difficulty using this document's content, please email mmpatton@drcog.org or call 303-480-6723. Please expect a response within 72 hours (three business days).

Updates and Discussion of 2025 Legislation

Agenda item type: Informational briefing

Summary

Ed Bodwitch will summarize the results of the 2025 legislative session.

Background

The DRCOG Board has taken positions on various bills related to aging. We will learn the outcomes of aging and other key bills, challenges of the session and ideas about advocacy for the next year

Action by others

The DRCOG Board has taken positions on various bills related to aging.

Previous discussions/actions

None

Recommendation

None

Attachment

None

For more information

If you need additional information, please contact Rich Mauro, Director of Legislative Affairs, at (303) 480-6778 or rjmauro@drcog.org.

ATTACH C

Advisory Committee on Aging Meeting

Name of Committee: Advisory Committee on Aging

Meeting date: May 23, 2025

Agenda Item #: 9

If you have difficulty using this document's content, please email mmpatton@drcog.org or call 303-480-6723. Please expect a response within 72 hours (three business days).

Choice Service Transportation update

Agenda item type: Informational briefing.

Summary

Effective June 15, 2025, the On the Go call center for the Area Agency on Aging (AAA) Choice Transportation Program will no longer be available to the public. The service has been in operation since July 1, 2024. To ensure a seamless transition, the Choice Transportation Program will take over all call center activities beginning June 1, 2025. At the same time, we will be exploring alternative options, including securing another call center with the necessary software capabilities to maintain the same level of flexibility and service options that have been successfully provided to our clients.

Background

On the Go has played a vital role in enhancing transportation accessibility by offering greater flexibility in after-hours transportation options, significantly reducing phone wait times, and providing on-demand ride scheduling assistance. Additionally, their ability to connect with Uber and Lyft has streamlined transportation coordination for those needing or preferring assistance.

In addition to these valuable services, On The Go allowed the transportation team to focus on critical areas such as Uber application assistance, onboarding new clients, RTD-related needs and support, travel training, and essential administrative tasks to ensure compliance with grant regulations.

Action by others

None

Previous discussions/actions

ACA update November 22, 2024

Recommendation

None



Page 2

Attachment

ACA Choice Services Transportation 5-23-25 presentation.

For more information

If you need additional information, please contact Esra Sonmez, Program Manager- Quality and Operations 720-278-2348 or esonmez@drcog.org.



Choice Services Program: Transportation Update

May 23, 2025

Esra Sonmez – Program Manager (Quality and Operations)

On The Go Updates

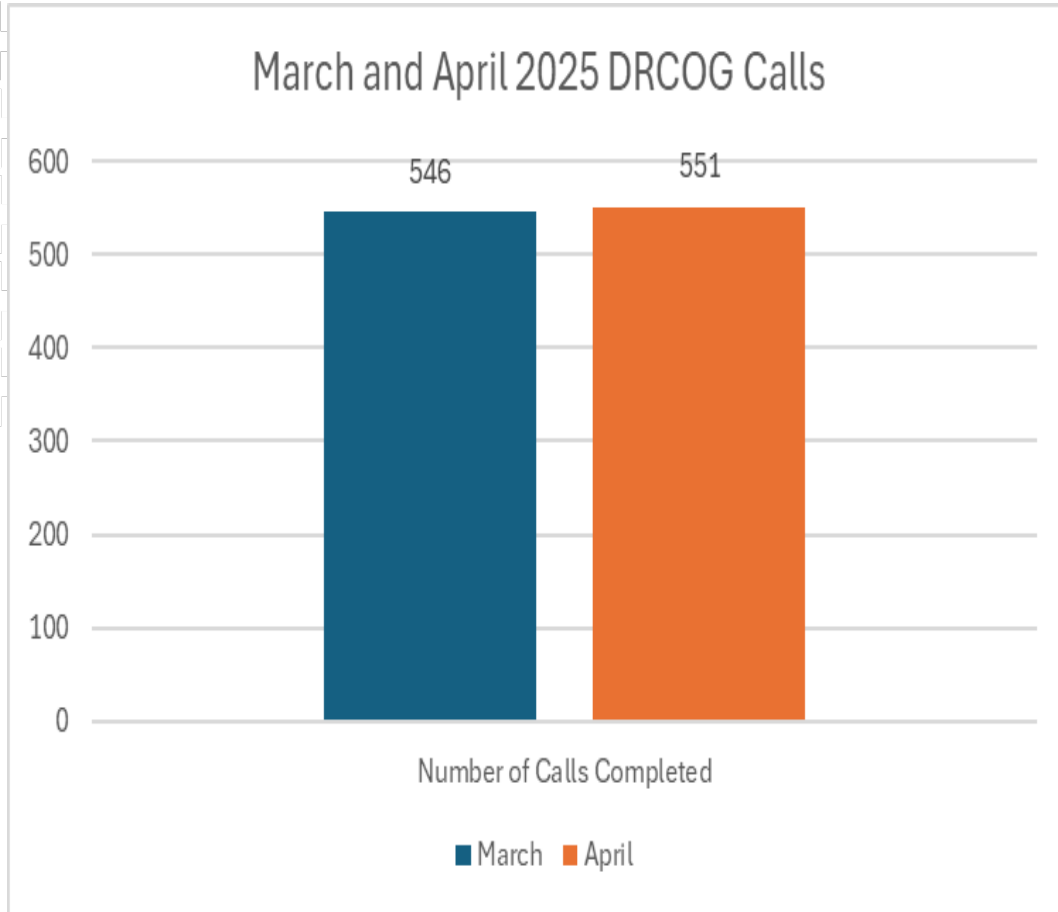
Effective June 15, 2025, On The Go will no longer be offering call center scheduling service to the public.

The transportation team will begin taking over calls June 1, 2025.

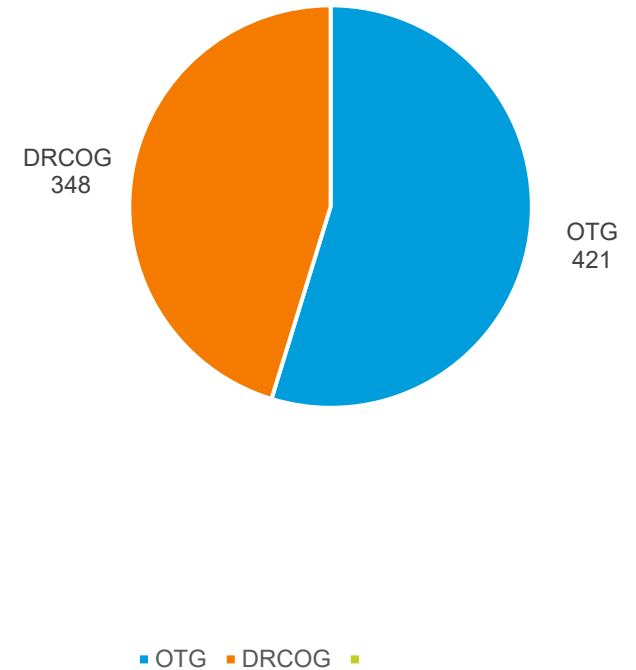
Services Currently Provided:

- On demand transportation options
- After hours
- Less wait time
- Ability to provide Lyft and Uber on demand options
- Monthly analytic reports

Choice Transportation data

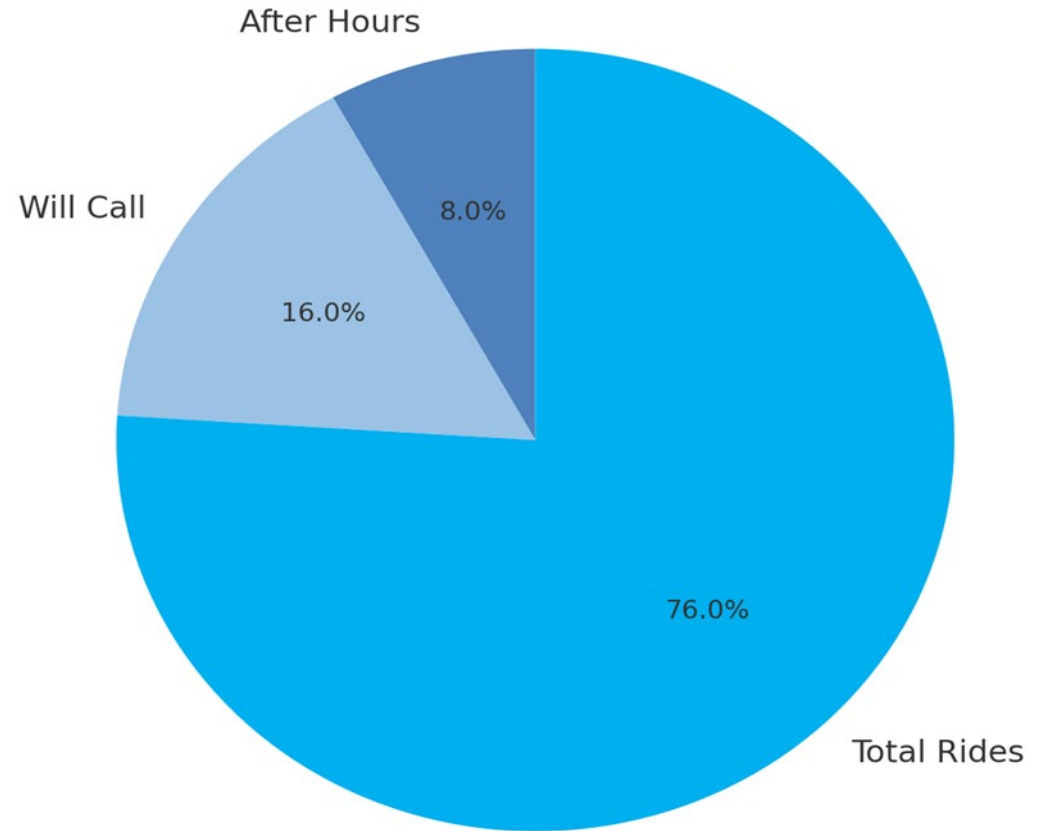
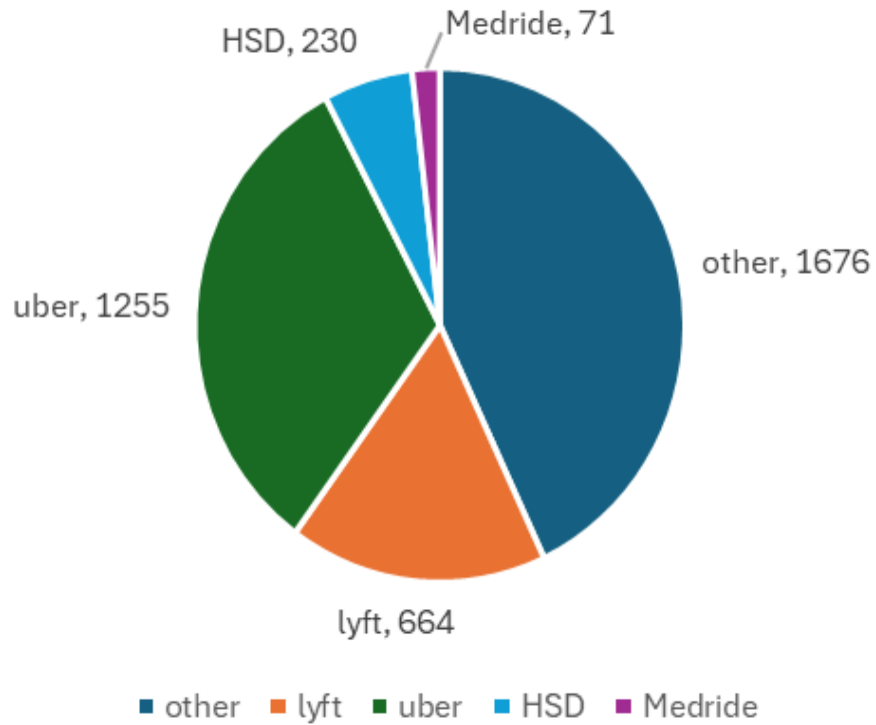


Total clients 749



On The Go data

March and April 2025 OTG Calls



Transition plan

- Clients will schedule rides directly with the transportation team
- Communication plan with existing On The Go clients to prepare for upcoming changes
- Waitlist has been temporarily closed effective May 1st
- No changes for clients using RTD services only or those using the uber smartphone application
- Customer service remains our #1 priority
 - Emphasize live calls
 - Reduce and/or delegate administrative tasks within the AAA
 - Cross training additional AAA staff to help with increased call volume

Client Impact During the Transition

- Uber does not have after hours support
- Calls may not be answered Live each time
- No “on-demand” trip scheduling: A minimum of three days in advance is needed to schedule a ride.
- After hours support is available with HopSkipDrive and MedRide.
- Lyft is no longer available; however, Uber, Medride and HopSkipDrive will remain options
- Increased communication about after hour trips and client responsibility.