

Grant Application Staff Report

Date: December 29, 2025

To: Douglas County Board of County Commissioners

Through: Douglas J. DeBord, County Manager

From: Jennifer L. Eby, AICP, Director of Community Services

CC: Jennifer A. D'Ambrosio, Community Programs Coordinator
Allison E. Cutting, Supervisor, Community Services
Rand M. Clark, CCAP, NCRT, Assistant Director of Community Services

Subject: **2026-2027 Denver Regional Council of Governments Older Adult Services Grant Application in the amount of \$718,392 with a County contribution of \$95,740 for a project total of \$814,132.**

Board of County Commissioners' Business Meeting

January 13, 2025 @ 1:30 p.m.

I. EXECUTIVE SUMMARY

This request is for approval of the 2026-2027 Denver Regional County of Governments (DRCOG) Older Adult Services grant application in the amount of \$718,392. A County cash match of \$71,869 and a County in-kind contribution of \$23,871 is required, for a total County contribution of \$95,740. The total cost of the project is \$814,132. The application is due on January 16, 2026.

II. REQUEST

Staff request approval of the 2026-2027 DRCOG Older Adult Services grant application in the amount of \$718,392 with a County contribution of \$95,740 for a project total of \$814,132.

III. BACKGROUND

As a Colorado County in Area Agency on Aging (AAA) Region 3-A, Douglas County is eligible to receive funding from DRCOG. Funds are made available from the Federal Older Americans' Act and the State Funding for Senior Services. Funding provides community-based services that help adults aged 60 and over remain independent and continue to live in their own homes.

IV. DISCUSSION

The County acts as the collaborative applicant but does not provide direct services. Douglas County subgrants funds to local providers who request support through a two-year, competitive application process last completed in 2024.

The application to DRCOG is based on needs identified through community input, assessment of gaps in service areas, and provider capacity. Based on the these criteria, the proposed grant application budget is as follows:

Service	Service Units	Grant Request	County Cash	County In-Kind	Total Request
Assisted Transportation	8,904	\$299,700	\$29,748	\$7,451	\$336,899
Chore	1,030	\$29,970	\$2,990	\$3,346	\$36,306
Homemaker	5,504	\$201,972	\$20,456	\$6,537	\$228,965
Personal Care	5,100	\$186,750	\$18,675	\$6,537	\$211,962
PROJECT TOTAL	20,538	\$718,392	\$71,869	\$23,871	\$814,132

The required County contribution would be met through \$71,869 in cash to augment the cost of direct services and \$23,871 of in-kind match, as a percentage of budgeted staff salary, for a total match of \$95,740.

V. RECOMMENDED ACTION

Staff recommends approval of the 2026-2027 DRCOG Older Adult Services grant application in the amount of \$718,392 with a County contribution of \$95,740 for a project total of \$814,132, as it complies with all federal, state and county approval standards and policies.

ATTACHMENTS	PAGE
2026-2027 DRCOG Older Adult Services Grant Application	3

2675 - Douglas County Older Adult Services 26-27

Application Details

Funding Opportunity: 2593-Older American Act (OAA) Funding Opportunity - 2026-2027
Funding Opportunity Due Date: Jan 16, 2026 5:00 PM
Program Area: Older Americans Act (OAA)
Status: Editing
Stage: Final Application

Initial Submit Date:
Initially Submitted By:
Last Submit Date:
Last Submitted By:

Contact Information

Primary Contact Information

Name*: Ms. Jennifer D'Ambrosio
Salutation First Name Last Name

Preferred Pronouns:
Title*: Grant Manager
Organizational Role*: Contracts,On-site Reviews,Program Manager,Progress Reports,Reimbursements,SUDS Data Entry
Email*: jdambrosio@douglas.co.us
Address*: 100 Third Street
Castle Rock Colorado 80104
City State/Province Postal Code/Zip

Phone*: (303) 814-4302 Ext.
Phone
###-###-####
Fax: ####-####-####

Organization Information

Name*: Douglas County Government
DBA: Department of Community Development
Organization Type*: Government
Tax Id: 84-6000761
UEI*: LXE5XEA44AH6
DBE*: No
Organization Website: <https://www.douglas.co.us/>

Address*: 100 Third Street
Castle Rock Colorado 80104-
City State/Province Postal Code/Zip

Phone*: (303) 660-7400 Ext.

Fax: ####-####-####

Date Established:

Agency Director: Abe Laydon
Agency Director Email: ABELAYDON@DOJ.GOV

Agency Director Phone: (303) 660-7401

If your organization is new to the Denver Regional Council of Governments WebGrants portal, please provide an agency description. If not, enter N/A.

Agency Description*:

Douglas County's goal is quality of life for all citizens. This includes keeping people safe, ensuring access to resources and services, and supporting the most vulnerable County residents.

Program Description

Program Description

Program Description*:

Douglas County is requesting the following Older Americans Act (OAA) grant funding to support Douglas County residents aged 60 and over, particularly those with the greatest social and economic need, in maintaining their safety, independence, and ability to remain in their own homes for as long as possible:

Assisted Transportation – \$299 700 for 8 904 units

Assisted Transportation – \$255,700 for 3
Chore Services – \$29,970 for 1030 units

Homemaker Services – \$201,972 for 5,504 units

Personal Care Services – \$186,750 for 5,100 units

These services will be delivered through sub-grantee agreements with community-based organizations that specialize in assisting older adults and are committed to supporting those with the most urgent needs. Selected providers will collaborate with Douglas County to ensure that older adults receive the essential support required to address critical needs, such as maintaining a safe home environment, receiving help with daily activities, and accessing necessary transportation to medical appointments.

This coordinated effort will help older residents remain in their homes safely and with dignity, reducing risks associated with isolation, unmet care needs, and loss of independence.

Budget

Requested Funds

Proposed Service	Requested State/Federal Funds	Required Matching Funds
Assisted Transportation	\$299,700.00	\$33,300.00
	<i>Subtotal</i>	\$299,700.00
Chore	\$29,970.00	\$3,330.00
	<i>Subtotal</i>	\$29,970.00
Homemaker	\$201,972.00	\$22,441.33
	<i>Subtotal</i>	\$201,972.00
Personal Care	\$186,750.00	\$20,750.00
	<i>Subtotal</i>	\$186,750.00
		\$718,392.00
		\$79,821.33

Match Revenue and Program Income

Proposal Service	Local Cash Amount	Local Cash Source	Local In-kind	In-kind Source	Program Income
Assisted Transportation	\$29,748.00	County General Funds	\$7,451.00	Budgeted Staff Salaries	\$0.00
	Subtotal	\$29,748.00	\$7,451.00		\$0.00
Chore	\$2,990.00	County General Funds	\$3,346.00	Budgeted Staff Salaries	\$0.00
	Subtotal	\$2,990.00	\$3,346.00		\$0.00
Homemaker	\$20,456.00	County General Funds	\$6,537.00	Budgeted Staff Salaries	\$0.00
	Subtotal	\$20,456.00	\$6,537.00		\$0.00
Personal Care	\$18,675.00	County General Funds	\$6,537.00	Budgeted Staff Salaries	\$0.00
	Subtotal	\$18,675.00	\$6,537.00		\$0.00
		\$71,869.00	\$23,871.00		\$0.00

Budget Details

Proposed Service	Expense	Description	Requested Amount	Local Cash	Local In-Kind	Total Project
Assisted Transportation	Contractual Services	8,904 units at \$37 unit through sub-grantee agreements	\$299,700.00	\$29,748.00	\$0.00	\$329,448.00
Assisted Transportation	Personnel	Staff Salaries	\$0.00	\$0.00	\$7,451.00	\$7,451.00
	Subtotal		\$299,700.00	\$29,748.00	\$7,451.00	\$336,899.00
Chore	Contractual Services	1,030 units at \$32/unit through sub-grantee agreement	\$29,970.00	\$2,990.00	\$0.00	\$32,960.00
Chore	Personnel	Staff Salaries	\$0.00	\$0.00	\$3,346.00	\$3,346.00
	Subtotal		\$29,970.00	\$2,990.00	\$3,346.00	\$36,306.00
Homemaker	Contractual Services	5,504 units at \$40.41/unit through sub-grantee agreements	\$201,972.00	\$20,456.00	\$0.00	\$222,428.00
Homemaker	Personnel	Staff Salaries	\$0.00	\$0.00	\$6,537.00	\$6,537.00
	Subtotal		\$201,972.00	\$20,456.00	\$6,537.00	\$228,965.00
Personal Care	Contractual Services	5,100 units at \$40.28/unit through sub-grantee agreements	\$186,750.00	\$18,675.00	\$0.00	\$205,425.00
Personal Care	Personnel	Staff Salaries	\$0.00	\$0.00	\$6,537.00	\$6,537.00
	Subtotal		\$186,750.00	\$18,675.00	\$6,537.00	\$211,962.00
			\$718,392.00	\$71,869.00	\$23,871.00	\$814,132.00

Total Budget Summary

Total Grant Funds:	\$718,392.00
Total Match:	\$95,740.00
Total Expenses:	\$814,132.00
Match Percentage:	11.76%

Budget Narrative

Personnel Details

Service	Position Title	Position Description	Hourly or Salary?	Hourly Charged Rate to Grant	Total Yearly Hours	Annual Charged Salary to Grant	Percent Time	Total Cost

Assisted Transportation Manager	Grant	Duties include designing and opening RFP for sub-grantees, responding to DRCOG OAARFP, attending DRCOG meetings and trainings, reviewing and submitting monthly DRCOG reporting, drafting and submitting close-out reports, drafting and overseeing approval for sub-grantee contracts and overseeing DRCOG contract approval process, leading sub-grantee trainings and quarterly meetings, mailing and recording consumer satisfaction surveys, conducting sub-grantee audits and responsible for DRCOG audit responses.	Salary	\$0.00	0.00	\$75,857.00	0.05	\$3,792.85
Assisted Transportation Programs	Community	Duties include collecting monthly reports from sub-grantees and inputting data into SUDS and county records, attending DRCOG meetings and trainings, Coordinator inputting monthly DRCOG reporting, issuing monthly payments to sub-grantees, leading sub-grantee trainings and quarterly meetings, conducting sub-grantee audits.	Salary	\$0.00	0.00	\$91,464.00	0.04	\$3,658.56
Subtotal								\$7,451.41
Chore	Grant Manager	Duties include designing and opening RFP for sub-grantees, responding to DRCOG OAARFP, attending DRCOG meetings and trainings, reviewing and submitting monthly DRCOG reporting, drafting and submitting close-out reports, drafting and overseeing approval for sub-grantee contracts and overseeing DRCOG contract approval process, leading sub-grantee trainings and quarterly meetings, mailing and recording consumer satisfaction surveys, conducting sub-grantee audits and responsible for DRCOG audit responses.	Salary	\$0.00	0.00	\$75,857.00	0.02	\$1,517.14
Chore	Community Programs	Duties include collecting monthly reports from sub-grantees and inputting data into SUDS and county records, attending DRCOG meetings and trainings, Coordinator inputting monthly DRCOG reporting, issuing monthly payments to sub-grantees, leading sub-grantee trainings and quarterly meetings, conducting sub-grantee audits.	Salary	\$0.00	0.00	\$91,464.00	0.02	\$1,829.28
Subtotal								\$3,346.42
Homemaker	Grant Manager	Duties include designing and opening RFP for sub-grantees, responding to DRCOG OAARFP, attending DRCOG meetings and trainings, reviewing and submitting monthly DRCOG reporting, drafting and submitting close-out reports, drafting and overseeing approval for sub-grantee contracts and overseeing DRCOG contract approval process, leading sub-grantee trainings and quarterly meetings, mailing and recording consumer satisfaction surveys, conducting sub-grantee audits and responsible for DRCOG audit responses.	Salary	\$0.00	0.00	\$75,857.00	0.05	\$3,792.85
Homemaker	Community Programs	Duties include collecting monthly reports from sub-grantees and inputting data into SUDS and county records, attending DRCOG meetings and trainings, Coordinator inputting monthly DRCOG reporting, issuing monthly payments to sub-grantees, leading sub-grantee trainings and quarterly meetings, conducting sub-grantee audits.	Salary	\$0.00	0.00	\$91,464.00	0.03	\$2,743.92
Subtotal								\$6,536.77
Personal Care	Grant Manager	Duties include designing and opening RFP for sub-grantees, responding to DRCOG OAARFP, attending DRCOG meetings and trainings, reviewing and submitting monthly DRCOG reporting, drafting and submitting close-out reports, drafting and overseeing approval for sub-grantee contracts and overseeing DRCOG contract approval process, leading sub-grantee trainings and quarterly meetings, mailing and recording consumer satisfaction surveys, conducting sub-grantee audits and responsible for DRCOG audit responses.	Salary	\$0.00	0.00	\$75,857.00	0.05	\$3,792.85
Personal Care	Community Programs	Duties include collecting monthly reports from sub-grantees and inputting data into SUDS and county records, attending DRCOG meetings and trainings, Coordinator inputting monthly DRCOG reporting, issuing monthly payments to sub-grantees, leading sub-grantee trainings and quarterly meetings, conducting sub-grantee audits.	Salary	\$0.00	0.00	\$91,464.00	0.03	\$2,743.92
Subtotal								\$6,536.77

Indirect Cost Calculation

Service	Do you plan to apply indirect costs to this award?	Federally Negotiate Indirect Cost Rate	Negotiated Rate	Base Description	Base	De Minimis?	Modified Total Direct Costs	Total Indirect Costs	Please Explain	Federal Indirect Rate Approval
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No Data for Table

Other Budgeted Costs Narrative by Service

Service	Budget Narrative
Assisted Transportation	<p>Budget Costs Explanation for Assisted Transportation:</p> <p>Douglas County requests \$299,700 in OAA funds to provide a minimum of 8,904 assisted transportation trips for older adults at a rounded cost of \$33.66 per trip. Sub-grantees will provide the services at a contracted rate of \$37 per trip, and Douglas County will contribute the remaining balance from its General Fund, for a total cash match of \$29,748. The grant funds and cash match together will reimburse sub-grantees for all 8,904 trips.</p> <p>No program income is included in the formal budget because it is variable and not guaranteed; however, any program income collected is used to provide additional trips. This is why the budget projects a minimum of 9,413 trips, with program income allowing the total number of trips to increase.</p> <p>The in-kind match of \$7,451 comes from staff time contributed by Jennifer D'Ambrosio and Kim Smith based on the time they will dedicate to the grant. NOTE: The assisted transportation in-kind subtotal on the above Personnel Details Chart was rounded to the nearest dollar.</p> <p>All costs are necessary to ensure older adults receive safe, reliable, and accessible transportation services throughout the grant period.</p>
Chore	<p>Budget Costs Explanation for Chore Services</p> <p>Douglas County requests \$29,970 in DRCOG funds to provide a minimum of 1,030 units of chore services at a rounded cost of \$29.10 per unit. A sub-grantee will provide the services at a contracted rate of \$32 per unit, and Douglas County will contribute the remaining balance from its General Fund, for a total cash match of \$2,990. The grant funds and cash match together will reimburse the sub-grantee for all 1,030 units.</p> <p>No program income is included in the formal budget because it is variable and not guaranteed; however, any program income collected will be used to provide additional chore services during the grant period.</p> <p>The in-kind match of \$3,346 comes from staff time contributed by county employees based on the time they will dedicate to the grant. NOTE: The chore in-kind subtotal on the above Personnel Details Chart was rounded to the nearest dollar.</p> <p>All costs are necessary to ensure older adults receive trusted chore services that help them remain living independently or as long as possible.</p>
Homemaker	<p>Budget Costs Explanation for Homemaker Services</p> <p>Douglas County requests \$201,972 in DRCOG funds to provide a minimum 5,504 units of homemaker services at a DRCOG-supported cost of \$36.70 per unit. Sub-grantees, licensed in-home care agencies, will provide the services at an average contracted rate of \$40.41 per unit. Douglas County will contribute the remaining balance from its General Fund, for a total cash match of \$20,456. The grant funds and cash match together will reimburse sub-grantees for all 5,504 units.</p> <p>No program income is included in the formal budget because it is variable and not guaranteed; however, any program income collected will be used to provide additional homemaker services during the grant year, potentially increasing number of units provided.</p> <p>The in-kind match of \$6,537 comes from staff time contributed by county employees based on the time they will dedicate to the grant. NOTE: The homemaker in-kind subtotal on the above Personnel Details Chart was rounded to the nearest dollar.</p> <p>All costs are necessary to ensure older adults receive high-quality, licensed in-home care that helps them maintain independence and quality of life in their own homes.</p>

Personal Care Budget Costs Explanation for Personal Care Services

Douglas County requests \$186,750 in DRCOG funds to provide **a minimum** of 5,100 units of personal care services at a DRCOG-supported cost of \$36.62 per unit. Sub-grantees, licensed in-home care agencies, will provide the services at an average contracted rate of \$40.28 per unit, and Douglas County will contribute the remaining balance from its General Fund, for a total cash match of \$18,675. Together, the grant funds and cash match will reimburse sub-grantees for all 5,100 units.

No program income is included in the formal budget because it is variable and not guaranteed; however, any program income collected will be used to provide additional personal care services during the grant year, potentially increasing the number of units provided.

The in-kind match of \$6,537 comes from staff time contributed by county employees based on the time they will dedicate to the grant. **NOTE:** The personal care in-kind subtotal on the above Personnel Details Chart was rounded to the nearest dollar.

All costs are necessary to ensure older adults receive safe, reliable, and high-quality personal care services that support their independence and ability to remain in their homes.

Units

Compensated Services - Units

Service	Adams	Arapahoe	Broomfield	Clear Creek	Denver	Douglas	Gilpin	Jefferson	Total
Assisted Transportation-299700.00					8904				8904
Chore-29970.00					1030				1030
Homemaker-201972.00					5504				5504
Personal Care-186750.00					5100				5100
	0	0	0	0	0	20538	0	0	20538

Non-Compensated Services

Non-Compensated Service	Estimated Units
Information and Assistance	50
Outreach	520
Required for Congregate Meal and Home Delivered Meal Programs Only	
Nutrition Education	0
Nutrition Counseling	0
	Total
	570

Clients

Estimated Client Counts

Service	Service Area/County	Low Income	Low Income Minority	Minority	Rural	Total Clients
Assisted Transportation	Douglas	120	20	47	1	470
	Subtotal	120	20	47	1	470
Chore	Douglas	13	3	6	0	75
	Subtotal	13	3	6	0	75
Homemaker	Douglas	63	11	26	1	253
	Subtotal	63	11	26	1	253
Personal Care	Douglas	10	1	5	1	35
	Subtotal	10	1	5	1	35
		206	35	84	3	833

Service Narrative

Service Narrative

General Service Eligibility Questions

Please select the service from the dropdown.

Service*: Assisted Transportation

Please describe in detail the service you are proposing.

Service Description*:

Douglas County proposes to continue providing assisted, door-to-door transportation services to support older adults who need reliable access to medical care, essential errands, and community resources. Assisted transportation addresses mobility limitations, safety concerns, and lack of access to private and public transportation options, allowing older adults to remain independent and connected while meeting basic daily needs. To deliver this service, Douglas County contracts with Aging Resources of Douglas County (ARDC) and the Castle Rock Senior Activity Center (CRSAC), both of which have extensive experience operating demand-response transportation programs for older adults. Douglas County provides active oversight by reviewing service data, monitoring performance, ensuring accurate reporting, and guiding providers on program expectations and Older Americans Act requirements.

Older adults may access assisted transportation through self-referral or referral from Douglas County First Call, Human Services, or community-based organizations. Providers screen individuals to confirm eligibility and assess trip needs, including mobility requirements and trip purpose. Priority is given to older adults with the greatest economic and social need, with medical and health-related trips prioritized when capacity is limited. Clients are informed of grievance procedures, nondiscrimination policies, and voluntary contribution guidelines.

Trips are scheduled on a door-to-door basis to ensure safety and accessibility. To better meet growing demand, Douglas County will increase planned assisted transportation units from 8,563 to 8,904 in the current year while maintaining the same funding request. This increase will be achieved through overmatching the grant and increasing the County's cash match contribution to nearly 10 percent of the total grant request, demonstrating Douglas County's commitment to maximizing service delivery and leveraging local resources to meet older adult transportation needs.

With continued grant support, this coordinated and cost-effective approach will ensure assisted transportation remains an essential service for older adults who would otherwise face significant barriers to accessing care and community resources.

If DRCOG is not able to award the full amount requested for this service, what would be the minimum award amount for this service to be viable? Note: if the amount listed here is the same as the total funding request, and DRCOG cannot fully award the request, then DRCOG will assume this service would not be viable if the full amount is not awarded.

Minimum Request Amount*: \$201,810.00

How would your service look different from what has been proposed, if awarded the minimum amount you listed above. For example, how would the estimated units and client change, or service area change, etc.?

Minimum Amount Description*:

If awarded the minimum funding amount of \$201,810, Douglas County would continue providing assisted transportation services within the same geographic service area; however, overall capacity would be reduced. Under this funding level, the County estimates providing 5,996 trips and serving 315 clients, including 80 low income, 13 low income minority, 31 minority and, 1 rural clients.

Is the service you are proposing a service you are currently providing to older adults?

Current Service*: Yes

Need of Service in the Region

Please describe the need for the service in your service area and how it aligns with the AAA's priorities.

Service Need*:

Douglas County has an estimated 78,953 residents aged 60 and over, and the older adult population is growing rapidly. Residents aged 65 and older are projected to increase by 185 percent between 2020 and 2050, increasing demand for transportation services that support access to health care, food, and community resources. Reliable assisted transportation directly supports AAA priorities by improving access to care, reducing isolation, and helping older adults remain independent.

Transportation access remains a well-documented need. The 2022 CASOA survey found that 31 percent of older adults in Douglas County identified affordable transportation as a major challenge. Feedback from the Douglas County Older Adult Initiative (2023–2024), including community surveys and the 2024 Aging Well Town Hall, reinforced that transportation is a top priority – particularly for medical appointments, grocery trips, and travel outside the county to reach specialty providers. These findings were further supported by the Douglas County Integrated Transit & Multimodal Feasibility Study, completed in mid-2025, which identified older adults as a key population facing significant mobility gaps.

Douglas County has invested local funds in Link On Demand, a free public microtransit service, to help address general transportation needs and free assisted transportation services for those with the greatest barriers. However, Link On Demand is limited to Lone Tree and Highlands Ranch, does not support trips outside those boundaries, and is not well suited for older adults who require hands-on, door-to-door assistance. As a result, OAA-

funded assisted transportation remains the primary option for the county's most transportation-challenged residents.

Demand continues to exceed capacity. During the current grant year, Douglas County has experienced more than 100 unfilled ride requests per month, with unmet demand peaking at 170 rides in October 2025. To better respond to this need, the County is increasing planned assisted transportation units from 8,563 to 8,904 while keeping the funding request the same. Assisted transportation remains a critical service that supports access to medical care, groceries, and essential community resources for vulnerable older adults.

What are the expected impacts of this service to both the individual and community?

Impact of Service*:

Assisted transportation services help older adults maintain access to essential destinations such as medical appointments, grocery stores, pharmacies, and community resources, particularly for individuals who can no longer drive, cannot safely or economically use other transportation options, and lack family support. For individuals, these services support health management, nutrition, and daily stability, and allow older adults to remain safely in their homes rather than experiencing avoidable health declines or earlier transitions to higher levels of care. Assisted transportation provides a practical solution for older adults with mobility limitations, cognitive impairments, or financial constraints who would otherwise miss critical appointments or go without basic necessities.

At the community level, assisted transportation helps prevent missed medical care, avoidable emergency room visits, and preventable health complications that place additional strain on local health and social service systems. The service supports aging in place, reduces social isolation, and improves connections to community-based supports. By prioritizing individuals with the greatest economic and functional need, assisted transportation strengthens equitable access to care and essential services across Douglas County. Overall, assisted transportation delivers measurable benefits to both individuals and the broader community by supporting independence, improving health outcomes, and reducing avoidable system costs associated with unmet transportation needs.

What would your agency's plans be to provide outreach to the [targeted populations](#) during this grant period?

Service Targeting*:

Douglas County will conduct targeted outreach for assisted transportation services using a coordinated approach focused on older adults with the greatest mobility, economic, and social barriers, including individuals who can no longer drive, cannot safely or economically use other transportation options, and lack family support.

Outreach will be carried out in partnership with assisted transportation service providers and County staff, who work with senior centers, low-income housing providers, food banks, libraries, and community-based organizations to share information and generate referrals. Transportation providers and County staff also participate in community events and resource fairs to distribute information directly to older adults and caregivers. Information about assisted transportation services is further shared through the Older Adult Resource Guide mailed to all residents aged 60 and older, the County's quarterly newsletter, and the County website. Douglas County monitors referral patterns and service demand in coordination with providers and adjusts outreach efforts as needed to ensure assisted transportation services reach the older adults who need them most.

How does your organization coordinate with other service providers and community-based organizations in your service area?

Coordination*:

Douglas County coordinates closely with county departments and community-based organizations to ensure that older adults can access assisted transportation services quickly and consistently. The County works with Human Services, Adult Protective Services, the Health Department, the Community of Care Network, the Seniors' Council of Douglas County, low-income housing providers, food banks, and community churches. These partnerships support shared outreach, information exchange, and a strong referral network for older adults who experience transportation barriers and limited access to essential services.

In addition, Douglas County's OAA-funded contracted service providers coordinate closely with one another across service areas. Providers regularly refer clients between OAA-funded programs, such as homemaker, personal care, chore, and assisted transportation, to ensure older adults with multiple needs are connected to the most appropriate supports. This cross-referral approach allows individuals who may not qualify for or have capacity in one service to be efficiently linked to another, helping to reduce gaps and delays in care.

Through this coordinated network of County departments, community partners, and County service providers, Douglas County strengthens service integration, improves access, and ensures assisted transportation supports are aligned with the broader system of aging services.

Do you currently have a waitlist for this service?

Waitlist: No

[Experience, Performance and Capability](#)

Please describe your agency's experience with providing this service to older adults in the region including how long the program has been active.

Agency Experience:

Douglas County, together with its contracted assisted transportation providers, Aging Resources of Douglas County (ARDC) and the Castle Rock Senior Activity Center (CRSAC), has more than a decade of experience delivering assisted transportation services to older adults in the region. Over this time, the County has established strong systems for contract oversight, performance monitoring, and data reporting to ensure services are reliable and responsive to community needs.

ARDC and CRSAC are experienced, vetted providers that serve older adults in a variety of capacities beyond transportation and have a deep understanding of the unique needs, barriers, and safety considerations of this population. Their familiarity in working with frail, low-income, and mobility-limited older adults allows services to be delivered with consistency, sensitivity, and appropriate levels of assistance.

Assisted transportation is prioritized for essential trips such as medical appointments, grocery shopping, and access to community resources for individuals who can no longer drive, cannot safely or economically use other transportation options, and lack family support. Through long-

standing partnerships and active County oversight, Douglas County ensures assisted transportation remains a stable, high-quality service that supports older adults' independence and ability to age safely in place

How do you determine the minimum qualifications required for personnel providing the services? Please include details on any specific training(s) you offer to staff or volunteers related to this service.

Minimum Qualifications*:

Douglas County determines minimum qualifications for assisted transportation personnel through a combination of Older Americans Act requirements, applicable state regulations, County contract standards, and provider-specific policies to ensure safe, reliable, and high-quality service for older adults. All assisted transportation services are delivered by contracted providers that meet state regulatory requirements and the County's vetting standards for serving older adults with mobility, functional, and access needs.

At a minimum, all drivers and transportation personnel must hold a valid Colorado driver's license, maintain a clean driving record, and provide proof of current vehicle registration and insurance in accordance with OAA, state and County requirements. Vehicles used for service must meet state safety standards and be appropriate for transporting older adults who require door-to-door and hands-on assistance. All staff and volunteers undergo background screening, and employee drivers complete mandatory CAPS checks.

Transportation providers ensure that personnel and volunteers complete required orientation and training prior to providing services. Training includes safe driving practices, passenger assistance and securement, disability and mobility awareness, confidentiality and client rights, incident reporting, emergency procedures, and effective communication with older adults, including individuals with physical or cognitive limitations.

Douglas County monitors compliance through contract oversight, review of documentation, and ongoing communication with providers to confirm adherence to state regulations, training standards, and safety requirements. Through these combined measures, the County ensures that assisted transportation personnel are qualified, well trained, and prepared to safely serve older adults who rely on these essential services.

Are you currently a subrecipient of DRCOG's AAA or have you received DRCOG AAA funding in the past 3 years?

Current Subrecipient*:

Cost Information

Is the service you are proposing supported by other sources of funding aside from the required local matching funds?

Other Funding*: No

What are the agency's plans to look for additional funding source to support the program beyond the minimum local match requirement?

Funding development:

Douglas County has taken deliberate steps to maximize the impact of available Older Americans Act (OAA) funds by overmatching the grant and significantly increasing its local cash match contribution to augment assisted transportation services. Through this enhanced local investment, the County is able to increase planned assisted transportation units from 8,563 to 8,914 while keeping the DRCOG funding request flat. This approach allows more older adults to be served, improves cost efficiency, and results in a lower DRCOG cost per unit while maintaining service quality. In addition to overmatching OAA funds, Douglas County has made strategic investments to strengthen the broader transportation system for older adults. In 2025, the County invested \$320,000 in Older Adult Initiative (OAI) funds as a one-time allocation to support assisted transportation services during a temporary funding shortfall resulting from the reclassification of Castle Rock as a small Urbanized Area (UZA). In addition, the County allocates local funds to support Link On Demand, a free public microtransit service that meets general transportation needs across the community. Together, these investments support transportation access for older adults across the community and allow OAA-funded assisted transportation to remain focused on those with the greatest mobility, economic, and social barriers who require door-to-door assistance.

Douglas County continues to pursue additional funding opportunities by monitoring and applying for state, federal, and philanthropic transportation grants. This includes submitting applications this year for Section 5310 funding through DRCOG to serve the northern portion of the County and for CDOT-administered Section 5310 funds to support older adults in the Castle Rock Small Urbanized Area. The County will also participate in regional mobility and aging networks and collaborate with community partners to coordinate and braid funding where possible. Through these efforts, Douglas County seeks to strengthen the transportation continuum and expand access to reliable mobility options that support older adults' independence and ability to age safely in place.

DRCOG's contracts are reimbursement based contracts, and reimbursement often happens 60 days or later from the date of service. Please describe how your organization would be able to sustain the program for this period of time while waiting for reimbursement.

Reimbursement timeline*:

Douglas County is fully prepared to sustain the assisted transportation program during the 60-day DRCOG reimbursement window. Transportation providers submit billing by the 5th of each month, and the County processes and reimburses invoices within 30 days, regardless of the timing of DRCOG reimbursement. This approach ensures reliable cash flow for providers and prevents service interruptions for older adults who depend on assisted transportation for essential trips.

All assisted transportation sub-grantees are vetted for financial capacity and operational stability and have demonstrated they can manage short reimbursement cycles. Douglas County processes invoices monthly, provides technical assistance as needed, and maintains regular communication with providers to support timely, accurate, and predictable billing.

Douglas County has more than a decade of experience administering DRCOG-funded aging services, including transportation programs. This experience has resulted in well-established financial controls, clear reimbursement procedures, and strong partnerships with community-based transportation providers. These systems ensure that assisted transportation services are delivered consistently and can be sustained without disruption while the County awaits DRCOG reimbursement.

Service Outcomes

How do you or how would you measure program success and outcomes? Please provide as much detail as possible including expected performance measures and results, if applicable.

Outcomes*:

Performance Measurement

Douglas County measures assisted transportation success through service volume, timely and reliable ride delivery, and prioritization of older adults with the greatest mobility, economic, and social barriers. Core metrics include the number of clients served, units of transportation provided, on-time performance, ease of scheduling, and availability of rides for medical appointments, essential errands, and community participation. Client-reported outcomes show strong impact: 84.4% of respondents reported the service helps them get to medical appointments, 83.1% said it enables them to get where they need to go, 68.8% reported it improves affordability of transportation, and 58.4% indicated it supports their ability to continue living at home.

Client Feedback and Satisfaction

Douglas County uses the DRCOG-required satisfaction survey as a primary outcome measure. In the most recent survey cycle, 98.7% of respondents rated assisted transportation services as “good” or “excellent” overall. High ratings for reaching needed destinations, arriving on time, and scheduling rides demonstrate that services effectively meet essential transportation needs, particularly for medical care and daily necessities. Informal feedback collected by providers during scheduling and service delivery helps identify emerging needs or access barriers, allowing for timely service adjustments and referrals to other community resources and supports.

Quality Assurance and Oversight

Douglas County conducts ongoing monitoring through service data review, monthly billing oversight, and regular coordination with contracted transportation providers. The County ensures grant-funded rides are prioritized for older adults with the highest needs and promotes coordination among Douglas County service providers and other community-based organizations.

Expected Results

Douglas County anticipates maintaining overall satisfaction rates of at least 95%, consistent access to medical and essential trips, and efficient use of transportation resources. These outcomes support older adults’ ability to attend medical appointments, meet daily needs, and remain safely and independently in their homes.

How do you or how would you gather and include client and community feedback into the measuring the outcomes of the service?

Client feedback*:

Douglas County incorporates both client and community feedback into measuring assisted transportation outcomes through surveys, provider input, and ongoing collaboration with partners serving older adults. Client feedback is primarily gathered through the annual DRCOG-required satisfaction survey, which assesses whether transportation services support access to medical appointments, groceries, and other essential needs, and help older adults remain safely and independently in their homes.

Transportation providers also collect informal feedback during scheduling and service delivery, identifying access barriers, unmet demand, and changes in client mobility or support needs. This information is used to adjust service delivery and inform referrals to other service providers and community resources.

Community feedback is gathered through regular coordination with Human Services, Adult Protective Services, the Health Department, the Sheriff's Office, the Seniors' Council of Douglas County, and other community-based organizations. These partners share observations about unmet needs and system-level gaps affecting older adults. Quarterly provider meetings provide a structured forum to review trends, discuss feedback, and identify opportunities to strengthen assisted transportation services for residents facing the greatest barriers to remaining safely at home.

Community-level feedback is also informed by recent countywide efforts, including the Older Adult Initiative (2023–2024) and the Douglas County Integrated Transit & Multimodal Feasibility Study (completed mid-2025), both of which identified transportation as a top priority for older adults. Together, these inputs guide outcome measurement, service planning, and continuous improvement for assisted transportation services.

How have you used this information to make improvements or changes to your service delivery? If this is a new service, how would you use this information to inform service changes?

Changes*:

Douglas County uses client and community feedback to continuously refine assisted transportation services and better target older adults with the greatest mobility barriers. Client satisfaction surveys consistently show that transportation is most critical for medical appointments, grocery shopping, and other essential trips, reinforcing the County's focus on prioritizing these trip types for individuals who can no longer drive, cannot safely or economically use other transportation options, and lack family support.

Feedback from providers and service data have also revealed sustained unmet demand, particularly during peak periods. In response, Douglas County is increasing planned assisted transportation units from 8,563 to 8,904 this year while keeping the funding request the same, allowing more older adults to be served efficiently. Ongoing monitoring of unfilled ride requests informs scheduling adjustments and coordination among providers.

Community-level input from the Older Adult Initiative (2023–2024), the Douglas County Integrated Transit & Multimodal Feasibility Study (completed mid-2025), and regular collaboration with County departments and community partners has further guided service improvements. These insights supported local investment in complementary transportation options such as Link On Demand, helping meet broader mobility needs while preserving assisted transportation capacity for older adults who require door-to-door assistance and out-of-county medical access.

Together, these actions demonstrate how Douglas County uses feedback to strengthen service delivery, address gaps, and ensure assisted transportation remains responsive, equitable, and focused on essential needs for older adults aging in place.

General Service Eligibility Questions

Please select the service from the dropdown.

Service*: Chore

Please describe in detail the service you are proposing.

Service Description*:

Douglas County proposes to continue providing chore services that address essential safety-related household tasks, such as yard clean-up, debris removal, and minor home safety activities. These services reduce fall risks and help older adults with mobility or functional limitations remain safely in their homes.

Douglas County contracts with Aging Resources of Douglas County (ARDC) to deliver these services. ARDC uses trained paid staff and screened volunteers, allowing the program to complete a wide range of tasks efficiently while maximizing resources. The County provides oversight through monthly data reviews, performance monitoring, and verification of compliance with OAA requirements.

Clients may enter the program through self-referral or referrals from County departments, churches, and other community agencies. ARDC conducts an eligibility assessment and collects all OAA-required demographic and functional information. Clients also receive information on grievance procedures, nondiscrimination policies, and other available services.

Once enrolled, chore tasks are scheduled based on need and safety priorities, with volunteers typically handling group yard projects and staff completing tasks that require additional skills or physical capacity. All services are documented, and changes in client needs are addressed through referrals to complementary supports.

To better meet rising demand, Douglas County will increase planned chore service units from 534 to 1,030 in the current year while maintaining a cost-effective unit rate. This increase will be achieved through overmatching the grant and increasing the County's cash match contribution to 10 percent of the total grant request, demonstrating Douglas County's commitment to maximizing service delivery and leveraging local resources to ensure more older adults receive essential assistance that supports aging in place.

Through strong provider partnerships, trained personnel, and consistent County oversight, chore services remain a dependable, essential resource for older adults in Douglas County.

If DRCOG is not able to award the full amount requested for this service, what would be the minimum award amount for this service to be viable? Note: if the amount listed here is the same as the total funding request, and DRCOG cannot fully award the request, then DRCOG will assume this service would not be viable if the full amount is not awarded.

Minimum Request Amount*: \$16,000.00

How would your service look different from what has been proposed, if awarded the minimum amount you listed above. For example, how would the estimated units and client change, or service area change, etc.?

Minimum Amount Description*:

If awarded the minimum funding amount of \$16,000, Douglas County would continue providing chore services within the same geographic service area; however, overall capacity would be reduced. Under this funding level, the County estimates providing 550 units of service and serving 47 clients, including 8 low-income, 2 low-income minority, 5 minority, and 0 rural clients. While the County would maintain its focus on reaching older adults with the greatest barriers to remaining safely at home, reduced funding would limit the number of projects that could be completed.

Is the service you are proposing a service you are currently providing to older adults?

Current Service*:

Need of Service in the Region

Please describe the need for the service in your service area and how it aligns with the AAA's priorities.

Service Need*:

Douglas County's rapidly growing older adult population has created a clear and ongoing need for chore services that help residents maintain safe, functional homes. More than 78,000 residents are now age 60 or older, and CASOA data show that 35 percent struggle with yard maintenance or basic home upkeep. Through the County's Older Adult Initiative, residents repeatedly reported difficulty finding affordable, reliable help for simple repairs and safety tasks. With local handyperson rates averaging 50 to 150 dollars per hour, many older adults, particularly those with limited income or declining physical ability, cannot afford these services and would otherwise go without necessary fixes that protect their health and safety.

In response to strong community demand, Douglas County used local funds in 2025 to launch an Older Adult Initiative (OAI) supported chore project and awarded Aging Resources of Douglas County 533 chore service units. These units have already been fully exhausted, and 60 percent of this grant year's DRCOG OAA chore funds have been spent, demonstrating both need and high utilization. Local funds will not be available next year, and OAA funding will be the only source of chore services. For this reason, we are requesting additional units and have increased our cash match to maximize the number of chore units available to older adults in the community.

Chore services funded through this proposal would fill a critical gap for older adults who need assistance with debris removal, minor home repairs, safety enhancements, and other essential tasks that reduce fall risks and enable them to remain safely in their homes. This aligns directly with AAA priorities by supporting basic needs, promoting safety, and helping older residents maintain independence in the community.

What are the expected impacts of this service to both the individual and community?

Impact of Service*:

Chore services help older adults maintain safe and functional homes, reducing risks such as falls, injuries, and deterioration of the home environment. For individuals, these services improve safety, support daily living, and allow residents to remain in their homes longer rather than entering ~~2027 DRCOG OAA Grant Application~~ a nursing home. This provides a practical solution for older adults who cannot physically complete tasks such as yard work,

debris removal, or minor home maintenance, or who cannot afford to hire help to complete these tasks and would otherwise go without these necessary fixes.

At the community level, chore services help prevent avoidable emergency calls, hospitalizations, and premature transitions to assisted living, which reduces pressure on local healthcare and long-term care systems. The service supports aging in place, stabilizes housing for vulnerable older adults, and helps maintain neighborhood quality by preventing property neglect. By directing services to high-need residents, including low-income and frail adults, the program also strengthens equitable access to essential supports across Douglas County.

Overall, chore services provide measurable benefits to both individuals and the broader community by improving safety, supporting independence, and reducing helping prevent avoidable safety hazards and the higher expenses that occur when small issues are left unaddressed.

What would your agency's plans be to provide outreach to the [targeted populations](#) during this grant period?

Service Targeting*:

Douglas County prioritizes chore services for older adults who face the greatest barriers to maintaining a safe home environment, including low-income and frail adults, minorities, non-English speakers, and those without adequate informal supports. Many of these residents cannot afford private yard work, heavy housekeeping, or minor home maintenance, and declining mobility or chronic health conditions often make these tasks unsafe or unmanageable without assistance.

To reach these priority populations, the County partners with a broad network of County departments and community organizations, including low-income housing providers, food banks, and local nonprofits. Providers conduct screening to assess eligibility, safety risks, and scope of work, ensuring grant-funded assistance is prioritized to help the most vulnerable older adults.

Outreach and awareness are strengthened through participation in community events and resource fairs, distribution of the County's Older Adult Resource Guide to all residents aged 60 and older, and consistent promotion of chore services in the quarterly Douglas County newsletter, which reaches nearly 155,000 households. The County also maintains an online resource page highlighting available chore and related services.

Through this coordinated outreach network and targeted referral pathways, Douglas County ensures chore services reach the older adults who need them most.

How does your organization coordinate with other service providers and community-based organizations in your service area?

Coordination*:

Douglas County and its chore sub-grantee, ARDC, maintain strong coordination with county departments, community-based organizations, and OAA service partners to ensure that older adults with significant barriers can access chore services quickly and consistently. The County and ARDC work closely with Human Services, Adult Protective Services, the Health Department, the Community of Care Network, the Seniors' Council of Douglas County, senior centers, low-income housing providers, food banks, and community churches. These partnerships support shared outreach, cross-training, information exchange, and a reliable referral network for older adults who need assistance to maintain a safe home environment.

ARDC also collaborates with Douglas County's other grant-funded service providers to support coordinated referrals and ensure that older adults with multiple needs are connected to the appropriate level of assistance. Providers routinely cross-refer, allowing individuals who may not qualify for one service to be quickly linked to another that better fits their circumstances. ARDC also partners with Brothers Redevelopment for situations requiring repairs or tasks beyond the scope of chore services, ensuring that clients receive complete and appropriate solutions.

Quarterly provider meetings strengthen this coordinated system by providing a structured forum for sharing updates, reviewing emerging needs, addressing service gaps, and identifying strategies to reach underserved residents.

Through this multi-agency network, spanning county departments, community partners, and the County's service providers, Douglas County ensures that chore services are delivered efficiently and reach the older adults most at need.

How do you determine the minimum qualifications required for personnel providing the services? Please include details on any specific training(s) you offer to staff or volunteers related to this service.

Minimum Qualifications*:

Minimum qualifications for personnel providing chore services are determined by the type of task being performed and the safety requirements associated with working in or around an older adult's home. Staff who enter clients' homes must pass required background checks, including criminal background screening and CAPS checks, and must demonstrate the ability to work safely in indoor environments where there may be fall risks or other safety concerns. These staff must also be able to lift at least 25 pounds, safely use basic tools and equipment, and have a valid driver's license.

For outdoor chore activities, background-checked volunteers may perform or supervise tasks such as yard work, debris removal, or simple exterior maintenance. Minimum expectations for volunteers include the ability to work outdoors in varying weather conditions, follow safety instructions, and use hand tools appropriately. When tasks require basic carpentry skills or more advanced upkeep, the provider assigns personnel who have the necessary technical experience to perform the work safely and correctly.

ARDC, the chore provider, offers safety orientations and task-specific instruction to both staff and volunteers, including guidance on proper tool use, safe lifting, fall-prevention awareness, and procedures for reporting concerns in or around the home. This approach ensures that all personnel performing chore services meet appropriate qualifications and are trained to complete tasks safely and effectively for the older adults they serve.

Are you currently a subrecipient of DRCOG's AAA or have you received DRCOG AAA funding in the past 3 years?

Current Subrecipient*: Yes

Cost Information

Is the service you are proposing supported by other sources of funding aside from the required local matching funds?

Other Funding*:

No

What are the agency's plans to look for additional funding source to support the program beyond the minimum local match requirement?

Funding development:

Douglas County has taken deliberate steps to maximize the impact of available Older Americans Act (OAA) funds by overmatching the grant and significantly increasing its local cash match contribution to augment chore services. Through this enhanced local investment, the County is able to increase planned chore service units from 534 to 1,030 while maintaining a cost-effective unit rate. This approach allows more older adults to be served, preserves service capacity, and ensures timely access to safety-related assistance that supports aging in place.

In addition to overmatching OAA funds, Douglas County has made strategic investments to strengthen the broader home safety and stability system for older adults. The County supports programs such as the Older Adult Initiative (OAI) and the Brothers Redevelopment CAPABLE program, which provide home modifications and in-home coaching to reduce fall risks and improve the safety and functionality of older adults' homes. These investments allow OAA-funded chore services to remain focused on minor maintenance and debris removal while CAPABLE addresses more complex repairs and safety improvements, creating a coordinated continuum of home-based support.

Looking ahead, Douglas County will continue to pursue additional funding opportunities by monitoring state, federal, and philanthropic aging and housing grants, participating in regional aging and housing networks, and collaborating with community partners to coordinate and braid funding where possible. Through these efforts, the County seeks to strengthen the continuum of home-based supports and expand access to reliable services that help older adults maintain safe and stable homes and age in place with independence.

DRCOG's contracts are reimbursement based contracts, and reimbursement often happens 60 days or later from the date of service. Please describe how your organization would be able to sustain the program for this period of time while waiting for reimbursement.

Reimbursement timeline*:

Douglas County is fully prepared to sustain the chore program during the 60-day DRCOG reimbursement window. ARDC submits billing by the 5th of each month, and the County processes and reimburses the provider within 30 days, regardless of whether DRCOG has reimbursed the County. This ensures stable cash flow for ARDC and prevents any disruption in chore services for older adults.

ARDC is vetted for financial capacity and maintains the ability to manage short reimbursement cycles. The County processes invoices monthly, provides technical assistance as needed, and maintains consistent communication with ARDC to keep billing timely, accurate, and predictable. Douglas County has administered DRCOG-funded aging services contracts for well over a decade, including homemaker, personal care, chore, transportation, and other OAA-supported programs. This long-standing experience has allowed the County to refine efficient financial workflows, strengthen relationships with community partners, and establish reliable administrative systems that support reimbursement-based funding. These practices ensure that the chore program can be sustained smoothly and without interruption while awaiting DRCOG reimbursement.

Service Outcomes

How do you or how would you measure program success and outcomes? Please provide as much detail as possible including expected performance measures and results, if applicable.

Outcomes*:**Performance Measurement**

Douglas County evaluates the effectiveness of chore services through several key indicators, including the number of clients served, timeliness of service delivery, and prioritization of older adults with the highest functional, safety, or environmental risks. Additional measures include improvements in home safety (removal of hazards, reduced fall risk), successful completion of essential household tasks that clients cannot perform independently, and stabilization of living conditions that support ongoing independence.

Client Feedback and Satisfaction

Annual DRCOG-required satisfaction surveys serve as a primary tool for assessing client experience with chore services. Informal feedback is also collected by sub-grantees during home visits or follow-up calls, which helps identify emerging needs or gaps in service. Douglas County is exploring adding targeted survey questions to better capture the impact of chore services, specifically whether assistance with heavy cleaning, decluttering, or hazard removal helps clients remain safely in their homes.

Quality Assurance and Oversight

Douglas County oversees performance through routine file audits, monthly invoice review, and quarterly meetings with chore service providers. These meetings create space to review trends, troubleshoot challenges, and reinforce expectations around prioritizing clients with the greatest safety and functional needs. Providers are also required to screen clients to ensure that chore services are directed toward households where environmental conditions present a significant barrier to maintaining independence.

Expected Results

Based on past performance and established provider capacity, Douglas County anticipates maintaining high client satisfaction rates (95% or above), demonstrating measurable improvements in home safety and household condition, ensuring timely and appropriate deployment of chore services, and strengthening referrals to complementary supports such as homemaker, nutrition, transportation, and benefits assistance. Together, these efforts ensure that chore services effectively reduce environmental risks and support older adults in maintaining safe, healthy, and stable living environments.

How do you or how would you gather and include client and community feedback into the measuring the outcomes of the service?

Client feedback*:

Douglas County incorporates both client and community feedback into evaluating chore service outcomes through several coordinated methods. The County uses the annual DRCOG client satisfaction survey to assess overall service quality, safety improvements, and client experience. In

addition to reviewing the ratings, Douglas County and its providers closely analyze written survey comments to identify themes, concerns, or suggestions that can inform program adjustments or quality improvements.

ARDC also gathers direct feedback during service calls and follow-up communications. ARDC staff routinely hear from clients about changes in their home environment, challenges with clutter or heavy cleaning needs, and the impact chore services have on their ability to remain safely at home. This real-time feedback allows ARDC and the County to respond quickly when needs shift or additional supports are warranted.

Community input is incorporated through ongoing communication with core partners such as Human Services, Adult Protective Services, the Health Department, and senior-serving organizations. These partners provide insight into emerging home-safety concerns and gaps affecting older adults with the highest vulnerabilities.

Through the combined use of annual survey data, review of client comments, provider observations, and regular engagement with community partners, Douglas County ensures that chore services remain responsive, effective, and aligned with the needs of older adults striving to maintain safe and stable homes.

How have you used this information to make improvements or changes to your service delivery? If this is a new service, how would you use this information to inform service changes?

Changes*:

Douglas County uses client feedback, community input, and program data to refine and strengthen chore service delivery. Reporting data, such as client demographics, service utilization, and identified unmet needs, helps the County determine where capacity must be increased and how to better prioritize clients with significant home-safety risks.

Feedback from DRCOG satisfaction surveys, including clients' written comments, are reviewed to identify opportunities to improve service delivery and effectiveness. Provider observations and insights from community partners further guide adjustments to ensure services remain responsive to client needs.

Community feedback gathered through the County's Older Adult Initiative (OAI) survey and listening tours highlighted a significant unmet need for chore support. In direct response, Douglas County used local funds to create an additional chore program outside of OAA funding, ensuring more clients could be served when demand exceeded available units. The County also used local funds to support the Brothers Redevelopment CAPABLE program, which provides home modifications and coaching that enhance safety and complement chore services.

This combined feedback directly informed the County's request for additional DRCOG-funded chore units in the coming year. By continuously reviewing survey data, provider input, and community insights, Douglas County ensures chore services remain effective, equitable, and aligned with the needs of older adults with the greatest barriers to maintaining a safe home.

General Service Eligibility Questions

Please select the service from the dropdown.

Service*: Homemaker

Please describe in detail the service you are proposing.

Service Description*:

Douglas County proposes to continue providing homemaker services to support older adults who need assistance maintaining a clean, safe, and healthy home environment. These basic housekeeping supports, including removing clutter, dusting, vacuuming, mopping, bathroom and kitchen cleaning, laundry, and changing bed linens, allow clients to remain safely in their homes and help reduce health and safety risks associated with declining mobility and functional limitations.

To deliver these services, Douglas County contracts with three licensed Colorado in-home care providers: Visiting Angels, Home Instead, and ACASA Senior Care. Each agency has extensive experience serving older adults and maintains established working relationships with local hospitals, clinics, and community partners. Douglas County plays an active oversight role by monitoring performance, reviewing monthly service data, ensuring accuracy of all required reporting, and guiding providers on program expectations and grant metrics. All agencies comply with state in-home care licensing requirements and employ trained, screened, and supervised homemaker staff who follow consistent quality and safety standards.

Clients may access the program through self-referral or referral from Douglas County Community Services, Human Services, health care partners, or community organizations. Once a referral is received, a contracted provider contacts the individual to complete an in-home eligibility assessment. Staff collect all OAA-required information, which includes age, demographic details, residential address, functional limitations, and the client's specific homemaker needs. Clients are also informed about additional services for which they may be eligible, along with the program's grievance procedures, nondiscrimination, and voluntary contribution policies.

After enrollment, trained homemaker staff provide services based on an individualized service plan. Providers make every effort to assign consistent staff to support continuity, and they maintain regular supervision and quality assurance oversight. Douglas County reviews service trends across agencies, monitors adherence to contract requirements, and collaborates with providers to address any service gaps or challenges. All visits and units delivered are documented, and providers respond when client needs change or when additional supports may be appropriate. To better meet growing community demand, Douglas County is increasing its planned homemaker service units from 5,449 to 5,504 this year while keeping the funding request the same. This allows the program to serve more older adults at a stable and competitive unit cost.

With continued grant support, this coordinated and professionally managed approach will ensure that homemaker services remain a reliable and essential resource for older adults who would otherwise be unable to afford these services.

If DRCOG is not able to award the full amount requested for this service, what would be the minimum award amount for this service to be viable? Note: if the amount listed

here is the same as the total funding request, and DRCOG cannot fully award the request, then DRCOG will assume this service would not be viable if the full amount is not awarded.

Minimum Request Amount*: \$178,117.00

How would your service look different from what has been proposed, if awarded the minimum amount you listed above. For example, how would the estimated units and client change, or service area change, etc.?

Minimum Amount Description*:

If awarded the minimum funding amount of \$178,117, Douglas County would continue providing homemaker services within the same geographic service area; however, overall capacity would decrease. The County would be able to contract with only two in-home care agencies instead of three, reducing provider availability and scheduling flexibility. Under this reduced funding level, Douglas County estimates providing 4,854 units of homemaker service and serving 220 clients, including 54 low-income, 9 low-income minority, 22 minority, and 0 rural clients. While the County would maintain its focus on reaching older adults with the greatest social and economic barriers, fewer contracted providers and limited units would result in longer wait times and reduced ability to accept new referrals quickly.

Is the service you are proposing a service you are currently providing to older adults?

Current Service*:

Need of Service in the Region

Please describe the need for the service in your service area and how it aligns with the AAA's priorities.

Service Need*:

Douglas County currently has an estimated 78,953 residents aged 60 and over, according to recent demographic estimates from the State Demography Office. The county's older adult population is expanding at an unprecedented rate; the 65+ age group grew by more than 153% between 2010 and 2022, making it the fastest-growing demographic in the county.

The Douglas County Older Adult Initiative, supported by feedback from community surveys and a 2024 Live Town Hall, identified in-home support as a top priority for older adults. This aligns with CASOA findings showing that many older adults struggle with cleaning and household tasks and rely on such assistance to remain safely in their homes.

Demand for homemaker services in Douglas County currently exceeds available capacity, with 12 older adults on the waitlist. Many of these individuals face functional limitations or financial hardship, and the county remains focused on serving targeted populations who would not otherwise be able to obtain homemaker support.

Douglas County recognizes the tight funding environment; however, the need for accessible, in-home support continues to grow. To better meet this demand, the County is increasing its planned homemaker service units from 5,449 to 5,504 this year while keeping the funding request the same. Homemaker services remain a critical resource for vulnerable older adults who depend on this assistance to maintain safe, healthy living conditions and continue aging in place.

What are the expected impacts of this service to both the individual and community?

Impact of Service*:

Homemaker services provide essential support that enables older adults in Douglas County to remain safe and independent in their homes. The 2022 Douglas County CASOA survey found that 90 percent of older adults want to age in place, yet many are unable to manage routine household tasks such as cleaning floors, changing bed linens, or maintaining a sanitary home environment. For individuals with mobility limitations or health conditions, these tasks can pose serious safety risks.

Private homemaker assistance is financially out of reach for many older adults living on fixed incomes, with average market rates around \$37 per hour for ongoing service. Without support, older adults face greater risk of falls, unsafe living conditions, and declining health that can lead to premature transitions into higher-cost residential or long-term care settings.

Homemaker services fill this critical gap by ensuring that basic daily living needs are met, homes remain safe and clean, and older adults can continue living independently for as long as possible. By helping prevent avoidable hospitalizations and institutional placements, homemaker services also provide a cost-effective alternative that benefits both older adults and the broader community.

What would your agency's plans be to provide outreach to the [targeted populations](#) during this grant period?

Service Targeting*:

Douglas County prioritizes homemaker services for older adults with the greatest barriers to remaining safely at home, especially low-income and frail adults, minorities, non-English speakers, and those living in rural areas. Many of these residents cannot afford private homemaker assistance and face significant functional limitations that make essential housekeeping tasks difficult or unsafe.

To reach these targeted populations, the County partners with a broad network of community organizations, including low-income housing providers, local food banks, and community churches. The County also collaborates with hospitals and health care partners to identify older adults in need of support. In addition, Douglas County works closely with the Department of Human Services, Adult Protective Services, the Health Department, Aging Resources of Douglas County (ARDC), the Community of Care Network, the Seniors' Council of Douglas County, and other county departments and community-based organizations to share information, coordinate outreach, and facilitate referrals. Service providers screen prospective clients to assess need and ensure that grant funds are directed to the most vulnerable older adults.

Outreach and awareness efforts are enhanced through diverse channels. County staff and all three sub-grantees participate in community events and resource fairs to connect directly with older adults and distribute information about grant-funded homemaker services. The County also maintains an online resource page listing homemaker and related services for older residents. To ensure broad access to information, an Older Adult Resource Guide is being mailed to every resident aged 60 and older, and homemaker resources are regularly highlighted in the quarterly

Douglas County newsletter, which reaches nearly 155,000 households.

Through this coordinated outreach and partnership network, Douglas County ensures that homemaker services are accessible to the older adults who need them most, supporting vulnerable residents in maintaining safe, stable homes and continuing to age in place.

How does your organization coordinate with other service providers and community-based organizations in your service area?

Coordination*:

Douglas County maintains strong coordination with county departments, community-based organizations, and local hospitals to ensure vulnerable older adults can access homemaker services quickly and consistently. The County works closely with Human Services, Adult Protective Services, the Health Department, Aging Resources of Douglas County, the Community of Care Network, the Seniors' Council of Douglas County, and the Castle Rock Senior Center, as well as low-income housing providers, food banks, community churches, and other major health care partners. These collaborations support shared outreach, cross-training, information exchange, and a steady flow of referrals for older adults who are struggling to remain safely at home.

Douglas County also coordinates closely with its three homemaker service providers and transportation providers. Providers regularly communicate with one another and with County program staff to align service delivery across the region. Before placing an older adult on a waitlist, sub-grantees check with partner agencies to determine whether another provider can serve the individual more quickly, ensuring every effort is made to avoid service delays. Quarterly provider meetings strengthen this collaboration by creating a forum for reviewing needs, addressing service gaps, and sharing strategies for reaching underserved groups.

Together, this multi-agency coordination, across county departments, community partners, hospitals, and the County's own service providers, creates a well-connected network that improves outreach, streamlines referrals, and helps ensure that homemaker services reach the older adults who need them most.

How do you determine the minimum qualifications required for personnel providing the services? Please include details on any specific training(s) you offer to staff or volunteers related to this service.

Minimum Qualifications*:

All homemaker services are delivered by licensed, experienced in-home care agencies that meet state requirements, Older Americans Act (OAA) standards, and the County's own vetting criteria for sub-grantees. As part of this process, Douglas County verifies that each provider maintains appropriate licensure, conducts background checks, and ensures that staff meet established competency and training requirements for serving older adults.

Sub-grantees are responsible for ensuring homemaker staff receive thorough training before entering clients' homes, including safe cleaning practices, incident reporting, infection control, fall-prevention awareness, confidentiality, client rights, and recognizing when a client may require a higher level of care. Providers also train staff to work respectfully and effectively with diverse populations and older adults with physical or cognitive limitations.

Douglas County further strengthens quality through quarterly provider meetings, which review expectations, share program updates and best practices, and reinforce OAA standards for serving vulnerable older adults. In addition, the County conducts regular monitoring and auditing of sub-grantees to confirm compliance with training, documentation, and service delivery requirements.

Through this combination of state and OAA standards, provider training, background screening, auditing, and ongoing County oversight, Douglas County ensures that all personnel delivering homemaker services are qualified, well-prepared, and equipped to safely support older adults receiving grant-funded homemaker services.

Are you currently a subrecipient of DRCOG's AAA or have you received DRCOG AAA funding in the past 3 years?

Current Subrecipient*:

Yes

Cost Information

Is the service you are proposing supported by other sources of funding aside from the required local matching funds?

Other Funding*:

No

What are the agency's plans to look for additional funding source to support the program beyond the minimum local match requirement?

Funding development:

Douglas County has taken deliberate steps to maximize the impact of available Older Americans Act (OAA) funds by overmatching the grant and maintaining a ten percent local cash match contribution, while also strategically managing resources, securing competitive provider rates, and expanding its network of qualified homemaker providers. Through these combined efforts, the County is able to increase planned homemaker service units from 5,449 to 5,504 while keeping the DRCOG funding request flat. This approach allows more older adults to be served, maintains stable unit costs, and ensures continued access to essential in-home support services that help residents remain safely in their homes.

In addition, Douglas County has made strategic investments in complementary services that address essential basic needs for older adults and enhance the overall impact of OAA-funded homemaker supports. The County allocates local funds to programs such as Nourish, which ensures older adults have consistent access to nutritious food, and Link On Demand, a free transportation service that helps older adults access medical care, grocery stores, and other critical services that support daily living. The County also supports the Brothers Redevelopment CAPABLE program, which provides home modifications and in-home coaching to reduce fall risk and improve home safety. Together, these investments create a coordinated system of support that allows homemaker services to remain focused on in-home assistance while other programs address nutrition, mobility, and home safety needs.

Looking ahead, Douglas County will continue to pursue additional funding opportunities by monitoring state, federal, and philanthropic grants; participating in regional aging networks; and collaborating with community partners to coordinate and braid funding where possible. Through these

efforts, the County seeks to strengthen the continuum of home- and community-based services and expand access to reliable supports that promote older adults' safety, stability, and independence as they age in place.

DRCOG's contracts are reimbursement based contracts, and reimbursement often happens 60 days or later from the date of service. Please describe how your organization would be able to sustain the program for this period of time while waiting for reimbursement.

Reimbursement timeline*:

Douglas County is fully prepared to sustain the homemaker program during the 60-day DRCOG reimbursement window. Sub-grantees submit billing by the 5th of each month, and the County processes and reimburses providers within 30 days, regardless of whether DRCOG has reimbursed the County. This ensures consistent cash flow for providers and prevents any disruption in services to older adults.

Douglas County's three sub-grantees are also vetted for financial capacity and maintain the ability to bridge short reimbursement cycles. The County processes invoices monthly, provides technical assistance when needed, and maintains regular communication with providers to keep billing timely, accurate, and predictable.

Douglas County has long-standing experience, spanning well over a decade, administering DRCOG-funded aging services contracts. This history has allowed the County to refine stable financial workflows, build strong partnerships with community-based providers, and develop reliable systems that support reimbursement-based programming. These established processes ensure that the homemaker program can be sustained smoothly and without interruption while awaiting DRCOG reimbursement.

Service Outcomes

How do you or how would you measure program success and outcomes? Please provide as much detail as possible including expected performance measures and results, if applicable.

Outcomes*:

Performance Measurement

Douglas County evaluates program success through several measures, including the number of clients served and prioritization of those with the greatest needs. Additional metrics include units and timeliness of homemaker service delivery, improvements in home safety (reduced clutter, improved sanitation, lowered fall risk), indicators of stability in the home, and successful referrals to complementary supports such as nutrition, transportation, and benefits assistance.

Client Feedback and Satisfaction

Annual DRCOG-required satisfaction surveys remain a primary outcome measure; in the most recent grant year, 98.5% of clients rated homemaker services as "good" or "excellent." Sub-grantees also gather informal feedback during home visits, which helps identify changes in client needs. Douglas County is exploring adding a survey question to assess whether homemaker services help clients remain safely in their homes.

Quality Assurance and Oversight

Douglas County conducts file audits, reviews monthly billing, and holds quarterly provider meetings to discuss performance, share best practices, and reinforce expectations. Providers screen clients to ensure grant-funded hours are directed to older adults with the highest vulnerabilities, supporting strong alignment with DRCOG priorities.

Expected Results

Based on historical performance, Douglas County anticipates maintaining high satisfaction rates (95% or above), demonstrating measurable improvements in home safety and sanitation, ensuring efficient and prioritized use of services, and strengthening referrals and coordination with community partners. These combined efforts ensure homemaker services effectively support older adults in maintaining safe, stable, and independent living environments.

How do you or how would you gather and include client and community feedback into the measuring the outcomes of the service?

Client feedback*:

Douglas County incorporates both client and community feedback into evaluating homemaker service outcomes through multiple methods. The County utilizes the annual DRCOG client satisfaction survey, which provides standardized data on service quality and overall client satisfaction. Providers also gather informal feedback during home visits, noting changes in client needs, concerns about the home environment, or suggestions for service improvement. This information is used to adjust care plans and identify additional supports when needed.

Community input is gathered through ongoing collaboration with key partners – including Human Services, Adult Protective Services, the Health Department, the Sheriff's Office, the Seniors' Council of Douglas County, senior centers such as the Castle Rock Senior Center, hospitals, and other community-based organizations. These partners share insights on unmet needs, client experiences, and emerging gaps that influence program refinement and outreach strategies. Quarterly provider meetings further serve as a structured forum for discussing trends, reviewing feedback, and identifying improvements to ensure services remain responsive to older adults with the greatest barriers to remaining safely at home.

Through this combination of formal surveys, provider observations, and continuous stakeholder collaboration, Douglas County ensures that client and community feedback meaningfully shapes program evaluation, service delivery, and quality improvement.

How have you used this information to make improvements or changes to your service delivery? If this is a new service, how would you use this information to inform service changes?

Changes*:

Douglas County uses client feedback, community input, and program data to strengthen and refine homemaker service delivery. Reporting data, 26-27 DRCOG OAA Grant Application

such as client demographics, service utilization, and unmet need, has guided decisions about which agencies to sub-grant with, how to expand provider capacity, and where to focus outreach to better reach targeted populations.

Feedback from DRCOG satisfaction surveys, provider observations during home visits, and insights shared by community partners directly shapes service improvements. These inputs help refine service approaches, adjust care plans, and ensure that the most vulnerable clients are prioritized so their essential needs are met in the home.

Findings from the County's Older Adult Initiative community survey have also guided broader County investments in programs that complement and enhance OAA-funded homemaker services, such as the Nourish program and the CAPABLE program, which help older adults remain safely and independently in their homes.

Quarterly provider meetings bring this information together, allowing the County and sub-grantees to review trends, share best practices, and implement consistent improvements. Through this continuous feedback loop, Douglas County ensures services remain responsive, equitable, and aligned with the needs of the community's most vulnerable older adults.

General Service Eligibility Questions

Please select the service from the dropdown.

Service*: Personal Care

Please describe in detail the service you are proposing.

Service Description*:

Douglas County proposes to continue providing personal care services to support older adults who need hands-on assistance with activities of daily living, including bathing, dressing, grooming, mobility assistance, toileting, and medication reminders, to remain safe and independent at home. These services are critical for older adults with declining physical function and lacking a support network.

To deliver personal care services, Douglas County contracts with three licensed Colorado in-home care providers: Visiting Angels, Home Instead, and ACASA Senior Care. Each agency has extensive experience serving older adults and maintains established working relationships with local hospitals, clinics, and community partners. Douglas County plays an active oversight role by monitoring performance, reviewing monthly service data, ensuring accuracy of all required reporting, and guiding providers on program expectations and grant metrics. All agencies comply with state in-home care licensing requirements and employ trained, screened, and supervised personal care staff who follow consistent quality and safety standards.

Clients may self-refer or be referred by Douglas County Community Services, Human Services, Adult Protective Services, health care partners, or community organizations. A contracted provider completes an in-home eligibility assessment, gathers all OAA-required demographic and functional information, and develops an individualized care plan. Clients also receive information about other available services, voluntary contribution policies, and grievance and nondiscrimination procedures.

After enrollment, providers assign consistent personal care staff whenever possible and adjust services when client needs change. Douglas County monitors service trends, collaborates with providers to address gaps, and ensures that grant-funded hours are directed to older adults with the greatest need. All visits and units delivered are documented, and providers respond when client needs change or when additional supports may be appropriate.

To better meet community demand, Douglas County is increasing planned personal care units from 4,961 to 5,100 this year while keeping the funding request the same. This efficiency allows the County to serve more vulnerable residents at a stable, competitive unit cost. With continued grant support, personal care services will remain a vital resource enabling older adults to safely age in place and avoid institutionalization.

If DRCOG is not able to award the full amount requested for this service, what would be the minimum award amount for this service to be viable? Note: if the amount listed here is the same as the total funding request, and DRCOG cannot fully award the request, then DRCOG will assume this service would not be viable if the full amount is not awarded.

Minimum Request Amount*: \$164,772.00

How would your service look different from what has been proposed, if awarded the minimum amount you listed above. For example, how would the estimated units and client change, or service area change, etc.?

Minimum Amount Description*:

If awarded the minimum funding amount of \$164,772, Douglas County would need to reduce its contracted personal care provider network from three agencies to two, limiting availability and scheduling flexibility. Under this reduced funding level, the County estimates providing 4,500 units of personal care and serving 35 clients, including 10 low-income, 1 low-income minority, 5 minority, and 0 rural clients. While the service area would remain the same, overall capacity would decrease due to fewer contracted providers and units.

Is the service you are proposing a service you are currently providing to older adults?

Current Service*: Yes

Need of Service in the Region

Please describe the need for the service in your service area and how it aligns with the AAA's priorities.

Service Need*:

Douglas County currently has an estimated 78,953 residents aged 60 and over, according to recent demographic estimates from the State

Demography Office. The county's older adult population continues to grow rapidly, with the 65+ population increasing by more than 153 percent between 2010 and 2022, making it the fastest-growing age group in the region.

Community input gathered through the Douglas County Older Adult Initiative, community surveys, and a 2024 Live Town Hall consistently identifies in-home support as a top priority for older adults. CASOA findings further indicate that many residents struggle with personal care tasks such as bathing, dressing, and mobility, and depend on assistance to remain safe in their homes.

While Douglas County does not currently have a waitlist for personal care services, this reflects significant effort by the County and its contracted providers to absorb prior unmet need and maintain timely access. Last year, 17 older adults received personal care services, and this year, providers have already served 26 individuals, demonstrating both rising demand and the system's current strain. Community partners report that referrals continue to increase, schedules are tightening, and they anticipate the need to begin waitlisting clients if growth continues at the present pace.

This trend aligns with AAA priorities to serve adults with the greatest economic or social need, including those with functional limitations, low incomes, limited caregiving support, and those at increased risk of losing their ability to live independently. Personal care services help older adults maintain basic daily activities, reduce health and safety risks, and prevent unnecessary institutionalization.

What are the expected impacts of this service to both the individual and community?

Impact of Service*:

Personal care services provide essential support that helps older adults in Douglas County remain safe, healthy, and independent in their homes. CASOA findings indicate that the majority of older adults wish to age in place, yet many cannot safely manage bathing, dressing, grooming, mobility, and other daily living tasks without assistance.

Even a modest level of support is financially out of reach for many older adults. According to local in-home care provider estimates in Douglas County, approximately 7 hours of personal care per week costs about \$1,000 per month, which is unaffordable for many individuals living on fixed incomes. For those requiring more consistent support, the costs become even more unmanageable. When older adults cannot afford in-home help, the alternatives are significantly more costly, with assisted living averaging \$5,216 per month and memory care averaging \$6,515 per month in Douglas County. Without accessible in-home support, many older adults are left to go without essential care, increasing the likelihood of illness, preventable injuries, and rapid health decline.

Grant-funded personal care services fill this critical gap by providing hands-on assistance that allows older adults to remain safely in their homes, maintain dignity and independence, and avoid preventable injuries, hospitalizations, and premature transitions to higher-cost care settings.

At the community level, these services offer a cost-effective, stabilizing resource that supports family caregivers, strengthens collaboration with health and social service partners, and contributes to a more efficient and sustainable long-term care system.

What would your agency's plans be to provide outreach to the [targeted populations](#) during this grant period?

Service Targeting*:

Douglas County prioritizes personal care services for older adults with the greatest barriers to remaining safely at home, including those with significant functional limitations, low incomes, limited family or caregiver support, language or cultural barriers, and residents living in rural areas. Many of these individuals cannot afford private personal care assistance and require help with essential daily living tasks such as bathing, dressing, grooming, mobility, and medication reminders to maintain basic health and personal safety.

To effectively reach these targeted populations, the County partners with a broad network of community organizations and referral sources. These include the Department of Human Services, Adult Protective Services, the Health Department, Aging Resources of Douglas County (ARDC), the Community of Care Network, the Seniors' Council of Douglas County, low-income housing providers, community churches, and local food banks. Hospitals, primary care providers, and care coordinators also play a key role in identifying older adults who may need personal care services to safely remain in their homes.

Douglas County's contracted, state-licensed in-home care agencies conduct screenings to assess eligibility and ensure that OAA-funded personal care hours are directed to adults with the greatest economic and social need. Providers evaluate ADL limitations, safety risks, and the absence of other reliable supports when determining service plans and prioritization.

Outreach and awareness efforts are delivered through multiple channels. County staff and licensed provider agencies participate in local resource fairs and older adult events, sharing information directly with residents and caregivers. The County maintains an online resource page listing personal care and related supports, and will be mailing an Older Adult Resource Guide to every resident aged 60 and older to improve awareness of available OAA-funded services. Personal care resources are also highlighted in the quarterly Douglas County newsletter, reaching nearly 155,000 households.

Through this coordinated outreach system, strong referral partnerships, and targeted screening practices, Douglas County ensures that personal care services are accessible to the older adults who need them most. This approach enables vulnerable residents to maintain their health and safety while living in their home for as long as possible.

How does your organization coordinate with other service providers and community-based organizations in your service area?

Coordination*:

Douglas County maintains strong coordination with county departments, community-based organizations, and health care partners to ensure that older adults who need personal care services are identified and connected to support quickly and consistently. The County works closely with Human Services, Adult Protective Services, the Health Department, Aging Resources of Douglas County, the Community of Care Network, the Seniors' Council of Douglas County, the Castle Rock Senior Center, low-income housing providers, food banks, community churches, and local hospitals and clinics. These partnerships enable shared outreach, cross-training, and regular information exchange to support older adults who require assistance with bathing, dressing, mobility, and other essential daily living activities.

Coordination with the County's contracted, state-licensed in-home care providers is central to effective service delivery. Providers remain in frequent communication with one another and with County program staff to manage referrals, monitor changing client needs, and align capacity across agencies. Before placing a client on a waitlist, sub-grantees check with partner providers to determine whether another agency can serve the individual sooner, helping prevent service delays whenever possible. Quarterly provider meetings further reinforce this collaboration by offering a structured venue to review service trends, discuss challenges, and strengthen outreach to underserved populations.

Through this multi-agency coordination, Douglas County ensures that personal care services are delivered within a well-connected network of county departments, community partners, health care providers, and licensed in-home care agencies. This approach improves referral pathways, reduces service barriers, and helps ensure that personal care support reaches the older adults who need it most to remain safe and stable in their homes.

Do you currently have a waitlist for this service?

Waitlist: No

Experience, Performance and Capability

Please describe your agency's experience with providing this service to older adults in the region including how long the program has been active.

Agency Experience:

Douglas County has more than a decade of experience administering DRCOG-funded personal care services, having contracted with DRCOG for this program since 2014. Over these years, the County has developed a well-established structure for managing in-home support services, including contract oversight, performance monitoring, data reporting, and ongoing quality improvement. This long history has allowed the County to refine processes that ensure services are timely, reliable, and responsive to the needs of older adults with the greatest functional limitations.

Personal care is a highly valued service for clients, many of whom rely on it to safely complete essential daily tasks and remain in their homes. Recognizing its importance, Douglas County has worked intentionally to expand access to more residents by strengthening provider capacity, refining outreach, and prioritizing those with the highest needs. These efforts have already resulted in increased reach, and the County plans to continue building on this progress to ensure that more older adults can benefit from personal care support.

All services are delivered by licensed, experienced in-home care agencies that meet state requirements, OAA standards, and the County's vetting criteria. Providers employ trained staff qualified to assist with activities of daily living, infection control, fall prevention, safe mobility, incident reporting, confidentiality, and recognizing when additional care may be needed. Staff are also prepared to work effectively with diverse populations and older adults with physical or cognitive limitations.

The County maintains strong oversight through regular audits, documentation reviews, and quarterly provider meetings that reinforce expectations and support ongoing improvements. Combined with long-standing partnerships and experienced contractors, these structures ensure a stable, high-quality personal care program that effectively supports older adults in maintaining safety, independence, and well-being at home.

How do you determine the minimum qualifications required for personnel providing the services? Please include details on any specific training(s) you offer to staff or volunteers related to this service.

Minimum Qualifications*:

Douglas County ensures that all personal care services are delivered by licensed, qualified in-home care agencies that meet state regulatory requirements, Older Americans Act (OAA) standards, and the County's own sub-grantee vetting criteria. As part of its contracting and monitoring process, the County verifies that each provider maintains active licensure, conducts comprehensive background checks, and employs staff who meet the competency, training, and experience requirements necessary to safely assist older adults with hands-on personal care needs.

Sub-grantees are required to ensure that personal care workers receive thorough training prior to providing services in clients' homes. Core training topics include safe assistance with activities of daily living (ADLs), infection control, proper body mechanics and transfer techniques, recognizing signs of medical or cognitive decline, fall-prevention strategies, incident reporting, confidentiality and client rights, and procedures for escalating concerns when a client may require additional supports or a higher level of care. Providers also train staff in culturally responsive service delivery and best practices for working with individuals who have physical, cognitive, or behavioral limitations.

Douglas County reinforces service quality and accountability through quarterly provider meetings, where staff expectations, OAA requirements, program updates, and best practices are reviewed. The County also conducts ongoing monitoring and auditing of sub-grantees to ensure full compliance with training requirements, documentation practices, care-plan implementation, and personal care service delivery standards.

Through this combination of licensure verification, background screening, competency-based training, regular audits, and ongoing County oversight, Douglas County ensures that personnel delivering personal care services are skilled, well-prepared, and equipped to safely support older adults receiving grant-funded assistance in their homes.

Are you currently a subrecipient of DRCOG's AAA or have you received DRCOG AAA funding in the past 3 years?

Current Subrecipient*: Yes

Cost Information

Is the service you are proposing supported by other sources of funding aside from the required local matching funds?

Other Funding*: No

What are the agency's plans to look for additional funding source to support the program beyond the minimum local match requirement?

Funding development:

Douglas County has taken deliberate steps to maximize the impact of available Older Americans Act (OAA) funds by overmatching the grant and increasing its local cash match contribution to 10 percent of the total grant request to augment personal care services. Through this enhanced local investment, combined with strategic resource management, the County is able to increase planned personal care service units from 4,961 to 5,100 while keeping the DRCOG funding request flat. This approach allows more older adults to be served, improves cost efficiency, and maintains service quality.

In addition to overmatching OAA funds, Douglas County has made strategic investments in complementary services that strengthen the overall impact of OAA-funded personal care. The County allocates local resources to programs such as Nourish, which supports consistent access to nutritious food, and the Brothers Redevelopment CAPABLE program, which provides home modifications and in-home coaching that improve home safety and support independence. These investments allow OAA-funded personal care services to remain focused on direct in-home assistance while other programs address nutrition and environmental safety needs.

Looking ahead, Douglas County will continue to explore sustainable funding opportunities by monitoring state, federal, and philanthropic grants; participating in regional aging networks; and collaborating with community partners to braid funding and coordinate services. Through these efforts, the County enhances the impact of OAA-funded personal care and remains committed to securing additional resources that help older adults remain safe, healthy, and independent in their homes.

DRCOG's contracts are reimbursement based contracts, and reimbursement often happens 60 days or later from the date of service. Please describe how your organization would be able to sustain the program for this period of time while waiting for reimbursement.

Reimbursement timeline*:

Douglas County is fully prepared to sustain the personal care program during the 60-day DRCOG reimbursement window. Sub-grantees submit billing by the 5th of each month, and the County processes and reimburses providers within 30 days, regardless of whether DRCOG has reimbursed the County. This ensures consistent cash flow for providers and prevents any disruption in personal care services for older adults. Douglas County's licensed in-home care providers are vetted for financial capacity and maintain the ability to bridge short reimbursement cycles. The County processes invoices monthly, offers technical assistance when needed, and maintains regular communication with providers to keep billing timely, accurate, and predictable.

Douglas County has long-standing experience, well over a decade, administering DRCOG-funded aging services contracts. This experience has allowed the County to refine stable financial workflows, build strong partnerships with in-home care agencies, and develop reliable systems that support reimbursement-based programming. These established processes ensure that the personal care program can be sustained smoothly and without interruption while awaiting DRCOG reimbursement.

Service Outcomes

How do you or how would you measure program success and outcomes? Please provide as much detail as possible including expected performance measures and results, if applicable.

Outcomes*:

Performance Measurement

Douglas County evaluates program success through several measures, including the number of clients served and prioritization of those with the greatest needs. Additional metrics include units and timeliness of personal care service delivery, improvements in home safety and daily functioning, indicators of stability in the home, and successful referrals to complementary supports such as nutrition, home modifications, and benefits assistance.

Client Feedback and Satisfaction

Annual DRCOG-required satisfaction surveys remain a primary outcome measure. In the most recent grant year, 100 percent of personal care clients rated services as "good" or "excellent." Sub-grantees also gather informal feedback during home visits, which helps identify changing needs and guide adjustments to service plans. Douglas County is exploring adding a survey question to further assess whether personal care services help clients remain safely in their homes.

Quality Assurance and Oversight

Douglas County conducts file audits, reviews monthly billing, and holds quarterly provider meetings to discuss performance, share best practices, and reinforce expectations. Providers screen clients to ensure grant-funded hours are directed to older adults with the highest vulnerabilities, supporting strong alignment with DRCOG priorities.

Expected Results

The County expects to demonstrate measurable improvements in the program's effectiveness in helping individuals remain safely in their own homes, increase the number of clients served including those in targeted populations, ensure timely and prioritized delivery of services, and strengthen coordination and referral pathways with community partners. These combined efforts ensure personal care services effectively support older adults in maintaining safe, stable, and independent living environments.

How do you or how would you gather and include client and community feedback into the measuring the outcomes of the service?

Client feedback*:

Douglas County incorporates both client and community feedback into evaluating personal care service outcomes through several complementary methods. The County relies on the annual DRCOG client satisfaction survey, which provides standardized and comparable data on service quality and overall client experience. Providers also gather informal feedback during personal care visits, noting changes in clients' functional abilities, safety concerns, evolving support needs, and suggestions for improvement. This information guides adjustments to service plans and helps

identify when referrals to additional programs may be beneficial.

Community feedback is gathered through ongoing collaboration with key partners, including Human Services, Adult Protective Services, the Health Department, the Sheriff's Office, the Seniors' Council of Douglas County, senior centers such as the Castle Rock Senior Center, hospitals, and local community-based organizations. These partners share observations about unmet needs, challenges faced by older adults, and system-level gaps that inform program refinement and outreach strategies. Quarterly provider meetings also provide a structured forum for reviewing trends, discussing feedback, and identifying opportunities to strengthen service delivery for residents with the greatest barriers to remaining safely at home.

Through this combination of formal surveys, provider observations, and continuous engagement with community partners, Douglas County ensures that client and community feedback directly informs program evaluation, supports responsive service delivery, and drives ongoing quality improvement for personal care services.

How have you used this information to make improvements or changes to your service delivery? If this is a new service, how would you use this information to inform service changes?

Changes*:

Douglas County uses client feedback, community input, and program data to strengthen and refine personal care service delivery. Reporting data, including client demographics, service utilization, and identified unmet needs, guides decisions about which licensed in-home care agencies to contract with, how to maintain and expand provider capacity, and where to focus outreach to better reach older adults with the greatest barriers to remaining safely at home.

Feedback from DRCOG satisfaction surveys, provider observations during personal care visits, and insights shared by community partners directly shapes service improvements. These inputs help refine care approaches, adjust individualized service plans, and ensure that the most vulnerable clients are prioritized so their essential daily living needs are met safely within their homes.

Findings from the County's Older Adult Initiative community survey have also informed broader County investments in programs that complement and enhance OAA-funded personal care, including Nourish and the Brothers Redevelopment CAPABLE program, both of which support safety, stability, and independence for older adults aging in place.

Quarterly provider meetings synthesize this information, allowing the County and sub-grantees to review trends, share best practices, and implement consistent improvements. Through this continuous feedback loop, Douglas County ensures that personal care services remain responsive, equitable, and aligned with the needs of the community's most vulnerable older adults.

Organization Overview

Organization Overview

Briefly describe your agency's mission, current programs and activities.

Agency Overview:

Is your total application less than \$75,000?*: No

In order to be considered for funding, applicants must have read and understood the information and attachments included in this Notice of Funding Opportunity. Please answer yes to indicate that you have read this information.

Read NOFO*: Yes

How did you learn about this DRCOG funding opportunity?: Current DRCOG Subrecipient

Risk Assessment - OAA

Risk Assessment

Is your entity new to operating or managing federal funds (has not done so within the past three years)?

New Entity*: No

Is this funding program new for your entity (managed for less than three years)?

Funding Program New*: No

Has your entity had any significant changes in key personnel or accounting system(s) in the last year? (e.g., Controller, Exec Director, Program Mgr, Accounting Mgr, etc.)

Significant Changes*: No

For this upcoming federal award or in the immediate future, does your entity have any potential conflicts of interest* in accordance with applicable Federal awarding agency policy? * A conflict of interest is defined as, any practices, activities or relationships that reasonably appear to be in conflict with the full performance of the Subrecipient's obligations to the State.

Potential Conflicts of Interest*: No

Does your organization have any violations of federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the award that must be reported to DRCOG?

Federal Law Violations*: No

Does your entity have written procurement policies approved by your governing board in compliance with federal regulations? If Yes, please submit this document.

Written Process*: Yes

Please attach: [2025-purchasing-policy.pdf](#)

If you plan to subaward, or subcontract any or all of your award, does your entity have a written process to ensure that contractor's work will be completed in compliance with federal and state regulations governing this funding source?

Contractor Assurance*: Yes

Please attach: [2025-purchasing-policy.pdf](#)

How long has your organization held an account at its current banking institution? Has your organization closed any bank accounts in the last 5 years? If so, for what purpose?

Banking*:

Douglas County issues an RFP every five years and has the ability to change banks at that time based on a selection committee. The County changed banks in January 2020 to Wells Fargo as a result of the most recent RFP.

Does the organization educate staff on both external and internal fraud awareness and prevention?

Fraud Awareness and Prevention*: Yes

How often?: Annually

Does the organization have an avenue for employees to report suspected fraud and abuse?

Fraud and Abuse Reporting*: Yes

Please provide detail on the process.

Details:

Yes. Douglas County mandates annual ethics training for its employees which reviews the various avenues to report fraud and/or abuse. Douglas County has an anonymous fraud hotline where employees and the public can report suspected misuse. Employees may also speak with a supervisor, or human resources representative directly.

Has anyone in the organization been suspected or accused of fraudulent practices?

Suspected Fraud*: No

Has your entity had an on-site project or grant review from an external entity (e.g., DRCOG, CDOT) within the last three years? Were there non-compliance issues in this prior review? What were the number and extent of issues in prior review?

External Review*:

Yes, DRCOG performed on-site grant reviews for OAA services and a desk review for 5310 grant funds in 2024. Douglas County was determined to be in compliance. Douglas County also underwent a Subrecipient Informational Review with CDOT in 2025 and it was recommended that the County consolidate its complaint procedure for ADA and Title VI in one location on the County's Department of Community Services webpage. Has your entity returned or not spent any grant funding provided by DRCOG or any other grant making organization in the last 3 years?

Returned Funds*: Yes

26-27 DRCOG OAA Grant Application

BCC Business Meeting - 1/13/2026

Page 25 of 27

Returned Funds Explanation:

Yes. Last year, Douglas County had \$2,386 in unused Homemaker services funds and \$23 in unused Personal Care services funds. These amounts represented less than 1% of the total allocated funds and were mainly due to the strategic management of funds to prevent the expansion of services in the last two months of the performance period, when they could not be sustained long-term due to the division of funds in the upcoming grant year as additional homemaker and personal care providers were being onboarded.

Additionally, Douglas County had \$27,112 remaining for 2024-2025 DRCOG FTA 5310 funds, primarily due to a vacancy in the mobility manager position and the loss of eligible trips due to the creation of the Castle Rock Small Urbanized Area. However, through careful fund management, this amount also accounted for less than 11% of the total allocated funds.

Does your entity have a time and effort reporting system in place to account for 100% of all employees' time, that can provide a breakdown of the actual time spent on each funded project?

Time and Effort Reporting System*: Yes

Does your entity have financial procedures and controls in place to accommodate a federal award?

Financial Procedures and Controls*: Yes

Describe Controls:

Please see attached policy.

OR

Attach Documentation: [fiscal-management-policies.pdf](#)

Can your accounting system identify the expenditures of program funds separately for each service in the application?

Accounting System*: Yes

Will your accounting system provide for the recording of expenditures by the budget cost categories shown in an approved budget? And allow for recording in accordance with all applicable rules and regulations, and GAAP?

Recording*: Yes

Does your agency have a review process for all expenditures that will ensure that all costs are reasonable, allowable and allocated correctly to each funding source?

Expenditure Review Process*: Yes

Please explain your current process for reviewing costs.

Explain Process:

Yes. All service provider reimbursement requests are entered as vouchers into JD Edwards by County Staff. The voucher requests include a county-generated invoice and any relevant backup documentation. The reimbursement requests go through multiple reviews levels before being approved for payment by the Board of County Commissioners.

How many total FTE perform accounting functions within your organization?

FTE*: 15

Is this grant/award 10% or more of your entity's overall funding?

10%or More*: No

Has your entity had difficulty meeting local match requirements in the last three years?

Difficulty*: No

What is the total federal funding your entity has been awarded for the last federal fiscal year?

Total Federal Funding*: \$64,063,182.41

Have you had an independent financial or single audit done in the last fiscal year?

Independent Audit*: Yes

Please Attach You Most Recent Audit Report: [2024 Single Audit Report.pdf](#)

Documents**Documentation**

Do you have documentation to add?*

Documents

Named Attachment	Required Description	File Name	Type	Size	Upload Date
26-27 DRCOG OAA Grant Application BCC Business Meeting - 1/13/2026 Page 26 of 27					

Certificate of Good Standing	Douglas County Certificate of Good Standing	Douglas County Certificate of Good Standing.pdf	pdf 280 KB	12/19/2025 03:58 PM
Certificate of Insurance	Insurance	Douglas County COI 2025.pdf	pdf 461 KB	12/19/2025 04:04 PM

Indirect Cost Agreement/Allocation Plan

Letters of Support (additional letters can be uploaded to the other attachments section)