



**Name of Project:** “Any Door is the Right Door” – Person of the Day

**Name of Organization:** Boulder County Aging Services – A Division of Community Services, Boulder, CO

**Program Description:**

In 2005, after key staff attended an Alliance for Information and Referral Systems (AIRS) Conference, Boulder County Aging Services Division (BCASD) decided to professionalize their Information & Assistance Program. Taking their cue from the National Association of State Units on Aging, BCASD began a process that would increase access to resources to older adults, caregivers, and providers. In order to achieve this goal, BCASD began an internal process to change the paradigm of staff “identity”. The goal was to shift the thinking of a staff member from feeling like an aging specialist only, for example a Medicare Ombudsman, to an Information & Assistance generalist who also had an area of expertise. This program was called Person of the Day, or POD, and any “door” that was accessed would yield professional I & R/A services. The training included staff at all levels, from Division Manager, to supervisory staff, to exempt employees. Everyone is trained and everyone takes a turn answering the calls from consumers or their caregivers. This shift in thinking has not only allowed for more creativity and competence in consumer interaction, it has promoted a more unified team approach among staff members.

In 2006, as the result of a countywide collaboration of key stakeholders, BCASD published their strategic plan, *Creating Vibrant Communities in Which We All Age Well*. One outcome of this plan created “quadrant” groups to examine and explore some of the key issues presented in the plan. The four groups were: Addressing Basic Needs, Promoting Social and Civic Engagement, Optimizing Physical and Mental Health and Well –Being, and Maximizing In/Dependence and Supporting Caregivers. The I & A Any Door/POD program was able to bring its expertise to the Addressing Basic Needs group and formed a sub-committee called “One Call Does It All”. The goal of the One Call committee was to “move from common vision to community action” around access to all essential services through a seamless, barrier-free, affordable, and welcoming service delivery model that used community collaboration as its foundation. The key activities and accomplishments of the One Call committee were established in the document, “The Framework for Success”. The Framework articulates the anticipated outcomes of the program: Centralized Information Line and Network, Continuum of Information and Assistance, Clearinghouse of Information, Skilled Specialized Staff, Program Development, and Outreach, Marketing, & Community Awareness.

The expertise and results that the Any Door/POD program brought to the One Call committee were further expanded in December 2007 when key partners and stakeholders developed the I & A Consortium of Boulder County. This group includes BCASD (AAA/SHIP), Adult Care Management, Inc. (SEP), Center for People with Disabilities (ILC), and the Senior Service agencies for the cities of Longmont, Lafayette, Louisville, and Boulder. The I & A Consortium applied for, and was selected, as the second Aging and Disability Resource Center (ADRC) pilot site for Colorado. Since Boulder County is aging faster than the rest of Colorado (adults over 60 will comprise a projected 15.5% of the population by 2012), BCASD has taken the lead with the Any Door/POD Program to provide state-of-the-art, professional services so that older adults and adults with disabilities have the tools to make critical and informed decisions about not just health care and long term care options for their future, but to live in a vibrant community in which we all age well.

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