

Client Information and FAQs Sheet



Please keep this information for your records.

Provider and Area Agency on Aging Information:

Your Service Provider:

Your local Area Agency on Aging: Larimer County Office on Aging.

Located in the Department of Human Service, Aging and Adult Service Department.

What is an Area Agency on Aging?

The Area Agency on Aging (AAA) is a regional organization that is designated by the state to use federal, state, and local funding to meet the needs of older adults in their community. The AAA provides services to older adults and caregivers directly and through partnerships with community provider agencies. AAAs also advocate for older adults.

Service Information

The service you are requesting is funded through the Older Americans Act (OAA) and/or Older Coloradans Act (OCA) funding. This federal and state funding helps older adults, 60+, remain in their homes and communities of choice. We are required to prioritize services for eligible individuals with greatest economic and social needs. Requests for services are processed as funds allow. We can provide you with referrals to other resources in your area, but we will not reach out to them without your permission.

What is the purpose of the client assessment?

We ask you to provide information so that we can:

- Offer services that best meet your needs
- Prove that our taxpayer-funded programs only serve eligible individuals
- Prove that we serve older adults and caregivers most in need of services
- Understand the needs of older adults in our community
- Show the need for funding our programs
- Meet reporting requirements from our funders

We do not use income information to determine your eligibility for services. Income and other demographic information (e.g. gender, race, ethnicity) are collected for anonymous demographic reporting purposes. No personal information, such as your name or date of birth is disclosed in reporting.

What happens with the information from my client assessment?

We enter your information into a secure state database. As you receive services, we record the services you receive in the database. This helps us prove how we spent our funding. The database is secured to the standards outlined in the Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH). Only authorized staff have access to the database. This means your data remains safe and confidential.

Will you sell my information?

No. We will never sell your information.

How do I provide feedback?

We love hearing how we can improve. Contact your service provider or your local Area Agency on Aging at **970-498-7750** or adrc@larimer.gov. Because we value your input, we may at times send you a survey to ask for your feedback.

How do I file a complaint, grievance, or appeal?

You have the right to file a complaint or grievance with your service provider. If you are not satisfied with the provider's decision, you can appeal the decision to your local Area Agency on Aging (AAA), and/or the State Unit on Aging (SUA). The complete Complaint/Grievance/Appeal Procedures are available upon request by contacting your local AAA and/or the SUA as follows:

Larimer County Office on Aging

1501 Blue Spruce Dr., Fort Collins, CO 80524

970-498-7750

adrc@larimer.gov

Colorado Department of Human Services, State Unit on Aging

1575 Sherman Street, 3rd Floor, Denver, CO 80203

303-866-2800

Colorado Anti-Discrimination Act

Individuals have the right to equal opportunity and access to services. Individuals cannot be excluded from participating because of disability, race, creed, color, sex, sexual orientation, gender identity, gender expression, marital status, national origin, or ancestry. Complaints related to discrimination may be filed at:

Colorado Civil Rights Division, 1560 Broadway, Suite 110, Denver, CO 80202

Phone: 1-800-262-4845, 711 TTD - Relay

Email: DORA_CCRD@STATE.CO.US

Accessibility

If you need to request reasonable modifications or accommodations to access this document's content, please contact us at 970-498-7750 or ADRC@larimer.gov.

Can I make a donation?

We accept donations and gifts to contribute towards the cost of services and to support older adult programs. Every dollar we receive goes back into the programs and services. Donations are voluntary and are not required to receive services.

You can send donations to your service provider or to the local AAA at the address above.

How can I help?

We couldn't meet the needs of older adults in our communities without the amazing help from volunteers. To learn more about volunteering with older adults in Colorado, please visit the [Colorado Department of Human Services volunteer page](#). You can also reach out to your service provider or your local AAA to find out how you can help make a difference in your community.

What other resources are available?

Reach out to your AAA to get more information about the services available in your region. Please visit the [Larimer County Department of Human Services Office on Aging Webpage](#) or contact us at 970-498-7750 and adrc@larimer.org.

You can also call the statewide Aging and Disability Resources for Colorado (ADRC) for information about resources in your area: 1-844-COL-ADRC / 1-844-265-2372