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Providing Hope to Seniors Since 1970.



2022/23

ANNUAL REPORT

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A WORD FROM OUR CEO

Dear stakeholders, members, and advocates of Silver Key Senior Services,

Please accept this invitation to review the milestones and related information for Silver Key Senior Services for the year 2022-2023. The annual report is a testament to our unwavering commitment to serving seniors in our community with dignity, compassion, and innovation.

Our journey this year has been marked by significant achievements and impactful collaborations. We have received the approval to expand our footprint in senior care, adding 13 apartments for senior veterans and 37 units of affordable housing, thanks to the generous support of various organizations and community partners. Additionally, we have provided crucial home modifications to enhance the independence of seniors.

“By instilling hope, we not only improve the well-being of seniors, but also reduce the strain on emergency services and save taxpayer dollars.”

Furthermore, we have welcomed Mountain Community Senior Services into our organization, enriching our service offerings and extending our reach to more seniors in need. We relocated from a trailer provided by Lewis-Palmer School District 38 to Grace



Best Elementary School, a larger district 38 facility, and expanded resources for caregiver care and companionship.

Central to our mission is the belief in treating seniors with respect and dignity. We have taken steps to protect our brand and identity, ensuring that the name “Silver Key” remains synonymous with quality care and support for seniors. Our social enterprise work through thrift stores aligns seamlessly with our mission, providing essential resources while supporting sustainability.

Moreover, our commitment to measuring and enhancing hope among older adults has yielded tangible results, demonstrating the value of our programs to taxpayers and the community at large. By instilling hope, we not only improve the well-being of seniors but also reduce the strain on emergency services and save taxpayer dollars.

Throughout this journey, our volunteers, staff, donors, and community partners have been invaluable allies, driving our success and enabling us to make a meaningful impact on the lives of seniors. Together, we are creating a Pikes Peak region where seniors can age with dignity, hope, and the knowledge that they are cherished and respected members of our community.

As we continue our work, we invite you to join us in supporting our cause through

volunteering, advocacy, and donations. Together, we can build a brighter future for seniors in our community.

Thank you for your unwavering support and dedication to Silver Key Senior Services.

Sincerely,

Jason DeaBueno
President and CEO
Silver Key Senior Services

We are embarking on a move from the fringe of healthcare into the fabric of healthcare.

MILESTONES

- **A year of Covid recovery**
Gotten back to our usual functions after all the restrictions and regulations of the past few years.
- **Independent review of the impact of the Hope Scale**
See page 9 for more information.
- **Expanded our intern program**
Added 2 new university partners. Increasing our intern participation from 31 students to 52 students in areas of graphic design, culinary, nursing, social work, counseling, medical, and divinity support.
- **Welcomed veteran experts to our team**
Not only supporting our veteran workforce but also strengthening Silver Key's core competencies in supporting our senior veterans.
- **Relocated the Tri-Lakes Senior Center**
Expanded socialization opportunities for our seniors.
- **Created a campus of care**
Welcomed new non-profits to our Murray campus to help us support our seniors.



OUR MISSION

To serve in partnership with our stakeholders to support a healthy quality of life for seniors, allowing them to age safely with dignity and independence.

OUR VISION

The value, worth and needs of all seniors are identified and honored.

BOARD OF DIRECTORS

Operations Board

Chair	Dick Wilhelm	Dave Bunkers
Vice Chair	Laura Kronick	Cari Karns
	Shahera Shalabi	Beatriz Arsuaga
	Lt. Steve Noblitt	Lauren Burrus

Foundation Board

Chair	David Lord	Greg Broeckelman
Vice Chair	Cindy Johnson	Lynne Jones
	Cari Karns	Jason DeaBueno
	Steve Hunsinger	Dave Bunkers
	Skip Morgan	

Silver Key Apartments

Chair	Jason DeaBueno	Dave Bunkers
Vice Chair	David Lord	Valerie Anders
	Carla Hartsell	Steve Hunsinger

Current as of March 2024 publication.

LEADERSHIP TEAM

Jason DeaBueno
President & CEO



Valerie Anders
Chief Financial Officer



Dr. Robin Johnson
Chief Health Operations Officer



Jaime McMullen Garcia
Chief Development Officer



Laurie Z. Wood
Chief Grants & Compliance Officer





Cindy Carvell
Director of Community
Based Services



Massine Davis
Director of Information
Technology



Joanne Dreher
Executive Assistant



Annie Hewitt
Director of Coordinated Care



Jayme Holligan
Director of Volunteers, Events,
and Community Engagement



Colleen Pearl
Director of Accounting



Aaron Simeraro
Director of Transportation



Adrienne Timmons
Director of Health Integration
& Strategy



Briana Weaver
Retail Sales Director

Current as of March 2024 publication.

OUR IMPACT



up to
9,000 unique members served every year.

3,791 hours of member service.

29,215 boxes of food provided.
1,344,308 lbs of food.

30,867 rides including over 500 home deliveries of food commodities.

55,120 hours of volunteer support.

more than
500 dedicated volunteers.

DONOR IMPACT



\$250

provides:

- 25 meals (Home Delivered Meals, Meals on Wheels, or Connections Cafe)
- 5 seniors with food for 1 month
- 7 rides to medical appointments, the grocery store, or social activities

\$500

provides:

- 3 seniors with 3hrs of one-on-one resource navigation
- 1 senior with Emergency Assistance (one-time support with rent, medical expenses, or safety related home repairs)
- 2 seniors with utility assistance

\$1k

provides:

- 6 seniors with 3hrs each of Housing Navigation
- 29 rides to medical appointments, the grocery store, or social activities
- 111 meals (Home Delivered Meals, Meals on Wheels, or Connections Cafe)



MEASURING HOPE

A Comprehensive Senior Assistance Program (CSAP)

Amidst healthcare access challenges for older residents and strain on emergency medical services (EMS), the Next50 Initiative funded a transformative effort: the Community Seniors Assistance Program (CSAP). This initiative, a partnership between Silver Key Senior Services, The Colorado Springs Fire Department, NAMI, and Innovations in Aging, aims to address unmet healthcare needs and reduce overreliance on EMS.

Many seniors face barriers in accessing healthcare due to limited awareness of available resources, leading to frequent

911 calls and emergency department visits. This not only strains the system but also burdens taxpayers. Recognizing this, the Next50 Initiative provided funding for CSAP to bridge these gaps.

The Hope Report, generated from the data collected through Hope Scale assessments, revealed a significant improvement in hope scores among seniors following their involvement with Silver Key. Through such collaborative efforts, we envision a future where all seniors can age with dignity, security, and hope.

601

total seniors served

580

of those seniors
were members of
Silver Key

with a potential of **\$23.5 million**
saved per year for the county

FOSTERING HOPE

A Collaborative Approach for Senior Well-being

Introduction: In a unique collaboration between the Colorado Springs Fire Department, NAMI, Innovations in Aging, and Silver Key, a profound exploration into the essence of hope among seniors was undertaken. Through the administration of the Adult Hope Scale—a validated tool for measuring hope—insights were gained into the impact of community engagement on the hope levels of seniors under Silver Key's care.

Understanding Hope: Hope, an intangible yet powerful force, shapes our perception of the future. It encompasses optimism, resilience, and the belief in the possibility of positive outcomes. Research has shown that hope not only influences psychological well-being but also has tangible effects on physical health. Studies cited by Harvard.edu indicate that hopeful individuals may experience longer lifespans and reduced risks of chronic conditions, underscoring the significance of hope in promoting overall wellness.

The Hope Scale Initiative: Silver Key's initiative involved administering the Adult Hope Scale to senior clients at various intervals, both upon initial connection and throughout their engagement with Silver Key's services. Developed by Snyder et al. (1991), this scale provides a reliable measure of hope, allowing for a quantitative assessment of hope levels.

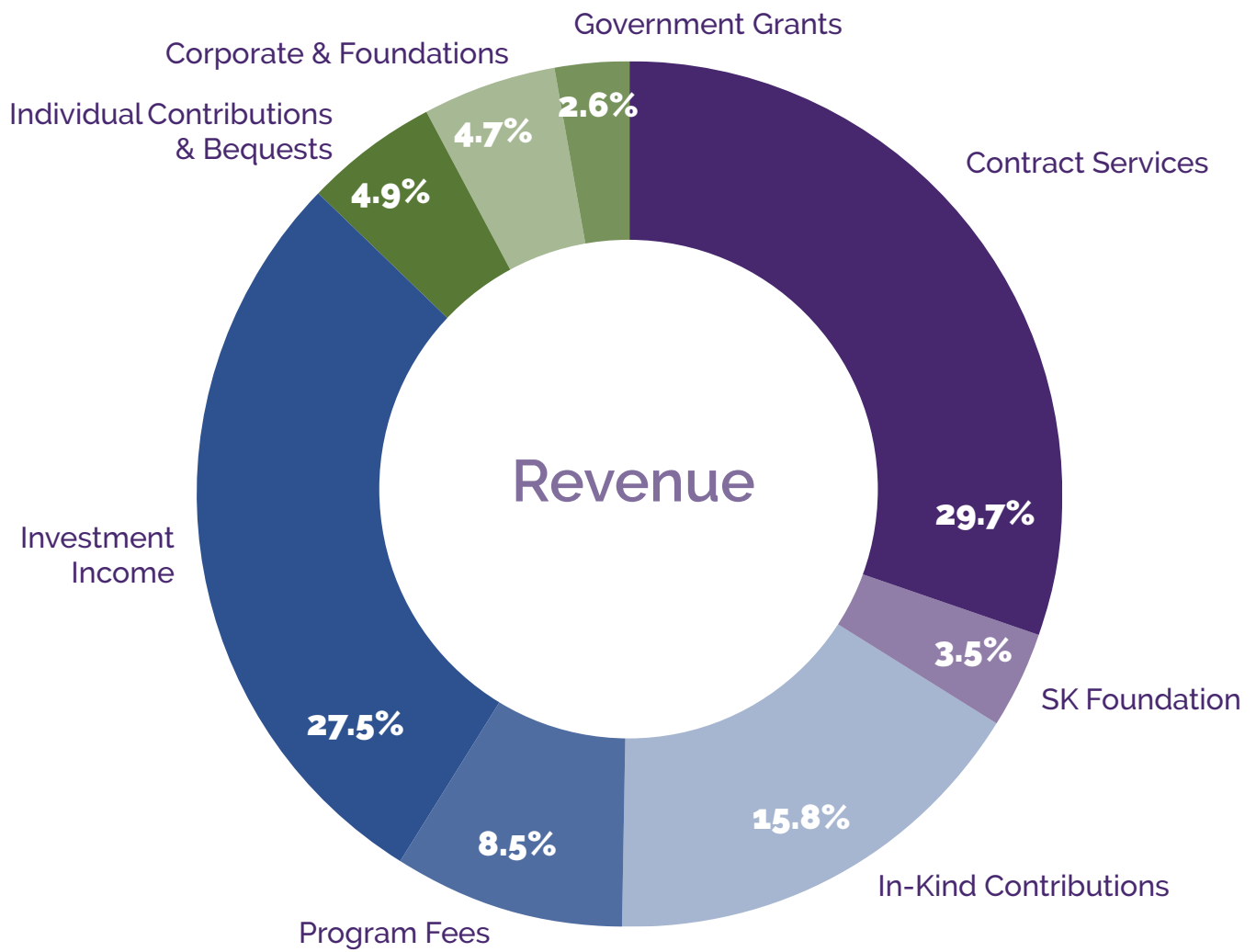
Findings and Impact: The Hope Report, generated from the data collected through the Hope Scale assessments, revealed a significant improvement in hope scores among seniors following their involvement with Silver Key. This outcome underscores the transformative potential of community support and meaningful connections in nurturing hope among vulnerable populations.

Hope in Healthcare: In the realm of healthcare, hope takes on a profound significance. It represents the belief that the future holds the promise of reduced suffering, enhanced healing, and overall well-being. As highlighted by Mylod (2023), fostering hope is not merely an abstract concept but a fundamental aspect of compassionate care that can positively influence health outcomes and quality of life.

“ We need to acknowledge that hope doesn't always come from within. It can come from the way others support and communicate with us - how they help find and adhere to the path toward healing. ”

Deirdre Mylod, PhD
April 2023

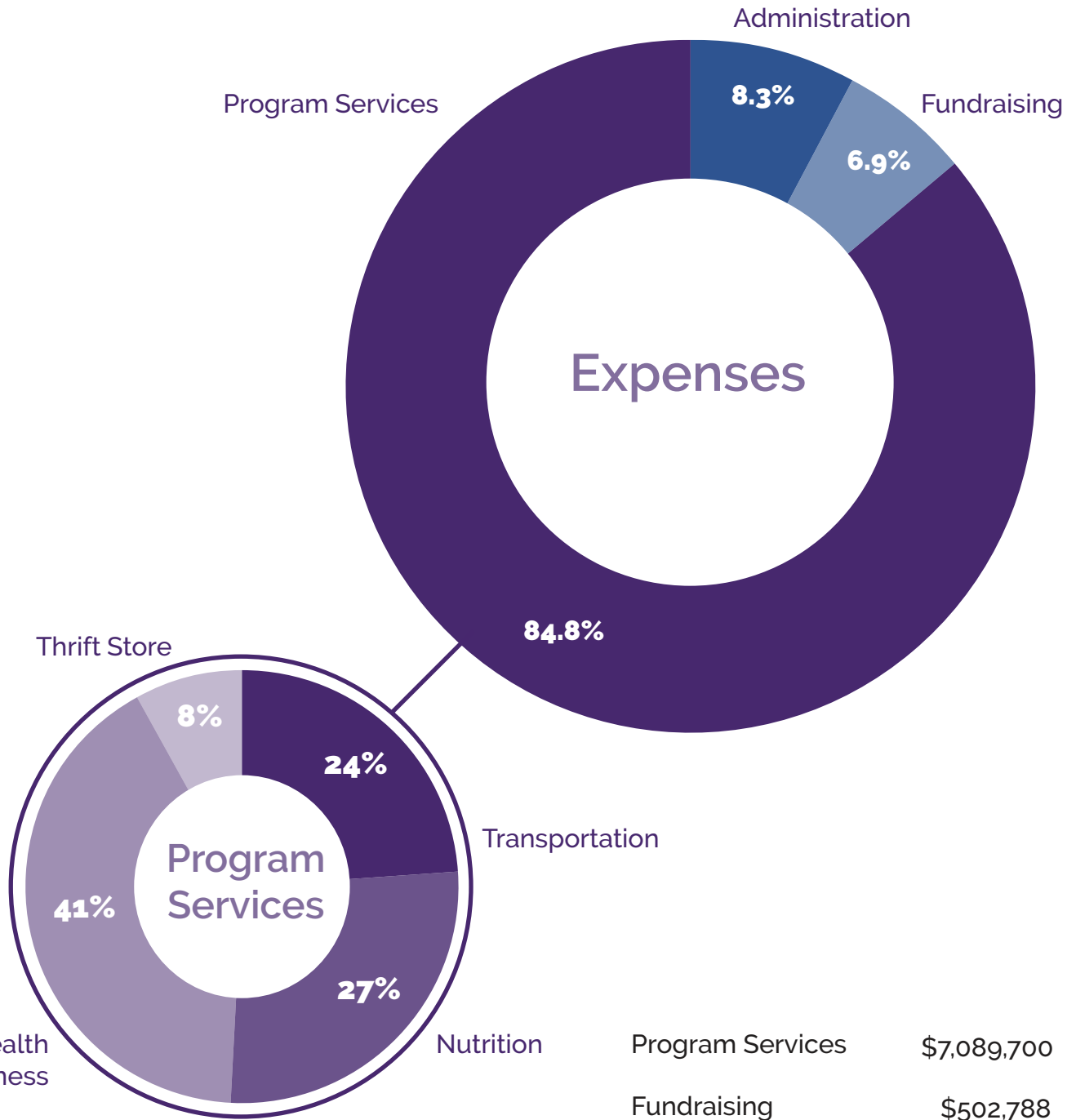
Conclusion: The collaborative effort between the Colorado Springs Fire Department, NAMI, Innovations in Aging, and Silver Key has illuminated the importance of hope in the lives of seniors. By leveraging the insights gleaned from the Hope Scale assessments, Silver Key and its partners have demonstrated the transformative power of community support in nurturing hope and promoting holistic well-being among seniors. As we continue to prioritize initiatives aimed at fostering hope, we sow the seeds for a future where optimism, resilience, and healing abound, enriching the lives of all those we serve.



Contract Services	\$2,795,967	Investment Income & Other	\$2,589,675
Silver Key Foundation	\$330,411	Individuals & Bequests	\$461,793
In-Kind Contributions	\$1,488,595	Corporate, Foundation, & Non-Profit Organizations	\$445,079
Program Service Fees	\$805,866	Government Grants	\$248,785

Total Revenue: \$9,421,562

OPERATIONS & FOUNDATION FINANCING



Health & Wellness

Nutrition

Transportation

Thrift Store

Program Services

Fundraising

Administration

\$7,089,700

\$502,788

\$659,965

Total Expenses: \$8,252,453

Members. Volunteers. Staff.

“

I'd probably be out in the street living underneath the bridge if Silver Key didn't help me. They have a lot of beautiful people helping support me.

”



Craig
Member



“

Being in a relationship is what this is all about. It is really heart to heart. Being a volunteer in the companionship program means a lot to me. I have learned so much.

”

Gale Banda

Companionship Volunteer

“

There is a saying that I came across that reminds me of our work, 'I don't fear being lonely. I fear being forgotten.'So, we are there, so they are not forgotten.

”



Celise Schuler

Retired from Silver Key in 2023 after 27 years of service

We are delighted to announce that we've been recognized as a top workplace in the Gazette's Best Workplace 2023 list! Huge gratitude to our amazing team for making this achievement possible.

BECAUSE OF OUR DEDICATED VOLUNTEERS

there are...

29 more rides
per day.

112 more meals
given out per day.

35 more
Silver Line calls
answered per day.

30 more clients
in the food pantry
per day.

212 hours of services
per day on average.

500 volunteers
throughout the year.

OUR DONORS:

Abram & Ray Kaplan Foundation

Ceres Foundation

Colorado Springs Osteopathic Foundation

Community Health Partnership

El Pomar Foundation

Meals on Wheels America

T Rowe Price Foundation

The Bohnen Family Foundation

The Colorado Health Foundation

Pikes Peak Real Estate Foundation

Workforce Housing PPCF

Walter N. and Alberta H. Drake Foundation

Colorado Springs Health Foundation

FOUNDATIONS

Individuals:

Out of respect for our individual donors' privacy, individual donor names are not publicized. However, we are grateful for the collective \$461,793 donated by members of our community.

SPONSORS

719lending
 AAA Medicaid Consulting LLC
 AARP Colorado
 Adams Bank & Trust
 Adult Home Health
 Aetna Inc
 AIM Senior Services
 Amazing Care Home Health Services
 Bob McGrath Counstructions LLC
 Bright Space Counseling
 Campbell Homes
 Centro de la Familia
 Clear Spring Health
 Cole Promo
 Colorado Housing and Finance Authority
 Discover Goodwill of Southern & Western Colorado
 Elite Hearing
 Ent Credit Union
 First Interstate BancSystem
 Foundation, Inc.

Fountain Valley Senior Center
 Gallagher
 Griffis Blessing, Inc.
 Hearing Life
 Humana
 Innovive Health
 Integrity Bank & Trust
 Interim Healthcare of Colorado Springs
 Kaiser Permanente
 Larry Ritterband
 Legend of Colorado Springs
 Legend Senior Living COS ALF 1, LLC
 Life After 50
 Mentally Strong
 Myron Stratton Foundation
 Ntiva
 NurseCore of Colorado Springs
 Peak View Behavioral Health
 Pikes Peak Area Council of Governments
 Pikes Peak Habitat for Humanity

Pikes Peak Hospice & Palliative Care
 Qmedic Health
 Real Estate Remedy with Exit Realty Pikes Peak
 Restore Woundcare
 Rockies Community Hospice, LLC
 Rocky Mountain Health Care
 Scheels
 Senior Benefit Services
 Solaris Health
 Stellar Senior Living
 The Cutting Edge, Realtors
 The Independence Center
 The Palisades at Broadmoor Park
 Signarama
 The Stewart Title Foundation, Inc
 Torregrossa Insurance
 UCHealth
 USI Insurance Services

Proud Partner of:



AmeriCorps Seniors



Pikes Peak Area Council of Governments
 Communities Working Together

