Senior Services 2019 Annual Report

An Area Agency on Aging

Davis COUNTY HEALTH DEPARTMENT

Healthy Choices. Healthy People. Healthy Communities.

Kristy Cottrell, MPA, RN
Department Deputy Director
Senior Services
An Area Agency on Aging

Director's Message

Dear friends and colleagues,

Davis County continues to experience a rapidly growing population of older adults, and there are over 35,000 people age 65 and over living in our county. By 2030, almost 14% of our community will be age 65 and over. Counting family and informal caregivers remains a daunting task as most of their efforts are hidden behind the scenes. Many people helping to care for their spouse, partner, parent, child, friend, or neighbor do not think of themselves as a caregiver. Older adults, people with disabilities, veterans, and their caregivers deserve to live in a community where they are valued, engaged, and live with dignity. As the designated Area Agency on Aging, Senior Services work is critical in coordinating resources and supports for these populations.

I am pleased to share this annual report, highlighting many of our achievements during this past year. In collaboration with the community, our partners, and stakeholders we conducted a community survey to gain a better understanding identified needs, wants, and future priorities. In turn, these results informed the development of a new Area Plan for the next four years.

Employees and volunteers take pride in helping people navigate the resources and options to help support their independence. Senior Services received national recognition through Aging Achievement from the National Association of Area Agencies on aging, N4A, for our multi-agency transportation voucher program.

As we embark on another year of advocacy and service, we hope you will join us to help create a great community. One which values the unique contributions, talents, and value of every person, especially our older adults, people with disabilities, veterans, and their caregivers. We look forward to discovering all that we can achieve this next year.

Kristy Cottrell

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Support Services Highlights & Accomplishments For 2019

Helping Older Adults & Their Caregivers

- We provide connections to trustworthy local support resources, linking those who need assistance with local agencies and community-based organizations that serve older adults and their caregivers.
- Whether help is needed with services such as meals, home care or transportation needs, training and education of caregivers, or a well-deserved break from caregiving responsibilities, Senior Services is there to point that person in the right direction
- Senior Services was one of the organizations nationally to receive a combined award for their *Vouchers, Volunteers, and Vehicles: A Multi-Agency Collaboration* transportation program. **The 2019 *Aging Achievement Award*** was presented by the National Association of Area Agencies on Aging (n4a) at the Annual Conference & Tradeshow, July 27-31, New Orleans.

Legal Assistance Services

- Davis County Senior Services provided **198** units of legal assistance to older adults or their caregivers in 2019. Services are provided through contract and volunteer attorneys.
- **32% Increase** from previous year because of volunteer attorney's from Utah Legal Services
- Total cost of **$6,397**

Community Providers

- Senior Services contracts with 36 community organizations, both private and non-profit to provide respite care and in-home supports and services.

2019 Community Needs Survey

- **475 Survey Responses Received**
- Senior Services Provided **15,479** Units of Information & Assistance to older adults
- Senior Services provided a total of **11,658** units of Outreach to older adults in 2019

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Older Americans Act Core Services

Elder Justice

Caregiver Support

Nutrition Services/Meals on Wheels

Health & Wellness

Supportive Services

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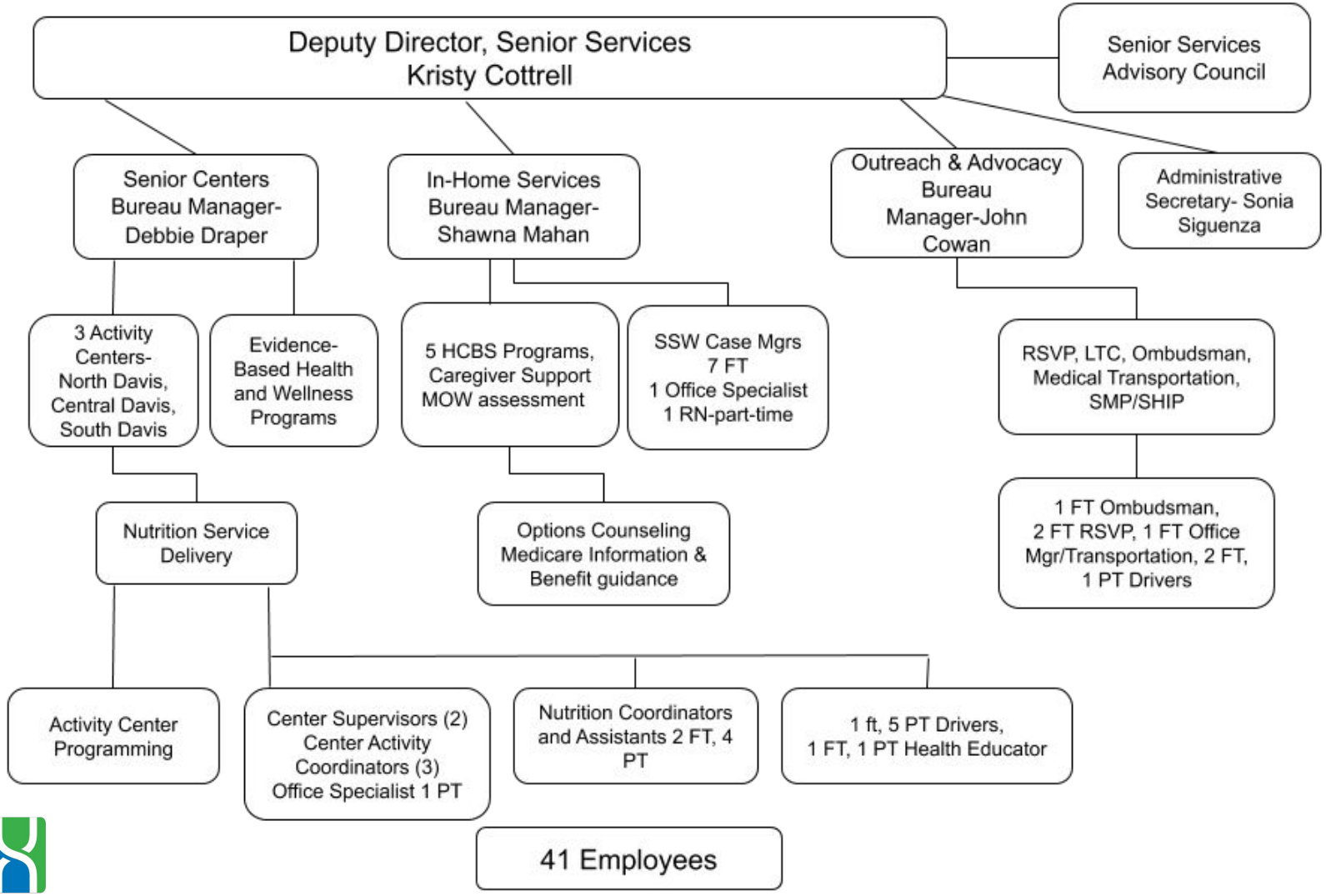


Senior Services

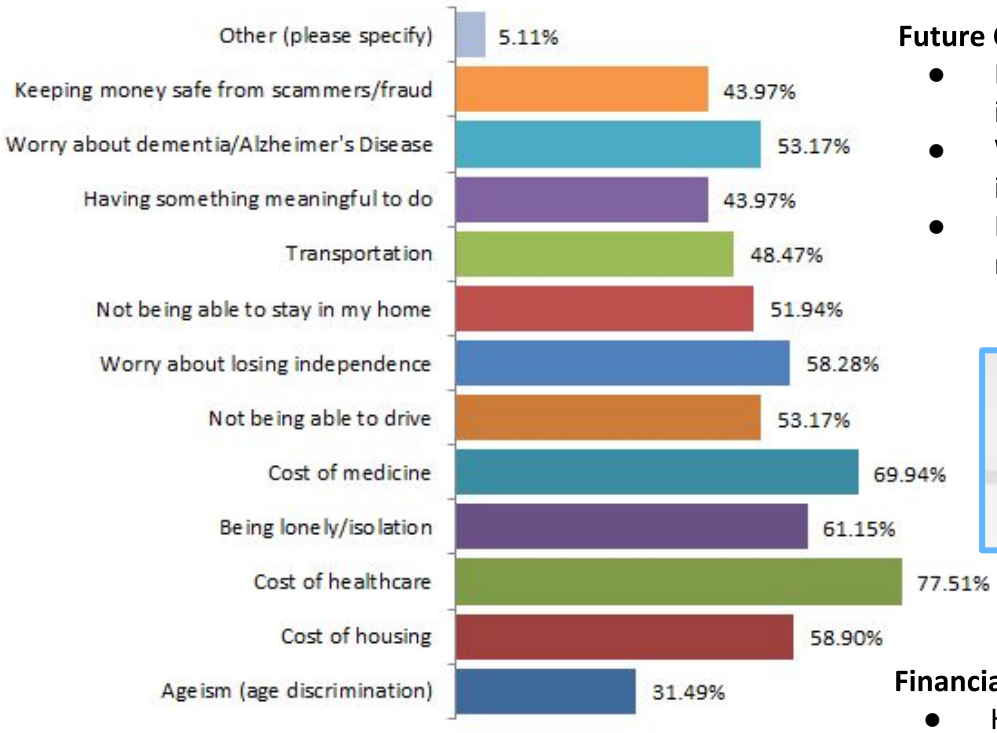
Davis County Health Department

2019 Community Survey

In order to better understand the needs and concerns of caregivers and adults age fifty-five and older, Senior Services conducted a community survey during the first quarter of 2019. A total of forty questions sought information while also providing information regarding community resources to people taking the survey. Senior Services utilized convenience sampling methodology and received five hundred and forty responses.

The survey results provided valuable information to help prioritize needs, programs, and improve services. Additionally, the knowledge proved invaluable in establishing goals and priorities for the submitted Area Plan for fiscal years 2020-2023. A requirement under the Older Americans Act (OAA) for all area agencies on aging, these four-year plans, with annual updates, provide strategic direction and community alignment for core OAA programs.

Future Issues and Concerns



Future Concerns

- Being lonely, social isolation - 61%
- Worry about losing independence - 58%
- Having something meaningful to do - 44%

Financial Concerns & Costs

- Healthcare - 77%
- Cost of medicine - 70%
- Housing - 59%

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2019 Community Survey

Community Identified Top Priorities Within Senior Services

	1 MOST IMPORTANT	2	3	4	5	6 LEAST IMPORTANT	TOTAL	WEIGHTED AVERAGE
Senior Activity Centers	46.70% 198	22.64% 96	14.15% 60	7.31% 31	6.13% 26	3.07% 13	424	2.13
Healthy aging classes	10.99% 31	29.43% 83	22.70% 64	19.86% 56	11.70% 33	5.32% 15	282	3.08
Information, support & help	37.68% 107	23.59% 67	19.37% 55	8.80% 25	7.75% 22	2.82% 8	284	2.34
Caregiver Support Program	11.52% 28	16.05% 39	20.99% 51	27.57% 67	14.81% 36	9.05% 22	243	3.45
Elder Justice	13.28% 32	12.86% 31	18.26% 44	17.01% 41	24.48% 59	14.11% 34	241	3.69
Volunteer Program	6.45% 16	10.08% 25	10.48% 26	12.90% 32	18.95% 47	41.13% 102	248	4.51

Top 3 Priorities

1. Senior Activity Centers
2. Healthy Aging Classes
3. Information Support & Help

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Area Agency on Aging Area Plan FY 2020 -2023

Empowering - Health, Safety, & Independence

Objective #1 Continue provision of home delivered meals to meet the needs of homebound individuals determined to be at nutritional risk.

Outcome Goal

- 80% of recipients will feel less lonely
- 90% will report that meals helped them eat healthier foods
- 90% will report the program helped improve their health
- 80% will report deliveries help them feel more secure in their home.

Objective #2 Increase the ability of older adults to access the program & services they need.

Outcome Goal 85% of older adults receiving transportation services to community dining sites, grocery shopping, or health appointments will report the service provided increased social ties or perceived social support.

Planning For the Future

Initiatives: Actively participate in multidisciplinary collaborations advocating for the needs, issues, & concerns of older individuals and their caregivers to support community aging options and age-friendly communities.

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Integrating Health & Social Services

Outcome Goal: Increase the prevalence of less than seven not good mental health days a month. (Includes stress, depression, & problems with emotion, BRFSS).

<7 not good days	Davis	Utah
60+	89.7%	89.5%

Elder Justice

Initiatives

- Increase community awareness of fraud, scams, abuse, neglect, & exploitation
- Advocacy efforts & information sharing with CAPE, Davis Human Services providers, & interpersonal violence coalitions.

Outcome Goal 75% of Davis County older adults will know where to seek help & information to prevent elder abuse or financial exploitation.

Current Situation

- Only 42% know where to seek help for elder justice issues
- 42% are familiar or very familiar with sign/symptoms
- 18% are not sure where they can seek help or report

Nutrition Services, Meals on Wheels & Community Dining

Meal on Wheels Delivered
85,368 - 3% Increase From Previous Year

Individuals served
719

1 Volunteer Army serving homebound older adults
360 Meals a Day

Friendly Visits Provided by Volunteers When MOW Delivered
766

2019 Senior Center Lunch-time Meals
29,153 - 3% More Meals From Previous Year

Individuals Served
1321

3 Centers
North Davis
Central Davis
South Davis

Total Cost of MOW 2019
$627,610

Total Cost of Senior Center Lunches 2019
$506,718

Total Meals Served in 2019
114,521

Partnership with U of U Nutrition Study
Evaluation of Impact on Nutritional Health on Hospital Readmissions

Nutritionist Interventions for At Risk Adults 60 + Included
18 people received 74 in-home education and nutritional counseling sessions

This core Older Americans Act Program provides nutrition services through Meals on Wheels and community meals at area senior centers. These programs are much more than a meal.

- **Both provide socialization opportunities for older adults to engage in meaningful activity with others, especially with our community and in our senior activity centers.**
- **Learning opportunities**
- **Safety checks**

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Caregiver Support

The Caregiver program supports family and informal caregivers in their efforts to care for their loved ones at home for as long as possible. Senior Services works collaboratively with other state and community-based providers to provide a coordinated set of supports and services.

Services include

- Information and Resources to caregivers in gaining access to services
- Case Management, Respite Care, & limited Supplemental Services
- Caregiver education classes and training: Dementia Dialogues & Caregiver Academy

Through the Caregiver Academy, Dementia Dialogues classes, & Alzheimer's support groups, we provided a total of 437 service units a 64% increase from the previous year

Program Impacts

- We redirected focus & energy on education, empowerment, & information assistance to access services
- **9,938** caregivers received information about the types of supports and services available in the community
- **6,026** Caregiver Telegram newsletters were sent out monthly by mail and email to caregivers in 2019
- **60 caregivers** enrolled and received case management, care planning, and coordination to access supports and services- total cost of **$51,381**
- Case managers provided **1,472 service units** as they helped **860 caregivers** access services at a cost of **$78,647**
- **64% increase** in counseling, support, and training
- **30 % increase** in helping people access assistance

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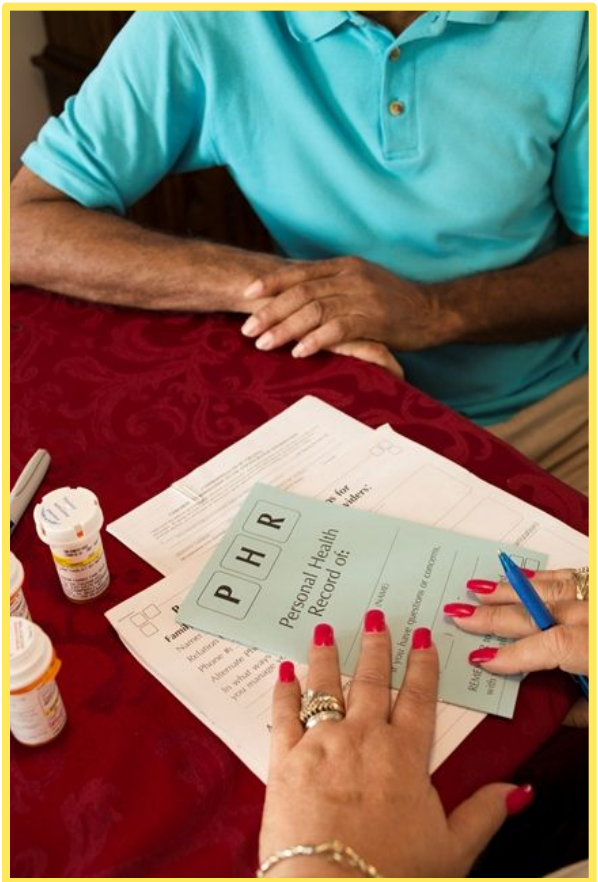
Support Services

The Older Americans Act

Provides comprehensive services and funding that allow older adults health and independence, job training, senior centers, meal assistance, benefits enrollment, caregiver support, transportation and more.



2019 Support Services

- Information, support & help about services and options to remain safely at home. Includes assessing the individual problems and capacities, linking to services and resources, and follow-up as necessary
  - 15,479 served in 2019, total expenditure $123,307
- Outreach to identify potential clients and encouraging their use of existing services and benefits. Each service unit is a one-on-one contact with a caregiver or older adult
  - 11,658 service units, total expenditure $92,869
- Legal assistance- advice and representation provided by or overseen by an attorney, as allowable, to older individuals with economic or social need
  - 198 service units, a 32% increase
- Case Managers, professionals to help with health & care planning, service planning, and connecting to available resources. Help at home with housekeeping, chores, personal care, meal preparation, and home modifications
- Transportation includes one-way trips, and assisted transportation to a person who has physical or cognitive difficulties using regular vehicular transportation
- Insurance counseling and education

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Support Services

In-Home Services Programs	These programs include case management, person centered planning, and services to help prevent premature long-term care facility placement. Eligibility varies by program and case managers help the individual and family determine the best options for the specific situation. Services include, homemaking assistance, meal preparation, medical equipment, & adult day health services. These five distinct programs are designed to keep older residents living in their homes as long as possible.	**Clients Served**
Alternatives	The (HBCS) Home & Community Based Alternatives program, serves older adults with limited income and adults with disabilities. Funding comes from state, local, and client fees.	**157**
Medicaid Aging Waiver	Provides in-home case management and supportive services to older adults 65+ that allow the adult the ability to live at home. Must meet nursing home admission criteria as well as Medicaid income guidelines.	**31**
New Choices Medicaid Waiver	Provides (LTSS) Long Term Supportive Services & case management to Medicaid eligible residents in assisted living facilities. Allows individuals to live in a less restrictive environment at home or in an assisted living facility.	**28**
Veterans Care Program	Provides Veterans meeting nursing home admission requirements, with person centered case management and in-home services that allow the Veteran to remain living at home independently.	**27**
Older Americans Act Title IIIB	Provides in-home case management and supportive services to older adults 60+ that allow the adult the ability to live at home.	**15**
Total		**258**

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Alternatives Program

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350 Dollars Per Month x 12 Months x 30 Clients = $126,000

Average monthly service cost per client on the alternatives program

Number of clients for one full time employee

Annual cost of 30 clients

(126 Thousand + 80 Thousand Staff) x 5 Years = $1,030,000

Average cost of a full time employee (including benefits)

The cost of serving 30 clients for 5 years on the alternatives program

Assisted Living Facility

4,000 Dollars Per Month x 12 Months x 30 Clients = $1,440,000

Average monthly service cost per client in an assisted living facility

Annual cost of 30 clients

1.44 Million + 5 Years = $7,200,000

The cost of serving 30 clients for 5 years in an assisted living center

The Alternatives Program promotes aging in place generating:

Better Mental Health

Better Physical Health

More Independence

$6,170,000

Tax Payers 5 Year Savings

Services offered through the alternatives program include, but are not limited to:

Cleaning

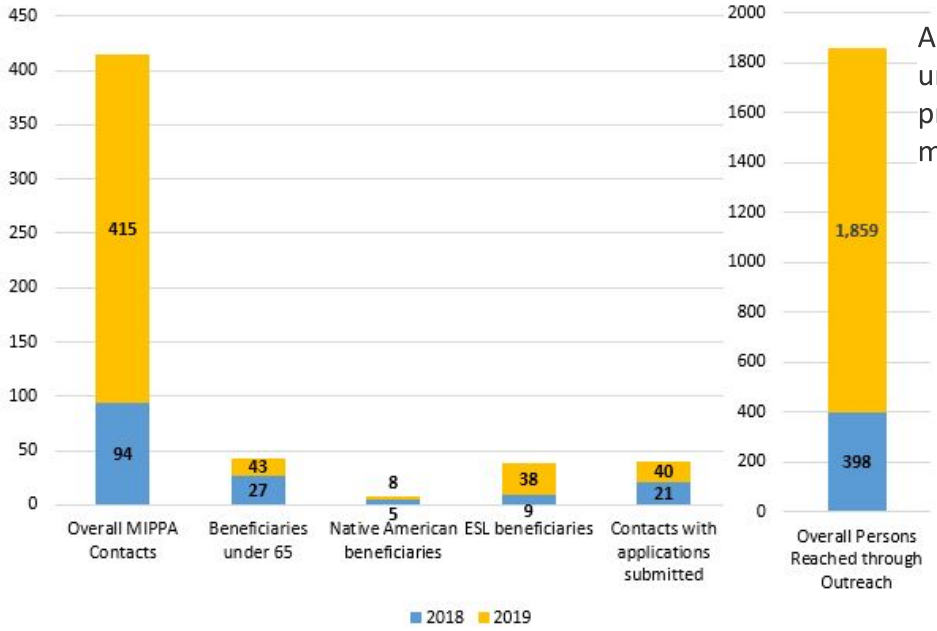
Emergency Response Systems

Hygiene

Support Services

During 2019, Senior Services emphasized education and communication regarding redesigned and renumbered Medicare cards the new Medicare Plan Finder.

Medicare Improvements for Patients & Providers Act (MIPPA)



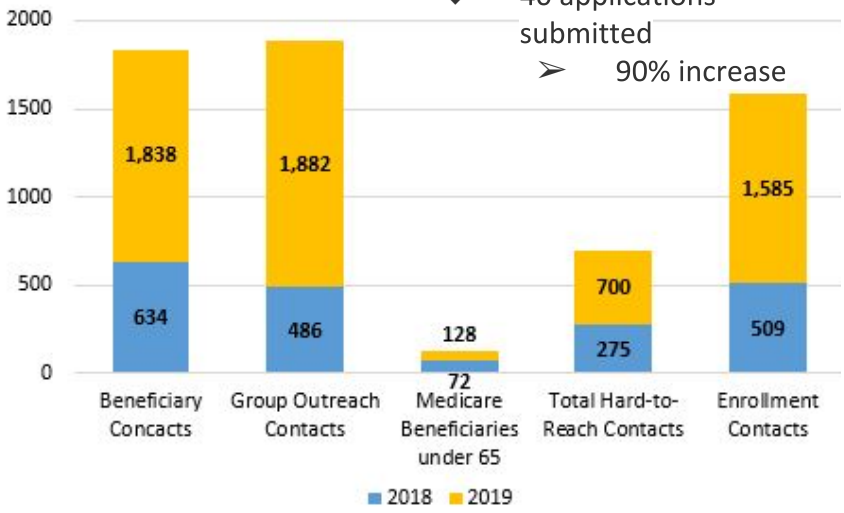
Assists low-income beneficiaries understand and apply for programs to help Medicare be more affordable.

- Extra help/Low-Income Subsidy (LIS), helps pay Medicare part D premiums and the cost of prescriptions
- Medicare Savings Programs to help pay Medicare Part B premiums
- 415 Overall contacts
  - 341% increase
- 1,859 reached through outreach
  - 367% increase
- 40 applications submitted
  - 90% increase

State Health Insurance Program (SHIP)

Free service helping Medicare beneficiaries, and those nearly eligible, with enrollment assistance, questions, and counseling concerning their benefits.

- 1,838 individual contacts
  - 189% increase
- 1,882 people reached through Outreach
  - 287 % increase)
- 1,585 Enrollment contacts
  - 211 % increase



Transportation Services

Providing individualized assistance to aid older adults and people with disabilities, in selecting the best options to meet their needs and use the transportation options available in the community.

MEDICAL TRANSPORTATION

215 people
5,807 one way trips

Cost of $128, 332 - $13.18 average per one way trip

SENIOR CENTER TRANSPORTATION & ACTIVITIES

12,847 one-way trips
$163,512

SHOPPING TRIPS

About 247 people
2,568 trips

**A service that assures older adults can meet their basic needs

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Senior Centers

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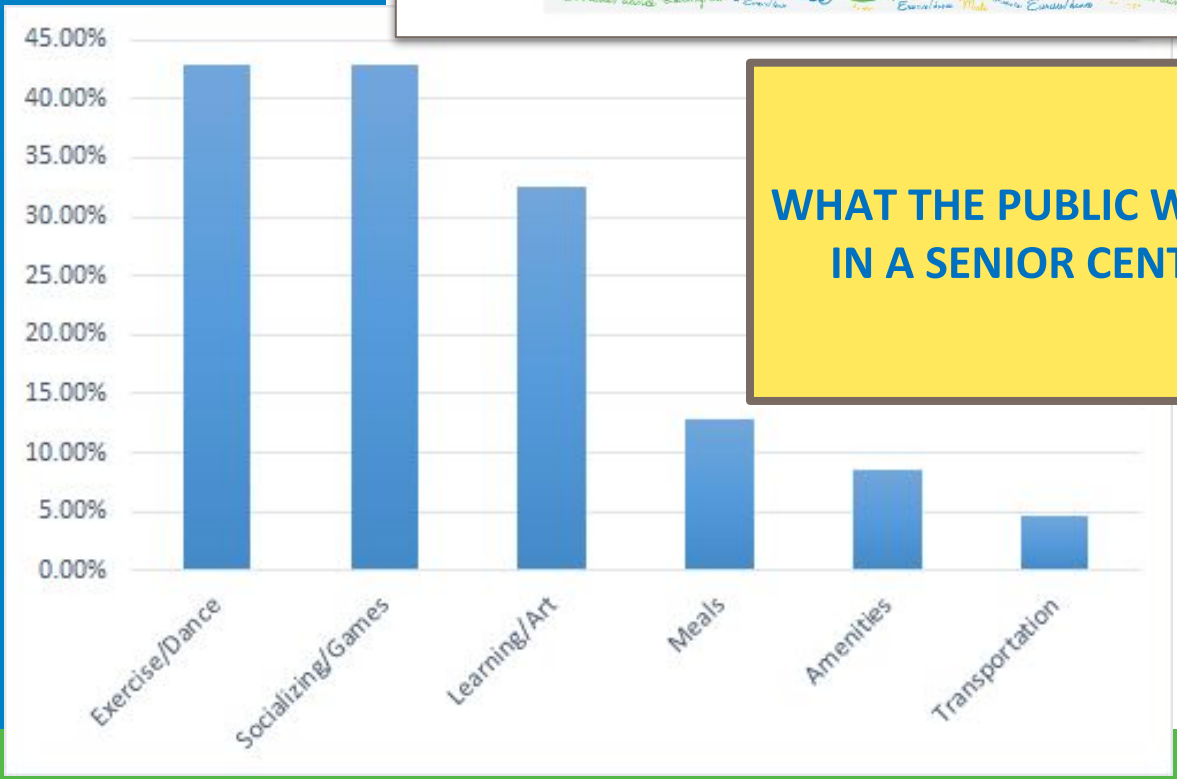


WHAT THE PUBLIC WANTS IN A SENIOR CENTER

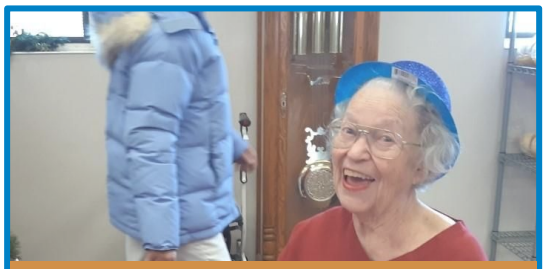
Senior Activity Centers

Telephone Reassurance
Provides Socialization & Engagement to Homebound Older Adults

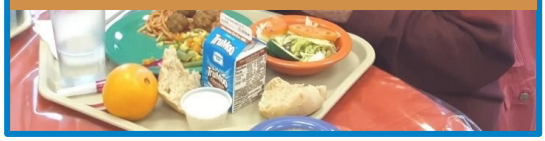
In 2019
1,025 People Received Friendly Calls From Senior Volunteers

5,062 Sports Education & Training Units

2,700 older adults participated in recreational activities



Estimated 3,120 Participants Visited Our Centers



Davis County Senior Activity Centers, along with their Health Promotion, and education programs, offer older adults the benefits of social interaction, civic engagement, healthier lifestyles, and even volunteer opportunities.

Our three centers feature a midday meal, classes, social groups, exercise equipment, and are open to those 60 and better.

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Health & Wellness

- Evidence-based prevention and health promotion programs experienced a 23% increase in participants in 2019
- EnhanceFitness classes had a total of 118 participants. Offered 3 times a week, these classes help increase strength, flexibility, and decrease risk of falls.
- 79 people attended Living Well with chronic conditions or diabetes classes
- Stepping On Fall Prevention classes had a total of 69 participants
- 170 people attended Tai Chi For Arthritis for Fall Prevention classes
- Recruited 4 new instructors in evidence-based prevention programs in 2019

Stepping On
Building Confidence and Reducing Falls

Living Well
with Chronic Conditions

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Davis County RSVP

The **Retired & Senior Volunteer Program (RSVP)** receives federal funding from the Corporation for National and Community Service (CNCS), the administering agency over both Americorps and Senior Corps. RSVP, a volunteer network for people aged 55 and over, strives to utilize volunteer skills to help with the community's most pressing needs .

Davis County Health Department's Senior Services received $182,500 in federal funding through CNCS to help recruit, retain, and place RSVP volunteers. In F**FY 2019, 387 RSVP volunteers served 40,189 hours.** Valued at **$25.43 per hour** (2019, Independent Sector), **Davis County received $1,022,006 worth of service** from these active, adult volunteers.

RSVP volunteers serve at 34 Davis County sites, including:

- Meals on Wheels
  - 69 volunteers deliver over 7,110 meals each month.
- Senior Centers
  - 26 volunteers help prep & serve hot nutritious meals for our weekday lunch.
- Elementary Schools
  - 57 Volunteers tutoring 114 students in reading & math.
- Antelope Island State Park
  - 38 volunteers serve as visitor center guides, work at Fielding Garr Ranch, or on the Trails. About 500,000 people visit Antelope Island each year.
- Other sites include museums, hospitals, food banks, libraries, long term care and assisted living advocates and many others.

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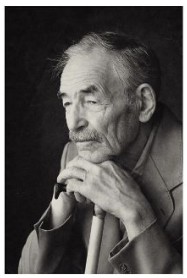
LONG-TERM CARE OMBUDSMAN

Long-term Care Ombudsmen are authorized by Federal and State laws to receive complaints, investigate those allegations, and then resolve them on behalf of residents of long-term care facilities (i.e. nursing homes and assisted living facilities). An ombudsman is an advocate for the resident.

THE NUMBERS ARE INCREASING

FFY 2019 saw a **23%** increase in numbers of resident complaints (from 205 in FFY 2018 to 253 in 2019) as well as a **21%** increase in the number of licensed beds (from 1,978 in 2018 to 2,400 in 2019 - with more on the way).

TOP 3 COMPLAINTS REPORTED



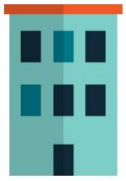
The top 3 complaints reported in FFY 2019 included:

1. Equipment/Building
2. Food Service/Quality
3. Activities (choice and appropriateness)

This has changed from FFY 2018, when the top 3 complaints were:

1. Equipment/Building
2. Discharge/Evictions
3. Failure to respond to residents/Care plans

THE CHANGING FACE OF FACILITIES



There is currently a moratorium on building skilled nursing facilities in Utah. Due to this, we are seeing more assisted living facilities being built as opposed to skilled nursing facilities. In FFY 2019, we saw the loss of one skilled nursing facility and the addition of three assisted living facilities bringing our totals to 7 skilled nursing facilities and 29 assisted living facilities.

MORE EDUCATION IS NEEDED

Davis County Senior Services recently conducted a community-wide survey of older adults and their caregivers. The results of that survey found that only 42% are aware of the LTC Ombudsman Program. 58% of those surveyed reported that they do not know where to seek help and information to prevent elder abuse or financial exploitation.

Elder Justice

Abuse & Prevention - Coalition for Abuse Prevention of the Elderly (CAPE)

Strives to increase awareness, response, resources, and agency coordination to prevent and address situations of abuse, neglect, and financial exploitation of vulnerable adults. The coalition meets monthly to share information, enhance awareness, trends, and resources. Coalition members represent a variety of sectors and backgrounds: Senior Services, Adult Protective Services, Law Enforcement, Davis Behavioral Health, Utah Attorney General's Office of Medicaid Fraud, Volunteers, Victims.

- The coalition met 9 times to learn, share information, and staff cases.
- Hot topics this year included, a rule change for assisted living facility direct care workforce, financial exploitation, & lack of housing for at risk adults exposed to abuse and exploitation, forcing them to continue living in these abusive situations
- The coalition submitted a nominated for an Aging Achievement Award from the National Association of Area Agencies on Aging.

Senior Medicare Patrol (SMP)

SMP educates Medicare beneficiaries to prevent, detect, and report Medicare fraud, errors, and abuse. In 2019, this service reached **2,113** individuals through **86** educational outreach events. The individuals received education or received assistance to review potential Medicare fraud, errors, or abuse.

Senior Services Advisory Council

2019 Advisory Council

Julia Bentley - 2020 Chairperson
Joshua Alvarez - 2020 Co-Chairperson
Commissioner Lorene Kamalu
Dr. Johnnie Cook
Debbie De Agostine
Lorna Koci
Manuel Martinez
Larry Millward
Shelly Nettesheim
Mark Perry
Kelly Van Noy
Ralph Vaughan (deceased)

The Older Americans Act directs Area Agencies on Aging (AAAs) to establish Advisory Councils. These further the agency's mission of developing and coordinating community-based systems of services for all older adults and their caregivers. The Davis County Health Department's Senior Services Advisory council provides four key roles.

- Ambassador to community - Enhances our visibility and expands our reach
- Advocacy - Champions and represents our interests and those of our clientele
- Strategic advising - provides strategic support, and expertise to further our goals

2019 Highlights

- Initiated discussions to prioritize applicant lists and service initiation, addressing ethics and health/social equity
- Advocacy efforts to increase funding and various legislative actions/rule changes
- Provided feedback on the community survey
- Assisted with development of a new Area Plan (FY20-FY23)
- Providence guidance and direction for a competitive proposal and requirements for a new nutritional services contracted provider
- Discussed resources and gaps for aging in place
- Provided insight and feedback on future senior center buildings and community collaboration

Davis COUNTY HEALTH DEPARTMENT

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