

**MINUTES
DISTRICT V
AGING & NUTRITION SERVICES ADVISORY COUNCIL
October 24, 2023
IN PERSON PAROWAN SENIOR CENTER**

MEMBERS IN ATTENDANCE

Wallace Gibson (Chair)
Cindy Turnquist Via Zoom
Lois Bulloch
Arlen Grimshaw
Earl Paddock
Steve Davis
Judy Henrie
Sasha Haycock Henrie
Fran Wilson
Ramona Sorenson
Sondra Akins
Carma Sly
Carla Roach
Gayle Rohde

Kane County Advisory
Kane County Advisory
Iron County Advisory
Iron County Advisory
Iron County Advisory
Iron County Advisory
Garfield County Advisory
Garfield County At Large
Garfield County
Garfield County
Washington County Advisory
Beaver County Advisory
Beaver County
Washington County Advisory

MEMBERS NOT IN ATTENDANCE

Jerica Bauer
Nancy Ford
Sharon Ott
Sherri Racz
Ron Morrow
Robert Rasmussen
Beverly Dinsmore
Pauline Prince
Pam McMullin
Dennis Cox
Verlin Roach
Rena Roach

Kane County Coordinator
Kane County Advisory
Washington County Advisory
Washington County Advisory
Iron County Advisory
Iron County Advisory
Kane County Advisory
Garfield County Advisory
Beaver County Advisory
Beaver County Advisory
Beaver County
Beaver County

OTHERS IN ATTENDANCE

Carrie Schonlaw
Kelly Reeder
Curtis Crawford
Donna Chynoweth
Sheila Shotwell
Jacob Browning

Five County Association of Governments
Five County Association of Governments
Iron County Coordinator
Garfield County Coordinator
Beaver County Coordinator
Washington County Coordinator

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OCTOBER 24, 2023
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I. Welcome & Introductions

Wallace Gibson welcomed everyone. We went around the room and introduced ourselves.

Minutes of previous meeting

Wallace asked if everyone had received the minutes from the last meeting (July 25, 2023) and he asked if there were any comments or changes. There were no comments or changes and Wallace asked for motion to accept minutes of previous meeting without any changes or additions. Gayle Rohde motioned to accept, and Arlen Grimshaw seconded. All were in favor, motion carried.

II. LOCAL SHARING: County Coordinators

Iron County – Curtis Crawford

Curtis reports that they are doing fine and have no major issues. They did drop the number of meals during the summer months, which is normally expected. They are now seeing a significant increase in the Meals on Wheels service, as well as congregate meals. The cooks are feeling the change as well. One of them commented the other day about a recipe she was doing and said “I used to open two cans and now I have to open 3 to make enough food for this recipe.” Their activities continue to grow in numbers. Especially exercise classes. Yoga classes have been meeting outside in the park behind the senior center all summer and their numbers have grown to around 25 in attendance. Another class called Fit & Fabulous has numbers in the mid-twenties as well. Last Saturday they had the annual Cookie Exchange activity. This is an event where people bring their favorite recipe and a dozen cookies or treats and exchange them with one another. They also have a raffle and a light lunch. It’s very popular with around 60 to 70 people in attendance. Parowan had a field trip to see the fall colors and a picnic. It was a great trip and they all had a fun time. Bus services have grown tremendously, especially in Cedar. Last month they had more bus activity than they have had in over 8 years. A lot of this they contribute to explaining in detail the bus service to people requesting MOW. Instead of just explaining MOW, they are “up selling” the advantages of coming to the center by bus. Many

people are surprised to find out what they offer and excited to have something to do. They are in the process of delivering their emergency meals. They encourage MOW patrons to save them for a snow day. Meaning on days of a severe snowstorm when they close our facilities, because of the potential dangers involved.

Beaver County - Sheila Shotwell

Sheila reports that they are still working on getting the grant money that was awarded in 2020 for the bus. She states that they are finally supposed to get the money in 2024, so they will be working on a new bus. They also got their emergency meals sent out. They are still looking for a cook's helper in Beaver. The MOW's are about 50 meals each day and they've had around 8-14 people coming to the center to eat. They have more in the summer with the snowbirds. They did have 21 people signed up to eat last Friday but that is rare. They still have bingo once a month and cards every Wednesday. They are not having Tai Chi until they get someone trained. They had the new Beaver MOW's truck down and the old truck down too, but they are both fixed now, and up and running. They hired a new MOW's driver for Milford and Minersville. She starts October 30. The MOW's deliveries are around 36 meals and congregate meals have gone up to almost 18 people coming to eat. Some of the seniors that come out to eat are coming to play pool before meals most meal days. They are still having bingo once a month. They started playing Bunco again, and it's in a trial period right now. MOWs at the Minersville center have gone up to about 26 meals each day but there are still no congregate meals being served due to no interest. They have bingo once a month and they have talked about doing a sit down meal on bingo day. The Minersville bus is in for repairs and so is the old Meals on Wheels truck.

Washington County – Jacob Browning

Jacob reports that MOW's have leveled out a bit and they have been encouraging those that can get out to be at the center. They did do a little bit of a purge, so Jacob was the bad guy the last couple of months. He had a fair number of people calling him asking why their mom or dad couldn't have MOW's anymore and had to come to the center. He has tried to explain that it is a fresher meal and not packaged at six in the morning and sitting in a heat tray. MOW's have kind of leveled out and the number of people started to increase. October is the month where they really see an increase in those numbers in Hurricane and St. George. Enterprise doesn't change too much; they stay pretty stationary. The busses are just going crazy, they have had a lot of trips. They have three buses that are going full time: so from 8-4, whole day trips. A lot of medical, a lot of people go to their eye doctors. Hurricane is now almost doing a full two busses,

and then Enterprise has been taking people a lot more. They did two trips this month, they've been going to St. George every two weeks, and they did a special trip down to the new LDS temple so people could see that. Enterprise has been coming down to St. George quite a bit - they usually go to St George one week and then the week after that they go to Cedar. Trying to change up their shopping there with different stores. They started a new class, a card making class and it's been kind of nice, they make all the kits in the St. George center and about 20 kits for Enterprise, and some for Hurricane, and they've really enjoyed the card making class. They did these fun little 3D pumpkins with a little bubble inside with some candy. People wanted to make a whole bunch of them, but they let them make one and then gave them a kit to make more on their own. They are going to keep doing that. If you say it's a craft, they don't want to come, but if it's cards it has been very popular. Jacob convinced the guy to come back and teach a ukulele class. It's his favorite to listen to that, and it has been very popular. Pickleball has been really strong. They want to be inside when it's really hot and now that the weather is better they still want to be inside to play.

Garfield County – Donna Chynoweth

Donna reports that Garfield County is doing great. They are having the same problem as Sheila. In Panguitch they had to ask one of their MOW's drivers to please retire because of his age and vision. It was hard, they were great volunteers to our community. They still volunteer a ton of hours every single month. He had a little group of people he delivered to and now that they aren't delivering to them, they just prefer to come to the senior center and pick up their meals and take them home and eat it. Because they've all decided they eat at 5 at night and not at 12 noon. Donna says when she started working, they served Tuesday at 12 noon and Thursday and Friday at 5 but the employees don't want to go back to service at 5, so they don't think they'll do that. One of their long-time cooks in Panguitch who cooked there for years and years, Peggy, passed away. She was 93, and also one of our cooks from Bryce Valley Center passed away. That was a shock to the community. They are struggling with congregate meals, with getting people to come into the centers to eat. It doesn't matter what they do. Their numbers in Escalante are steady and busy. They still love the ice cream machine in Escalante. They come in and sit and visit till 1 which is great. They are planning a Halloween party and will do some bingo playing, so they hope to get a lot more into the bingo games. They've had Adult Protective Services come to Escalante and she will be in Panguitch and Bryce Valley Centers this week, to do her presentations. They've also had lots of seniors come in the last week of October to sign up for

the HEAT program. She has been there and helped a lot of seniors get signed up. They've had some problems in Escalante, they've had breakdowns with the MOW's truck, and found out it was a squirrel that had chewed the wires apart. The other truck they had a problem with the emergency flasher lights coming on and they had to wait until midnight when the battery ran down for it to stop. They've put it into the shop for repair. They serve lots of good food and have fun. They finished passing out the emergency meals to Boulder last Wednesday, and they've got a few they are trying to catch and get delivered. Looking forward to having a snow day to use the emergency meals. They are hoping that they get more moisture this winter because the reservoir was low. The tourists have been here, and you can't even get into our local grocery store because there have been so many people here. Hopefully the leaves are all gone, and the tourists are gone. They've got soup back on the menu, so hopefully folks will be back at the senior centers.

Kane County-Jerica Bauer

There was no report from Kane County, as Jerica was excused from this meeting. We appreciate that Iron County was willing to switch with Kane for this meeting. This is Fall break in Kane County, and Jerica took much needed family time. She will take the April meeting instead. Otherwise, Kane is just busy and doing their thing. They have had a lot of changes, but their new cooks have been going for a couple of months now doing well. They are getting a lot bigger turnout and have been talking about doing a reservation system because they are getting so many people and want to make sure they have enough food and space for everyone. Wally says they are not fully staffed specifically in Long Valley. For those who knew FayAnn Christenson, her husband, Tim, passed away. We send our condolences to her and her family. FayAnn was with us many years and Tim did a lot of volunteering at their Kanab center. He will be missed.

Carrie reports that there are renovations going on at the Five County offices so be patient with us. If we don't answer the phone, send an email. We don't know from one day to the next whether we will be in the office. Yesterday morning she left her office for 5 minutes and they closed off the hallway to start demolition of the hallway door by her office. Please feel free to reach out in other ways. We are hoping they are done in the next 3 or 4 months. It's a big renovation and they are also adding an outbuilding for storage. All the coordinators should have my personal cell phone but please do not share with clients. But you can call on my

personal cell. Some of our staff are in and out of the office and sometimes we don't know if we are going to have access to certain things we need. We are doing our best to work through that.

III. LEGISLATIVE & FISCAL UPDATE

Legislative and Budget

We are waiting on the state legislative session, the governor's budget supposedly came out which we were informed included funding for MOW however, Carrie tried to find it in the 50+ page document but could not find it. She did hear that it would be on the Governors budget but at a lower level than we had anticipated. U4A is still working as an association with a lobbyist that is partially supported through Mountainlands and then our U4A association, that will hopefully help us in getting the funding we need for nutrition. As we've talked before, especially FY 2025, is going to be a critical time for a lot of areas because we will lose the remainder of the Covid/ARPA funding. So that will put many of the AAA's in a deficits and potential waiting lists. Right now, MAG is the only AAA in the state reporting a waiting list for meals but many of them anticipate that before the end of the year, they might have waiting lists without additional funding for nutrition services. From the federal level, Carrie is sure most people have heard about the potential shut down, with a continuing resolution to maintain budgets at FY23 levels through November 17. Unless they resolve that or pass another continuing resolution, we have a potential of a shut down. In the 26 years Carrie has been at the AOG, there was only one actual shutdown that lasted a few weeks. We were lucky enough, especially with Aging Programs and the way the money funnels from the feds to the state, there was a little bit of gap between when we receive the federal funds and when we are spending them out. So we were able to keep things running during the shutdown. At this point, Carrie anticipates, based on discussions with the state, that probably will be the same if there was a shutdown this year. As it gets closer, we will let you know if there is an impact. Carrie thinks they are spending out 6 months on how they are using the federal money and how it has been allocated, so she thinks we should be okay. She is not sure how other services will be impacted or how it will impact seniors, things like housing or HEAT or weatherization, those types of programs. As far as how funding will play out, it's hard to know because the President's budget and the Senate and House budget are quite different which is one reason, we are looking at a potential shutdown. At this point, we don't know a lot about whether we are going to stay flat lined or whether we are going to get more. The President's budget proposes more but the Senate's budget proposes a little bit extra but not at the same levels as the President's budget does. We will have to see

where that falls. There are no proposed cuts from either the President's or Senate's budget when it comes to aging services. Based on some of the federal associations like US Aging, they are predicting that we need approximately a 32 million dollar increase in funding to keep up with inflation in meals. That is a lot of money so we will see what happens. Right now, for our area, unless growth dramatically increases, Carrie anticipates we are going to be okay getting through 2024 between the ARPA funding and some carry over we have, but she thinks 2025 will be the critical time if we don't get additional dollars. The other thing we have done when we talk about budgets over the last couple of months, is move some of the supportive service dollars into nutrition to help keep home delivered meals stable. But as senior centers get more operational and services are happening, as more transportation starts happening, we are going to have a critical issue deciding if we need to move some of that money back into supportive services or keep it in home delivered, in the next year's budgets.

V. Program Updates

Nutrition

We went over Charlotte's visit from July, so everything went well with that visit. Carrie doesn't think there is a lot of stuff to report with our nutrition program.

In-Home Programs

Supportive services – and transportation. Carrie thinks things at the center are going well, we are just going to have to watch and see funding how that impacts what we do with our supportive services. In home programs, we have been short a fiscal person since August 14. We have had to pick up some slack there, billing wise. Myself, Kelly, and Sheri have divided up the responsibilities. Kelly is now our Veterans billing specialist, Sheri is our Medicaid billing specialist, and Carrie all the rest. We are hopefully pretty much caught up, and our new person will start November 1. In the middle of construction, so hopefully she doesn't run. We are excited to get her on, she has worked in health care, and did some billing for some large organizations. Otherwise with our in-home programs, we are pretty well staffed with our case management. We are looking to bring on a ¾ time person to do some of our Alternatives and caregiver services specifically, but with our Medicaid waivers, we are pretty much on track. We do have one case manager taking his certification test Thursday, and once he passes that, it will provide us with additional support for our Aging Waiver clients. We are actually adding some more Aging Waiver clients. We have over 60 clients now on Aging Waiver waiting list. We are

actually one of the highest in the state. Salt Lake County is the only other county higher than us on the wait list. Aging Waiver is a great program that keeps people at home so we really want to bring more clients on and support that program. New Choices Waiver is going well, there are other case management agencies that do this program, so we just keep two CM staff as there are other options for that program. National caregiver month is next month, so as senior centers, you might want to think about some things you can do in your centers to let people know about caregiver services and supports. If you want to have anyone from our organization come out and do a presentation, to talk about what is available through our agency, let us know. We can also have Christee or Janeil come out to talk about what veteran's services we have. The VA has an amazing caregiver program to support caregivers, either veterans who are caregivers, or caregivers of veterans. We are happy to come out in November to let caregivers know we are here to support them so they can continue to care for their loved ones. Alternatives maintaining at status quo, we are adding a few new clients on that program, we have lost some to attrition. That's a program that hasn't received a lot of extra money over the years; it's stayed about the same so we are maintaining about 55-60 clients on that program, and we have a waiting list of probably about the same— 50-60 clients. Benefit enrollment – it's open enrollment starting. I think Heidy and Tom have been working with most of the centers to do events at your centers, so I don't know if there are a lot of changes this year. I think Tom said there were some changes or some new plans, specifically Advantage plans available in Kane and Garfield. There may be some new plans available so it's a good time for seniors to get out and talk to the SHIP counselors and find out if there are new plans or options to support their Part D prescriptions. As part of that, in addition to open enrollment, Heidy will also be there to screen seniors for other benefits like food stamps, Medicaid, internet service, tax assistance, etc. As part of our benefit enrollment, I just submitted the renewal for our BEC grant so we are excited about that, as we have the opportunity this time to actually request additional funding, which would allow us to hire an additional full time person to help with benefit enrollment and outreach activities. So, fingers crossed, we are hoping to get increased funding because it is a lot for Heidy to do when she is part time benefit enrollment and part time SMP. So having another full-time person to help support that would be great. The veterans program, with Janeil, and Christee, who works part time, is going great. If you have veterans who need to access their benefits or have questions, or need to get enrolled, Janeil is a certified VSO who can come out to the community and go into homes, so if they are unable to get out, unlike other VSO's, who cannot go into the

homes, we are able to. Please use them, they are busy supporting veterans. Volunteer programs - I mentioned earlier, I just finished submission of the RSVP grant, that supports telephone reassurance and evidence-based programs: Tai Chi, chronic disease, walk with ease, etc. We don't anticipate any issues, given that we are meeting our current grant goals so we should be okay. Right now, we have 86 volunteers in that program, about 40 in telephone reassurance and the remainder in Evidence-based programs with some doing both. We would love to get more volunteers; especially in our rural areas. We do have volunteers in every single county, but we've lost some in Kane County. If you have classes, or need classes, and you have anyone who would like to teach classes, there are lots of different opportunities depending on their interest. Maria Bailey is still the coordinator for that, and Bethany works part time helping Maria. Kelly got our volunteer policy and procedures in place for other volunteer opportunities. We have our senior Corp program which is senior companion and foster grandparents, both going really well, and we have our other volunteer programs like BEC. In the Ombudsman program, Kelly got her first Ombudsman volunteer who is finishing her certification to be a long term care ombudsman, and she will be a great asset to the program. The ombudsman program has very limited funding, which is just enough to fund a full time equivalent. There are 43 facilities and 2,605 beds that one FTE has to cover. So having volunteers is really key for us and those volunteers can do anything from minimal stuff like walking through and making sure signs are up and making sure there are not any concerns at the facility, to following up on complaints and help advocate for the client. If you know anybody that would be interested in your community refer them to us. Kelly is our lead ombudsman and then we have two ombudsman who do the actual day to day work. Vel has been with us since March and is amazing, and a lot of you probably know Susan who was with APS for many years, and so she covers the other four counties.

Caregiver – we have a new program called Stress Busters to help caregivers and we have two staff who are certified in that and can teach classes. We also want to teach more of our other classes now that we are getting out again from the pandemic. Dementia Dialogues, Dealing with Dementia, Caregiver Academy, so hopefully we will get some more staff certified in teaching those programs and classes. Debra is doing a great job facilitating the support group in Kanab, I think she said she had 8 at her last group.

OAPPS – which used to be NAPIS, is coming up to the end of the year. This is more for the county coordinators, so at the end of the month they will need to have everything through

September 30 entered. Kelly will send out an email reminding you to run a report out of JUMP to match that with your spreadsheets or whatever you use, to make sure that all those numbers look right and everything is entered correctly for all your services and for your client counts. There is the exceptions report in JUMP that you need to run, if you don't know how to run that, talk to Kelly. That will look at if there is data missing. Now again, we understand that some consumers are not going to report some of these demographics, as it may be optional. However, the feds are really pushing us to get as much demographic data as possible, so they are really requesting that you get that input. It is a requirement for Older Americans Act that you gather that demographic information on all consumers receiving registered services but ultimately if they refuse, you can't deny them services. The exceptions report will let you know which clients are missing this data. You can either go back in and enter that data that is missing or follow up with that. Kelly can help you on how to run that report. The system works a little differently now that we are in Jump versus Wellsky. When it was in Wellsky, Carrie could actually run the NAPIS report, and then do our own comparison, but in JUMP she cannot run the OAPPS report so it goes up to the state, they will come back to us if there are questions or discrepancies this year. Sheila asked if she was the only one who has not gotten into Mon Ami. Carrie told her no, that no one is using Mon Ami yet. The plan will be that Mon Ami is the system that Five County and some of the other AAA's in the state are working with so that we have one system that all of our data goes into. And from there we have access and control of our data. Right now, we put data into systems we have no access or control to, so we can't pull the data we need as an agency or organization. With Mon Ami we have control and ownership of that data, and we can take that data and upload it into systems like Capstone and JUMP or for senior corps programs like Egrants, or Qtac, all the other multiple state or federal programs we have to report our data into, which are never the same system. Every program has it's own program at the state and federal level so this way we have one system locally. It's also going to eliminate a lot of duplication of effort at the AAA level and at your senior center level. If a client is in the system, they've been touched by another center or program than all their demographic information will be in Mon Ami and you don't have to enter it again. You just have to add them as a client to the specific program/service. You will not need to touch a separate system. Another thing about the transition is that in a year when the state puts a new RFP out for a new system, because they are required in their procurement policy every 3-5 years to put a new RFP out for a new data system, we won't have to have the same problem we had last year when it

went from Wellsky to JUMP, we will never transition to a new system, we will continue to use Mon Ami. So even if the state changes system, we will remain with Mon Ami and they will transfer the data into whatever the state changes to. It's a little bit of a transition, especially after learning JUMP, which isn't the most user friendly system, and in complete transparency, Mon Ami is a new system that we are developing with other AAA's with input from Mon Ami, so there may be some bugs we have to work out, but we have the control to say what we need or don't need and not limited by what the State includes in their contract with the vendor. So if there is something you need, after you start entering your data into Mon Ami, we can have those discussions directly with the staff from Mon Ami. Right now, Five County meets every Friday with them. And they are always willing to have one on one calls with anyone from our center or staff to talk about the programs or systems that aren't working, or if there is a bug in the system. So this is the time now to have those conversations with them, with what you need in a system rather than have us tell you here's the system you're going to use and it may not meet your needs. That helps you in the delivery of your services. We need it to be not only a collection of data but also works to help you guys manage your programs and have data easily accessible to you so that you can run a report if you need certain numbers. We are behind the ball from where we wanted to be but we also want to do it in a way that is not going to be overwhelming to staff, so we are trying to work in increments. Right now we are working with Kane County. We do have plans with Enterprise, but I think we are going to onboard Washington County, St George and Hurricane, a little later, because Mon Ami is in the process of developing the transportation route system. Washington County has a different program they are using right now, we don't want to transition them until Mon Ami has some of these other pieces in place. So again, Kelly has been a little busy so we've kind of held off, but the plan is in the next 6 months, we'd really like to get all the counties onboarded. We are doing the same thing with our staff with our different programs. The alternatives program needs to have their clients in the system and start using it, and we are getting the caregiver clients in to. The nice thing is for clients, we don't have to ask that client the same thing over and over again. If we add them onto alternatives and we ask them all about their demographics and needs, then we refer them over to the senior centers, you guys won't need to ask them all the same things again. As soon as you click in and enter that client's name, it pops up and then all that data is accessible to you. You guys at the senior centers will not see their alternatives case notes or care plans, but you can see all their basic demographics and add them as a client. Any questions on that?

VII. OTHER BUSINESS

There were no new members to ratify. For upcoming events, the best place to see our events is to go to our website and we will have any upcoming evidenced based classes. The only other event that I know that is coming up is the senior expo which is happening November 2 and 3 at the Dixie Center. It is free for the public, so you don't have to pre-register. The only thing you have to register for is a mini caregiver expo which is a part of the bigger expo, but otherwise there is no cost, and you can just show up. There are going to be all kinds of vendors. We just spoke with their new ownership who are also part of the Senior Blue Book. Five County will have a big presence there. All the senior centers are welcome if you want to man a booth or be part of Five County's booth. Or you can bring your seniors down and go through all the different booths. They really want to try and make it interactive - there are health screenings, which means there will be some different demonstrations of things seniors can participate in. It should be a fun event.

Open forum – anything else? Donna asked about getting someone to come and do a presentation on living wills. Utah Legal services used to come down and do some of those. People can call UT legal services and ask questions about those things. The Division of Aging Legal Services has been working on a couple of things, one of them is ways to find legal services and then also working on an online portal to answer questions.

Wally asked for a motion to adjourn the meeting. Arlen Grimshaw motioned to adjourn and Steve Davis seconded. All in favor, motion carried.

Washington County will host the January meeting, January 23, 2024. Kane County will host in April.

Meeting closed and adjourned

Upcoming meetings for next year:

January 23rd Washington County Senior Center