

MEETING MINUTES

Aging Advisory Council

Wasatch Library, Heber

September 4, 2025

1:30 - 3:00 pm



Conducting: Kendall Crittenden, Chair, Wasatch County Councilmember

Attending:

Gena Bertelsen, Vice Chair, Orem Friendship
Jonelle Fitzgerald, Wasatch County Health Department
Jan Kirkham-Jonsson, Lehi Senior Center
Jessica Wilde, Summit County Senior Services
Mike Winward, Wasatch Senior Center
Linda Cole, MAG Aging Co-Deputy Director
Amy Lewis, MAG Administrative Assistant
Jimmy Golding, MAG Aging Co-Deputy Director
Gale Pace, Retired Senior Volunteer Program
Carla Merrill, Alpine Mayor
Faylene Weinman, MAG Casemanager
Cara Moody, Utah County Senior Volunteers

Excused:

Tonja B. Hanson, Summit County Councilmember
Claudia Barillas, Utah County Human Services
Tori Eaton, Springville Senior Center
Sandra Curcio, Ability First Utah
Stan Street, American Fork Senior Center
Tana Toly, Park City Senior Center
Angel Cortes, Rep. Ability First Utah
Jamie Jensen, Lindon Senior Center
Kena Mathews, Community Action Housing Director

Guests:

Nancy Madsen, Utah County Caregiver Coalition

Discussion & Agenda Items

AGENDA ITEMS

- 1 WELCOME AND COUNCIL BUSINESS
Kendall Crittenden - Aging Advisory Council Chair, Conducting
The chair called the meeting to order at 1:35 p.m., and members and guests from Utah County, Summit County, and Wasatch County were welcomed.

Approval of meeting minutes from March 13, 2025
Motion to approve: Gale Pace
Second: Gena Bertelsen
Vote: Unanimous approval.

New member nomination: Nancy Madsen - representative from the Utah County Caregiver Coalition
Nominee: Linda Cole
Motion to approve nomination: Gena Bertelsen
Vote: Unanimous approval.
- 2 INTRODUCTION OF PRESENTERS
Linda Cole - MAG Aging Co-Deputy Director

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| 3 | <p>GUEST SPEAKER: Nancy Madsen</p> <p>The meeting opened with introductions, including Linda Cole, MAG Aging Co-Deputy Director, who welcomed guest presenter Nancy Madsen. Nancy shared insights from over twenty-five years of personal and professional caregiving experience, emphasizing the importance of preventing caregiver burnout, seeking help effectively, and utilizing available supports. She highlighted the Caregiver Support Program, which offers education, support groups, long-term care ombudsman services, Medicare navigation, and community resources. Her remarks included a quote from Rosalynn Carter: “There are only four kinds of people in the world: those who have been caregivers, those who are caregivers, those who will be caregivers, and those who will need caregivers.”</p> |
| 4 | <p>MAG AGING DEPARTMENT DIRECTORS’ UPDATES - Linda Cole - MAG Aging Co-Deputy Director</p> <p>Linda Cole then provided program and funding updates, noting that earlier federal funding threats have stabilized, with programs continuing at level funding. However, concerns remain regarding the Long-Term Care Ombudsman Program’s reduced part-time staffing, the need for increased local funding, and potential future Medicaid-related cuts to in-home services. She also reported that the Administration for Community Living has been dissolved, with programs expected to move under the Division of Child and Family Services.</p> <p>An update on the Governor’s WISE Initiative (Wealth, Independence, Security, Engagement) followed. Linda noted that four workgroups have been formed and MAG is represented in the Security and Engagement groups. Statewide town halls identified mental health access for older adults as a top concern, alongside fraud prevention and financial security. Council members were encouraged to submit legislative and funding ideas and to identify missing stakeholders.</p> <p>Linda also announced the release of new Senior Resource Guides, now separated into Wasatch & Summit Counties and Utah County editions, with added explanatory narratives in sections such as abuse and hospice. Guides are available for distribution, and members were asked to track inventory.</p> <p>Jimmy Golding reported on development and fundraising, sharing that approximately \$750,000 was raised in the fiscal year, far surpassing the \$150,000 goal. Significant contributions came from large individual donations, Giving Machines, LivePC/GivePC, and corporate grants. The organization will not be participating in the Light the World Giving Machines this year, making it essential to explore alternative fundraising opportunities. Plans are underway to expand March for Meals into a month-long fundraising and awareness campaign, and a new partnership with Smith’s/Kroger will provide percentage-of-purchase donations.</p> <p>Additional departmental updates included the introduction of Shelley Stutz as the new Development Coordinator for Meals on Wheels Summit, Utah, and Wasatch Counties. She will lead fundraising efforts, build donor and community partnerships, and oversee campaigns such as March for Meals and corporate giving programs. She will also manage donor stewardship and develop outreach strategies to increase visibility and support. Her work will be key to securing resources needed to expand services and address the growing waitlist of homebound seniors in the region.</p> |

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| | <p>Coordinator, goals for the Meals on Wheels nonprofit, fall SHIP/RSVP events and volunteer opportunities, and Summit/Wasatch Caregiver Coalition activities, including a rural client expansion initiative presented by Keri Lloyd-Burton and Faylene Weinman.</p> |
| 5 | <p>Meals on Wheels in Summit County Update</p> <p>Mauryn Grande - MOW Operations reported that Meals on Wheels in Summit County is transitioning to a new kitchen provider, the Summit County Jail, with full implementation expected by mid-November. The change is anticipated to improve both meal quality and production capacity, enabling the program to serve better homebound seniors aged 60 and older. Meals will be prepared and packaged by the jail's kitchen staff with support from inmate workers, funded by the Mountainland Association of Governments, with a suggested voluntary donation of \$4 per meal. Mauryn emphasized that this operational shift is part of a broader effort to strengthen service delivery, reduce wait times, and expand capacity, noting that continued community awareness and donor support will be essential to meeting the growing demand.</p> |
| 7 | <p>Senior Health Insurance Program (SHIP) - Fall Events/Activities and RSVP Volunteering</p> <p>Essen Skabelund, RSVP and SHIP Program Manager, provided an overview of the State Health Insurance Assistance Program (SHIP), which offers free, unbiased Medicare counseling and enrollment assistance for Summit, Utah, and Wasatch Counties residents. She also oversees the Senior Medicare Patrol (SMP), educating beneficiaries, families, and caregivers about preventing, detecting, and reporting healthcare fraud, errors, and abuse. A partnership with Arctic Wolf has brought fraud prevention and online safety workshops to senior centers, emphasizing reaching new locations this year.</p> <p>She announced upcoming events, including an online Medicare 101 class on September 30 and the Medicare Open Enrollment period from October 15 to December 7. A special enrollment day for the Division for the Deaf and Hard of Hearing will be held on October 23, with interpreters available. Essen encouraged members to share additional venue ideas for presentations and noted the need for Spanish-speaking volunteers and those with Medicare experience to assist during open enrollment.</p> <p>Looking ahead, SHIP is working to expand resources on the MAG website to help clients navigate Medicare.gov</p> |
| | <p>Summit/Wasatch Caregiver Coalition Updates and Rural Areas Client Expansion Initiative</p> <p>Keri Lloyd-Burton - In-Home Programs Manager & Faylene Weinman - Summit/Wasatch Case Manager</p> <p>Recent activities and the Rural Areas Client Expansion Initiative the Wasatch/Summit Caregiver Coalition continues to bring together agencies, professionals, and community members to coordinate resources, share best practices, and strengthen support for family caregivers in the region. Current efforts focus on expanding outreach to underserved rural communities, identifying isolated older adults and caregivers who may not be aware of available services, and improving access to respite care, education, and in-home supports. The initiative aims to close service gaps, reduce caregiver strain, and ensure equitable access to programs across both Summit and Wasatch Counties by building new partnerships and leveraging local networks.</p> |
| | <p>COUNCIL MEMBER ROUNDTABLE:</p> <p>During the roundtable portion of the meeting, council members shared a variety of upcoming programs and activities taking place at their senior centers and partner organizations. Highlights included seasonal celebrations, such as fall harvest luncheons and themed social gatherings, as well as ongoing wellness offerings like yoga, tai chi, and balance classes aimed at promoting mobility and preventing falls. Several</p> |

centers are hosting educational workshops on topics ranging from Medicare enrollment and fraud prevention to financial literacy and healthy cooking. Members also noted the return of live entertainment events, including local musicians, storytelling sessions, and cultural performances, which continue to draw strong community participation.

In addition to recreational and educational programming, members reported on special outreach efforts designed to engage underserved populations. These include memory cafés for individuals with dementia and their care partners, intergenerational activities connecting seniors with local youth, and volunteer-led transportation services for those without reliable access to appointments or social events. Some centers are partnering with libraries, faith-based groups, and municipal agencies to expand access to resources such as technology training, caregiver support groups, and health screenings. Collectively, these initiatives reflect a shared commitment to fostering connection, reducing isolation, and ensuring older adults have opportunities to remain active, informed, and engaged in their communities.

PUBLIC COMMENT

None

NEXT MEETING

November 13th - Orem, MAG Office Conference Room