

2026 ALL STAFF RETREAT

Superheroes – We Are Champions for Older Adults and Their Families

SALT LAKE COUNTY
AGING & ADULT SERVICES

COMMUNITY ENGAGEMENT





Outreach

- During an extended management vacancy and transition, the team supported on another, kept services moving, and provided valuable support to the Associate Director throughout the transition, demonstrating resilience, teamwork, and a true commitment to our clients.
- A significant and measurable improvement in bringing down the number of late Meals on Wheels reassessments, reflecting the team's hard work, consistency, and commitment to staying on top of client needs.



Ombudsman

- We have **100 facilities** we oversee in Salt Lake County. Our team has **5 staff members** and **6 volunteers**. We are on track to complete **100% of our facility visits** this quarter.
- In the first 3 quarters of our fiscal year, we have **opened 193 cases** and **closed 182 cases**.

COMMUNITY ENGAGEMENT



SHIP & Chore

- **6%** increase in beneficiary contacts in 2026
- **5%** increase in group outreach contacts in 2026
- **16%** increase in beneficiary contacts under 65 in 2026

Volunteer & Refugee Services



- **MOW Volunteers delivered 45%** of home delivered meals in 2026, up **5%** from 2025.
- **RFW volunteer units are up 25%** from 2025.
- Refugee program is currently serving **33** older adult refugees with new courses like Sewing, Life Skills, and First Aid added. **2 clients became citizens this year!** 🎉
- Friendly Helper volunteers donated **1526 hours** supporting caregivers and helping our most vulnerable clients age-in-place.
- Friendly Caller volunteers provide companionship over the phone to isolated older adults. Volunteer units are **up 32%** from 2025.

INDEPENDENT AGING



Congregate Meals: On pace for **112,572 meals by year-end**, to **11** Senior Centers, providing seniors with nutritious meals and opportunities for social connection.

MOW Volunteers: On pace for **144,528 meals** by year-end.



Division Drivers: On pace to deliver approximately **190,000 meals** by year-end.

EACH DELIVERY ALSO PROVIDES SOCIAL CONNECTION, A WELLNESS CHECK-IN, AND A LINK TO OTHER AAS SERVICES WHEN NEEDED.

INDEPENDENT AGING

Rides for Wellness: On pace for approximately **36,000 rides** by year-end, helping older adults access critical and life-sustaining medical appointments.





ACTIVE AGING

Senior Centers

- Though second quarter 2026, compared to 2025
  - Attendance: up **24%**
  - Nutrition: up **5%**
- Art Show
  - **145** pieces of creative art, with participation from all Centers
  - **250** enthusiastic community patrons
- Magna Prom: Coordinated with Brockbank Junior High
  - **80+** people attend between older adults and junior high students and teachers











ACTIVE AGING

Senior Centers

- Canstruction: Coordinated with Utah Food Bank and Salt Lake County Arts & Culture
  - Magna **3,232** lbs. of canned food
  - Draper **3,990** lbs. of canned food
- Center Construction
  - Tenth East
  - Midvale Wood Project











ACTIVE AGING



Health Promotion

- 2027 Class Expansion, added **two** new evidence-based classes:
    - Health Coaches for Hypertension Control
    - Aging Well with HIV
- Re-invited by NCOA to participate in the Get Empowered! mental well-being pilot.
- Upcoming class program data will be presented at the National Age+Action Conference (June 14–17, Arlington, VA): Riverton Senior Center: November 2026 & Millcreek Senior Center: December 2026
- Program Attendance Growth
    - EnhanceFitness: **8%** increase
    - Overall Evidence-Based Classes: **10%** increase
- DHHS Arthritis Grant: Salt Lake County achieved a **63% completer rate**, outperforming the statewide Area Agencies on Aging (AAA) average of 44%.

SUPPORTED AGING





Welcome to two new Program Managers!

- Stacy Suzuki, oversees Aging Waiver, Veteran's Direct, and Waitlist Navigation
- Cydney French, oversees The Alternatives Program, Caregiver Support, and Intakes

Aging Waiver Expansion

DAAS asked us to add 50 new Aging Waiver clients on as fast as possible by July 1 – and they did it due to incredible teamwork! One of the success stories was that we were able to enroll a client that had been on our waitlist for 5 years.



5 20+ Year Clients on the Alternatives Program

5 clients have been able to remain living independently in the community with the case management, services and supplies provided through TAP for $750 or less per month

SUPPORTED AGING

Referral Intake

Since March 2026, we have received almost **500 referrals** from Outreach alone (not counting direct intake line calls).

New RFA

When the 5-year provider RFA expired at the end of 2025, we drafted the 2026 RFA with 30 less pages in time for 25 existing providers to apply and have a fully executed new agreement by January 2026.

Caregiver Support

With caregiver support groups and education classes increasing in demand we came together to support the additional work.

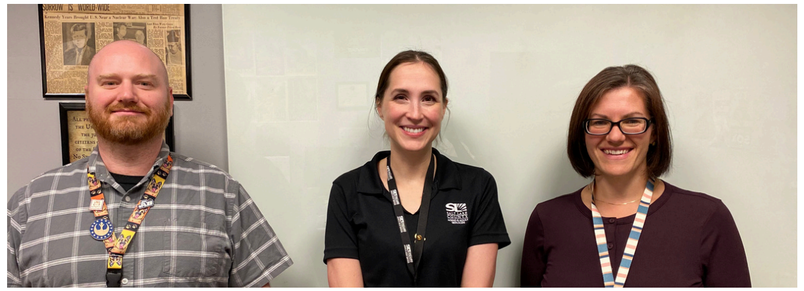
Veterans Direct Care

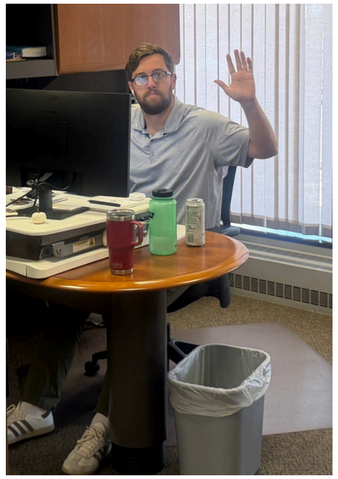
The team developed new strategies to meet the demands of the VA in terms of clients and billing, becoming one of the most respected VDC providers in the state.





ADMINISTRATION





The Work Behind the Work

- Keeping things moving: Managing bills, timecards, payments, and daily administration.
- Supporting our providers: Maintaining relationships that keep care plans on track.
- Keeping us accountable: Completing reports and following up on action items.
- Making things happen: Turning events and projects into successful outcomes.
- Keeping our spaces running: Reporting and resolving facility concerns.
- Being there when technology fails: Responding quickly to minimize disruptions.

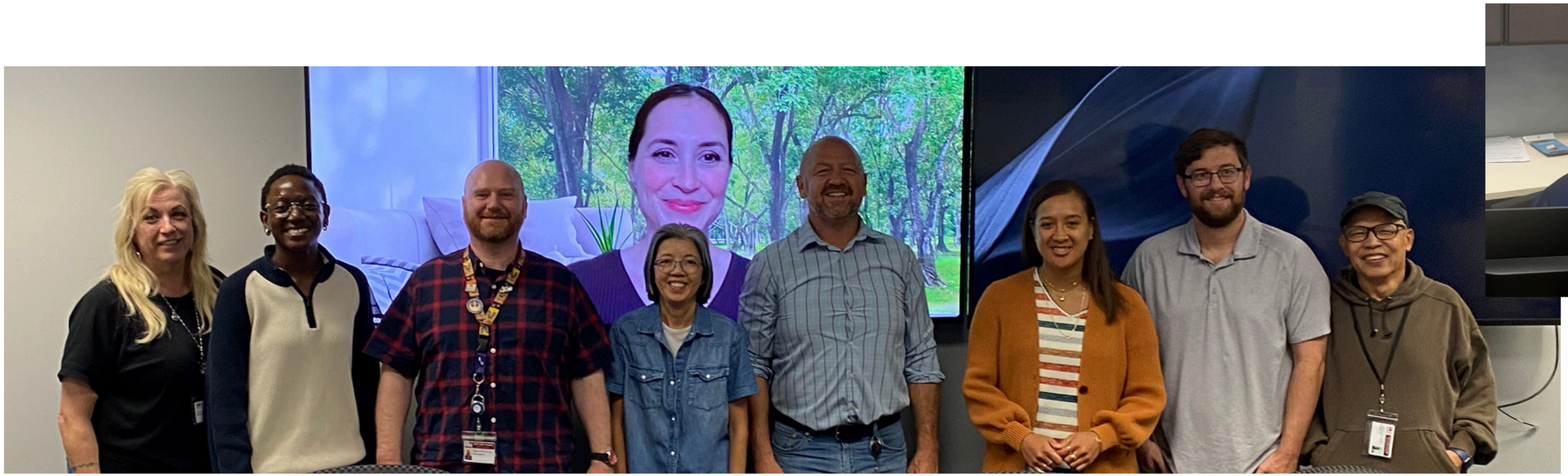








ADMINISTRATION



The Contributions We Don’t Always See

- Finding better ways to work: Improving processes and using data to make operations more efficient.
- Supporting our people: Keeping onboarding, evaluations, and HR needs moving.
- Making the complicated easier: Managing contracts and agreements so everyone else can work more easily.
- Sharing our story: Highlighting our division’s good work through communications and marketing.
- And most importantly… Much of this work happens behind the scenes, but it is essential to keeping our division running.



CORE VALUES AWARDS

2026


POW!
WHAM!
UNITY
BAM!

UNITY



BRIAN HARTWELL


POW!
WHAM!
BAM!
RESPECT

RESPECT



KELLY ROEMER


POW!
WHAM!
EXCEED
EXPECTATIONS
BAM!

EXCEED EXPECTATIONS



ALLISON LORANG


POW!
WHAM!
IMPACT
BAM!

IMPACT



ERIKA THOMPSON


POW!
WHAM!
BAM!
CHANGE IS
OPPORTUNITY

CHANGE IS OPPORTUNITY

DATA TEAM



PAULINE MCBRIDE



CASEY RUSHTON



ETHAN SELLERS



DWIGHT RASMUSSEN IMPACT AWARD

DWIGHT RASMUSSEN IMPACT AWARD

VETERANS DIRECT CARE TEAM



BONNIE GILLESPIE



ALEXIA FRANCIS



STACY SUZUKI



CARLOS GASTON


POW!
WHAM!
BAM!
THANK YOU FOR
BEING OUR HEROS!