

AGENDA ITEM # III.

**AREA AGENCY ON AGING
FOUR-YEAR PLAN:
Fiscal Years 2011-2015**

**SECOND YEAR OF THE PLAN:
Fiscal Year 2013
July 1, 2012 - June 30, 2013**

Area Agency on Aging

**for
The Older Americans Act**

**Utah Department of Human Services
Division of Aging and Adult Services**

AGENDA ITEM # III. (Continued)

IV. ACCOMPLISHMENTS FOR THE PAST YEAR

This section should be the “state of the agency” report. Discuss the agency’s major accomplishments, what is working as planned, what effort did not work as planned, any disappointments experienced by the agency, barriers encountered, etc.

1. The 13 Senior Centers in the Five County Region continue to provide exemplary services and try to meet the needs of their seniors even with increased demand for services and stagnant funding. The following are some specific accomplishments:
 - a. In an effort to improve overall efficiencies and reduce overhead costs; Kane County recently restructured their Kanab Center contracting out their meals rather than preparing them on-site.
 - b. The Kanab seniors continue to play Wii bowling and have started doing other Wii games; including Wii Fit. The women placed 1st and the men 3rd in a National Wii bowling competition this past year. Refer to attachment D.
 - c. Zumba has taken off at the St. George Senior Center and they are now offering classes two days a week. In addition, they have started offering pickle ball and other activities to help bring in the younger seniors. They are doing a great job at offering services to all seniors from the “go-go’s” to the “slow-go’s” to the “no-go’s”.
 - d. The St. George Senior Center continues to offer “Breakfast for Your Brain” a brain fitness program; as well as, a day program, in conjunction with the Alzheimer’s Association, which provides activities for individuals in the early – mid stages of the disease and provides a break for the caregivers. This past year the program expanded to 4 days a week.
 - e. Every year there is at least one senior center sponsored Wellness/Health Fair in each county; with some counties having them at multiple centers. Both the Beaver County Council on Aging and the St. George Senior Center held their Wellness/Health Fair’s in March, 2012. The St. George Senior Center had over 440 seniors participate in the Wellness fair and raised \$4,300 in funding for their Center.
 - f. We were honored this year to help sponsor the book launch at the St. George Senior Center for the “Navigating your Rights”, the Utah Legal Resource Guide written by Jilene Gunther. Former Governor Olene Walker and Jilene Gunther spoke at the event.
 - g. All of our Senior Centers have their drivers participate in training and attend the URSTA (Urban Rural Specialized Transportation Association) training. During these trainings they will hold a “rodeo” where drivers compete in three categories to show their driving proficiency and skills. A driver from Kane County was recognized as one of the state’s best drivers. Please refer to attachment D for the Article
2. Five County AAA continues to work closely with our County Council on Aging coordinators. This past year we made additional changes to improve tracking of individual county reimbursement requests and budgets; implementing a new reimbursement request form. We have also made improvements with data entry into the SAM’s database to meet the NAPIS reporting requirements. This coming year, we will also see additional changes as all of the fiscal responsibilities for the AAA programs at Five County will be transitioned to the AAA Director.
3. Five Counties continues to provide community outreach including offering trainings, conferences, classes, and participating in other community events. This past year we have also worked with the NASW to offer CEU’s at several of our trainings.
 - a. In coordination with the Iron County Council on Aging and the Volunteer Center we will be sponsoring our 10th Annual Seniors Conference in May, 2012. This year’s conference will focus on safety at home. We will have presentation on fall prevention, fire safety for Seniors, Living well with chronic conditions and legal issues.
 - b. We held a provider training this past year in August, 2011 where Home Health, personal agencies, assisted living facilities, nursing homes and other senior service provider received information and training. In addition, we have been focusing our efforts on improving Quality assurance reviews of our In-home services providers and starting in February of this year we have made several site visits to providers.
4. The Five County AAA Director or other representative of Five County continue to be actively involved in several local and state committees/coalitions focused on addressing senior issues; including, Utah Association of Area Agencies on Aging (current secretary), Utah Aging and Disability Resource Center Steering Committee, Utah Coalition for Caregiver

AGENDA ITEM # III. (Continued)

Support, Eldercare network in St. George and Cedar, staff support to Five County Aging Advisory Council and Caregiver Advisory Council. In addition this past year the AAA Director for Five County was appointed by the Governor to serve on the Task Force for the Alzheimer's State plan and played a vital role as co-leader for a sub-group which developed and proposed specific goals and objectives for approval and inclusion in the plan. As a result of participation with this workgroup the AAA Director was invited by Dr. Norman Foster from the University of Utah to participate on a panel at the Generations Conference in March, 2012 to discuss rural issues facing families dealing with AD/DRD.

a. The AAA Director will also be participating in a workgroup for U4A in helping to implement the Veteran's Home and Community Based Program in Utah and will also be participating in a new Vulnerable Adult Task Force recently formed in Washington County.

5. The Five County AAA has successfully offered the Living Well with Chronic Conditions Program in Southern Utah for the past two years. We continue to collaborate with Dixie Regional Medical Center through their Gateway to Wellness and the local health department. In addition, we continue to look at implementation of other evidence based health promotion activities and program. (Refer to attachment E for picture of class participants from one of our recent classes)

a. Over the past two years we have trained 3 individuals as Master Trainers and 18 instructors have been certified to teach the Living Well with Chronic Conditions in Southern Utah. We have conducted 17 classes with 155 individuals completing the program. We currently have 2 classes in process with 23 participants with another 5 classes scheduled before the end of the June. By June 30th we will have offered at least on class in each of the counties.

b. The Arthritis Foundation will be offering a training workshop for their Exercise Program in April, 2012 to train individuals in Southern Utah. We currently have one certified volunteer offering classes in Washington County and are hoping to expand this class to other Senior Centers. We currently have one individual from Kane County interested in becoming certified and are hoping to train at least one instructor from each County. Refer to attachment E for copy of flyer.

6. Five County continues to expand the Home and Community Based Programs to help better serve our community. This past year we hired a new full-time case manager. We have a seasoned staff of trained social workers and nurses who do an excellent job in providing services to the disabled adults and frail elderly clients served by these programs. Our case management coordinator and 2 of our case managers have been with our programs for over 15 years; and all but 2 have been here more than 8 years. This commitment to the work they are doing everyday is apparent in the exemplary job and positive feedback from DAAS program staff and our community.

7. We continue to provide additional supports and services to help family and in-formal caregivers continue to provide care for their family and loved ones.

a. We offer 3 educational classes to caregiver on a monthly basis in Cedar City, St. George and Hurricane. We also send out a monthly Caregiver Newsletter to around 300 Family Caregivers. We have presented at a variety of community events; including the Senior Lecture Series at the Hospital, Social Work Luncheons, Conferences and other events.

b. We have continued success with the Making the Link project which connects family caregivers with resources through their physicians. We are receiving an increasing number of requests from physician's to provide them with additional packets for the caregivers that come in to their office. This past year we distributed over 200 packets.

c. We sponsored a Town Hall meeting with Caregivers in conjunction with the State Caregiver Coalition and the Lifespan respite grant. The Town Hall provided an opportunity for caregivers to tell their caregiving story and provide insight to elected official, providers and the community. We had representation of caregivers from across the lifespan; including caregivers of young children, individuals with disabilities, individuals' with Alzheimer's, working caregivers and ethnic caregivers. In addition, several caregivers provided written stories which were presented to the State Coalition. (Refer to attachments F for Caregiver Stories)

d. Five County has provided 2 trainings to law enforcement in conjunction with APS and the Alzheimer's Association. We have also worked with the Alzheimer's Association in providing training and resources as part of a Faith-based initiative. We have been invited by several other faith-based organizations to speak with them in regards to programs and services to help their elders; including a recent meeting with one local faith-based charity regarding options for providing adult day services and other long term care supports.

e. Through a collaborative effort with the Alzheimer's Association, the St. George Senior Center and volunteers from

AGENDA ITEM # III. (Continued)

the Senior Companion program a Day Program for individuals with ADRD has been expanded to 4 days a week. This provides a great opportunity for individuals with ADRD to be involved in stimulating activities and provides a break for the caregiver.

a. An area of concern is the recent closure of the local Alzheimer's Association office which has been invaluable in providing resource and support in our community. Many individuals, family and caregivers impacted by this disease have greatly benefited from having a local office and the one-on-one support from very caring and educated staff. The Alzheimer's Association has made a commitment to continue to provide and offer services in our community; however, there will be a huge gap in the level of support and services available.

b. In addition, we have had preliminary meetings with the Alzheimer's Association regarding the closure of the St. George office and how these gaps in services will be met. They are in the process of establishing a local coalition to help in this effort and Five County has committed to participate. Five County will provide what support and fill in gaps where possible and will work with the local coalition to determine what role we may be able to play in supporting additional services to individuals with ADRD and their families.

8. Other Major Accomplishments in Five County Programming Include:

a. 13 senior centers and one meal site continue to operate covering over 17,433 square miles. The specific services, number of individuals served and service units are reflected under the program objectives.

b. We continue to work with Utah Legal Services who provided 74 hours of legal services/advice. We have also worked closely with Jilene Gunther, Legal Services Specialist with DAAS. She has presented to seniors on legal issues at our Senior Conference and local senior centers.

c. Our Volunteer Center continues to play a vital role in helping provide services, information and resources to seniors as well as working with senior volunteers and in providing volunteers to help at the senior centers and with our homebound seniors. There are around 1,000 volunteers providing support under the RSVP, Senior Companion and Foster Grandparent programs. In addition, they manage the Health Information Insurance and Senior Medicare Patrol programs for our region.

• In addition, we are working in collaboration with the volunteer center to apply for some additional funding through N4A to provide additional funding and support for senior volunteer service programs.

d. The Alternatives program served 64 clients with 1,089 units of case management, 18 units of chore, 5,920 units of homemaking, 1,872 of personal aide units, 1,359 companions units and a variety of other services; including medical equipment and supplies, assistive devices and technology, transportation, respite care, PERS.

e. The Medicaid Aging Waiver Program served 58 clients with 5,196 units of case management, 6,568 units of homemaking, 11,268 units of companion services and other services including those similar to what is provided for the Alternatives program as listed above.

f. 69 caregivers have been served under the Caregiver Support Programs through the five categories of service as outlined under the program objectives.

g. We have also provided case management services for the New Choices Medicaid Waiver program to 110 clients.