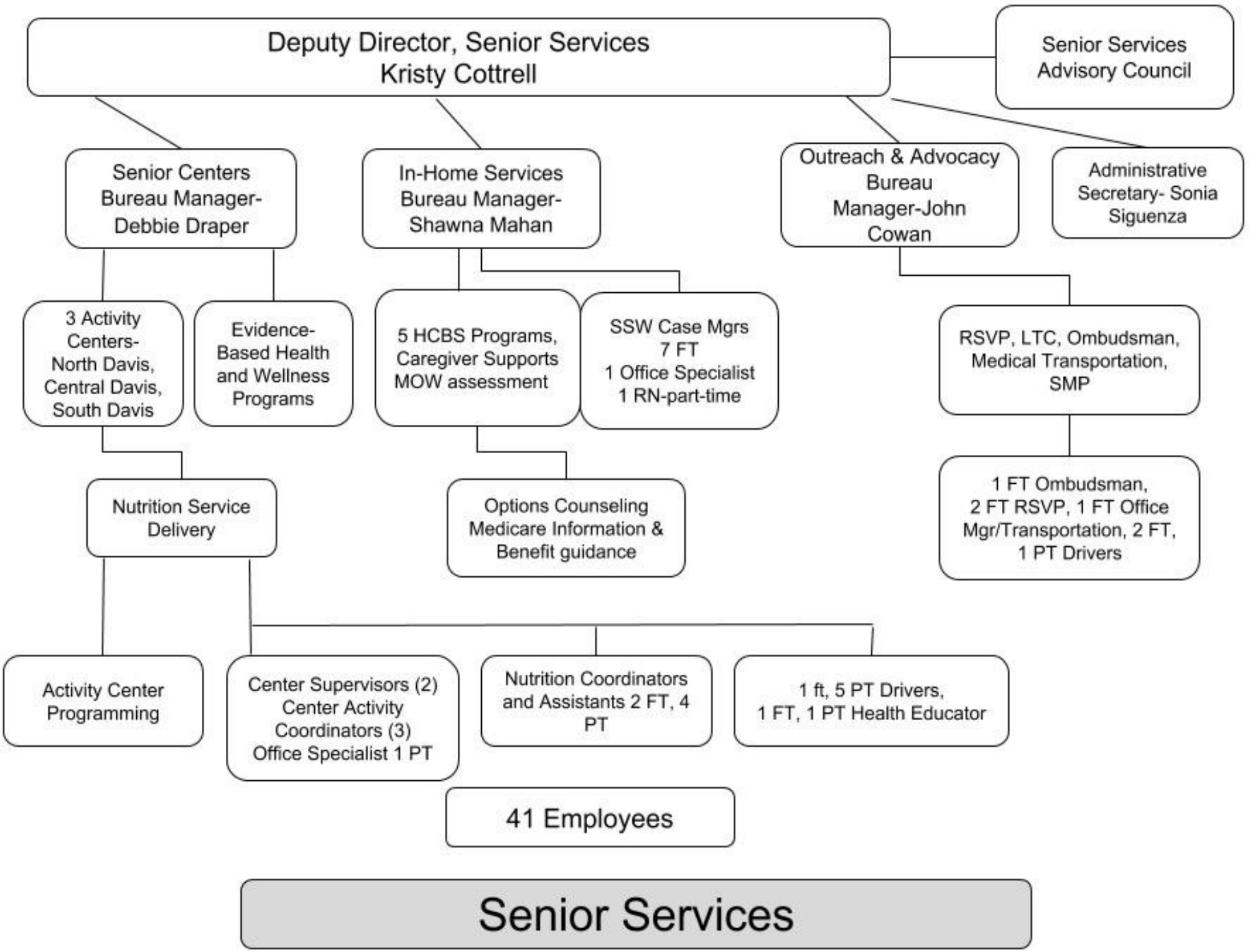
SENIOR SERVICES

AN AREA AGENCY ON AGING



2018 ANNUAL REPORT

Davis COUNTY


Deputy Director, Senior Services
Kristy Cottrell
Senior Services Advisory Council
Senior Centers Bureau Manager- Debbie Draper
In-Home Services Bureau Manager- Shawna Mahan
Outreach & Advocacy Bureau Manager-John Cowan
Administrative Secretary- Sonia Siguenza
3 Activity Centers- North Davis, Central Davis, South Davis
Evidence-Based Health and Wellness Programs
5 HCBS Programs, Caregiver Supports MOW assessment
SSW Case Mgrs 7 FT 1 Office Specialist 1 RN-part-time
RSVP, LTC, Ombudsman, Medical Transportation, SMP
Nutrition Service Delivery
Options Counseling Medicare Information & Benefit guidance
1 FT Ombudsman, 2 FT RSVP, 1 FT Office Mgr/Transportation, 2 FT, 1 PT Drivers
Activity Center Programming
Center Supervisors (2) Center Activity Coordinators (3) Office Specialist 1 PT
Nutrition Coordinators and Assistants 2 FT, 4 PT
1 ft, 5 PT Drivers, 1 FT, 1 PT Health Educator
41 Employees
Senior Services

Nutrition Services
Meals on Wheels & Senior Centers

111,392 meals
1/3 daily nutrition

Senior Centers

27,522 meals

Providing
- Socialization
- Recreational And
- Learning opportunities

Meals on Wheels

83,870 meals

Delivering more than a meal!

We provide crucial socialization and safety checks too

Meals on Wheels

1 Volunteer Army

700 Homebound Seniors

~ 360 Meals Daily

9 Delivery Routes

3 Senior Centers

South Davis - Central Davis - North Davis

This core Older Americans Act program provides nutrition services through Meals on Wheels and community meals at area senior centers. Clients receiving MOW must be homebound.

Senior Services staff conduct initial and annual in-home assessments, determining nutritional risk and functional level of "activities of daily living" (ADL) and "instrumental activities of daily living" (IADL). Assessment results are used to develop a person-centered plan to maintain independence and community living. Both services ask for a suggested contribution for meals. Services are provided regardless of ability to pay.



2018	MOW	Senior Centers
Total Unduplicated	697	1231
High Nutritional Risk	66.30%	16.70%
Suggested Contribution	$3.50	$3.00
Total Senior Contributions	$115,782.32	$31,019.46
Total Expenditures	597,941.92	598.215
Federal/State Funds	435,567.00	283,347.00

Caregiver Support

Options Counseling, includes information and resources to caregivers in gaining access to services

Case Management, Respite Care, & limited supplemental services

Caregiver education classes and training

Dementia Dialogues



The Caregiver program supports family and informal caregivers in their efforts to care for their loved ones at home for as long as possible. Davis County Senior Services works in conjunction with other state and community-based services to provide a coordinated set of supports. Studies have shown that these services can reduce caregiver depression, anxiety, and stress as well as enable caregivers to provide care longer, thereby avoiding or delaying the need for costly institutional care.

Eligible Program Participants

- Adult family members or other informal caregivers age 18 ± providing care to individuals 60 years of age and older
- Adult family members or other informal caregivers age 18 ± providing care to individuals of any age with Alzheimer's disease and related disorders
- Older relatives (not parents) age 55± providing care to children under the age of 18; and
- Older relatives, including parents, age 55± providing care to adults ages 18-59 with disabilities

Family caregivers present their unique needs and preferences for the types of programs and services they wish to receive at any given point in time. Senior Services case managers utilize a person-centered approach to support the caregiver and care receiver.

- 4,142 Caregivers received information about the types of supports and services available in the community
- 5,624 Caregiver newsletters were sent out monthly by mail and email to Caregivers.
- 120 Caregivers received guidance and support to access services.
- 88 Caregivers enrolled and received case management, care planning, and coordination to access supports and services.
  - 70 received respite care
  - 69 received limited supplemental services

Implemented and Redesigned education and support classes offered through the new caregiver Academy & Dementia Dialogues classes. Provided a total of 195 service units.

Program funding includes client contributions, local, state, and federal monies, 2018 expenditures totaled $180,915.



Supportive Services

Finding Options

Information and Referral/Assistance

Transportation

Case Management/Coordination

In-home Services

Include homemaker, chore, personal care

Legal Services

Insurance Counseling (Medicare, Medicaid, Fraud)



In-home Services Bureau

Provides case management, person-centered planning, and arranging home and community based services (HCBS), also known as long-term supports and services (LTSS), for 5 distinct programs with similar aims, keeping people at home, in the community, in the least restrictive environment for as long as possible.

Alternatives

This HCBS program provides case management and in-home services for low-income seniors and adults with disabilities who are at risk of placement into facility based long-term care. The vast majority of participants are seniors, although the program may use up to 10% of state funding to serve at risk adults under age 60. Funding sources: state, local, client fees.

Medicaid Aging Waiver

Seniors age 65+ meeting nursing home admission criteria, Medicaid income guidelines, and desire to age at home can receive services through this program. Case managers arrange in-home supportive services that allow the adult to live safely at home.

New Choices Waiver

Medicaid eligible residents in skilled nursing facilities can receive case management and LTSS that allow them to move into a less restrictive environment, at home in the community, or assisted living. Serves eligible adults of all ages.

Veteran Directed Home & Community Based Services (VD-HCBS)

Veterans meeting nursing home facility admission receive person centered case management to help them direct, hire, and employ personal care assistance allowing them to remain at home. Serves eligible veterans of all ages.



Supportive Services

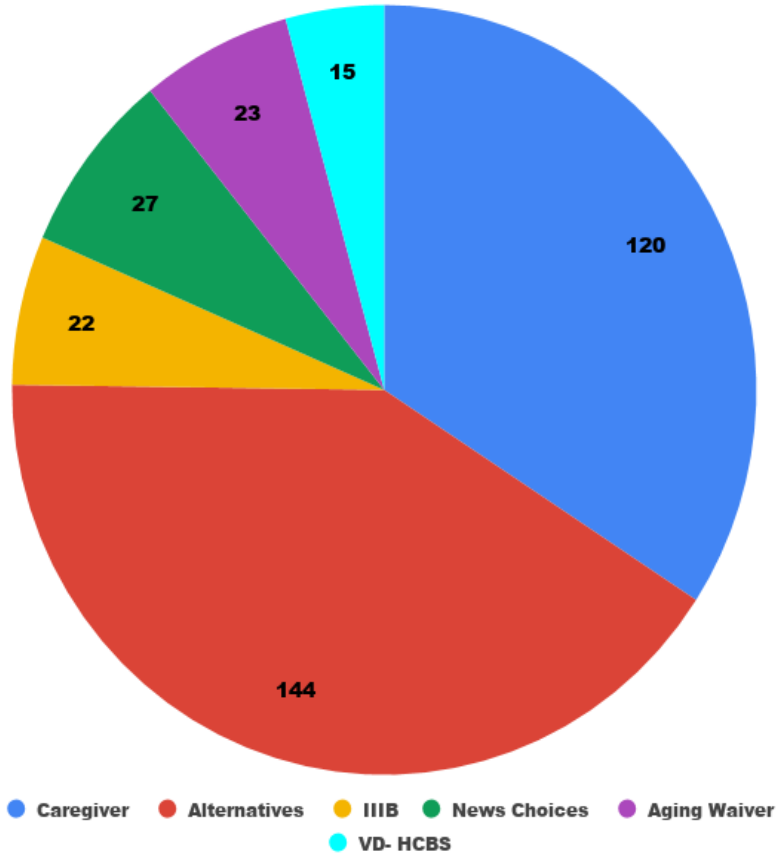
Helping older adults and their caregivers learn about and access the many options available to maintain living at home and in the community is a critical function of Senior Services staff and volunteers. The **In-home Services Bureau** assigns at least one case manager to assist via telephone and in-person every day. 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, or a caregiver needs training and education or a well-deserved break from caregiving responsibilities, Senior Services is there to point that person in the right direction

Legal Assistance

Davis County Senior Services helped 164 older adults or their caregivers access legal assistance in 2018. Services are provided through contract and volunteer attorneys.



2018 Unduplicated Clients
Case Management & In-home Services



COMMUNITY PROVIDERS

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



Supportive Services

The Outreach & Advocacy Bureau offers one-on-one assistance to assist older adults and people with disabilities select the best transportation options to meet their needs and use the transportation options available in the community.



Transportation Stories

This year saw tremendous growth for the Senior Medical Transportation program. Additional volunteer drivers were added which made it possible for more medical transportation trips to be provided to older adults in need. 2,451 more trips were provided in 2018 as compared to 2017. The UTA Voucher program, which allows older adults to reimburse self-selected drivers, grew 63% over last year.

SENIOR TRANSPORTATION 2018 AT-A-GLANCE

9 Vehicles

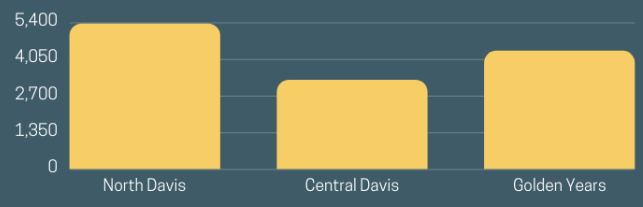
9 Paid Staff
2 Volunteers New!

12,987
one-way trips provided to and from Senior Activity Centers

4,367
one-way trips provided to non-emergency medical appointments - a 128% increase

588
vouchers issued as part of the UTA Voucher Program - a 63% increase

SENIOR ACTIVITY CENTER TRIPS



Senior Activity Centers provide transportation to and from all 3 centers Monday-Friday and offer a variety of trips that include: grocery shopping, community events, scenic tours, day trips, and lunch outings.

Senior Activity Centers



- Nutrition
- Health & Wellness exercise, screenings, evidence-based classes
- Education
- Transportation
- Finding Options
- Activities
- Socialization
- Insurance Counseling
- Volunteer Opportunities





Health & Wellness

- Evidence-based prevention and health promotion programs
- In 2018, 110 individuals participated evidence-based programs at senior activity centers and community locations.
- Implemented Tai Chi for Arthritis for Fall Prevention in two senior centers



3 Senior Activity Centers

North Davis (Clearfield)

Central Davis (Kaysville

South Davis (Bountiful)

Providing focal points for comprehensive service delivery in the community. Outreach and recruitment efforts pay particular attention to older individuals with the greatest social need, including low-income, minorities, and individuals with disabilities. Activities and services include community dining for lunch, supportive services, transportation, recreational, educational, and physical activities, including evidence-based prevention and health promotion programs.



Living Well with Chronic Conditions

ENHANCE FITNESS®

Stepping On
Building Confidence and Reducing Falls

Senior Activity Centers

The value of volunteer time in Utah is **$24.39** per hour (2017, Independent Sector). During 2018, volunteers provided **28,186** hours of service at 3 Davis County Senior Centers, delivering meals, serving lunch, teaching classes, and assisting seniors. Volunteers remain the lifeblood of any senior center.



RSVP, one of the largest senior volunteer organizations in the nation, is a Senior Corp Program under the federal Corporation for National & Community Service. Senior Services received $175,000 in federal funds to recruit, retain, and place volunteers in community priority areas. Davis County places the majority of volunteers in the Healthy Futures area to meet needs identified by the DCHD Community Health Assessment.

DAVIS CO. RSVP

Connecting retired and senior volunteers age 55+ with the people and organizations that need them most.

On April 1, 2018 RSVP started a new 3-year grant cycle with updated targets and performance measures. To meet our goals, volunteers are placed at 41 stations across Davis County including food pantries, senior activity centers, hospitals, wilderness parks, schools, libraries, museums, and animal shelters.

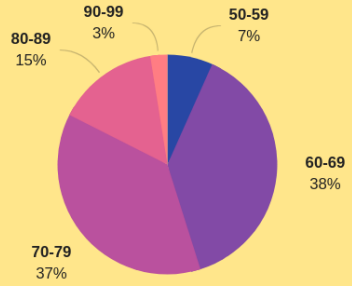
2018 ACCOMPLISHMENTS:

359 total RSVP volunteers have been recruited nearing the target of 375 volunteers

VOLUNTEERS

MONETARY VALUE $1,069,312

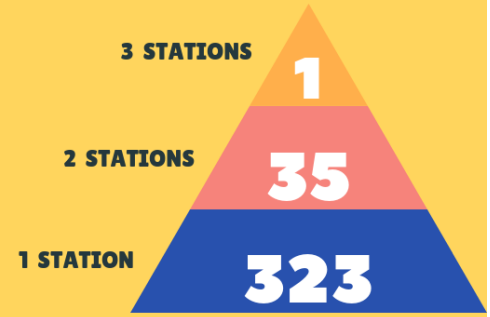
worth of service was provided in Davis County communities by RSVP Volunteers over the last 12 months totaling over 43,842 hours of service*



AGE BREAKDOWN OF VOLUNTEERS

Although the majority of RSVP volunteers are in their 60's and 70's, 63 volunteers are over the age of 80. Of these volunteers, 9 are age 90+.

OF VOLUNTEERS SERVING AT:



VOLUNTEER RECOGNITION

In September, RSVP Volunteer Grant Johnson received the *AARP 2018 Outstanding Utah Volunteer Award* for his service with the Coalition for Abuse Prevention of the Elderly (CAPE), and his tireless and passionate community outreach to educate older adults how to protect themselves from fraud and scams.



* The 2017 monetary value of volunteer time in Utah was $24.39 according to the Independent Sector.

Elder Rights

Long-term Care Ombudsman

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

Senior Medicare Patrol

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 enhance awareness of definitions, trends, and resources.

Coalition members represent a variety of sectors and backgrounds: Senior Services, Adult Protective Services, Law Enforcement, Banking and Financial Advisors, Elder Law, Davis Behavioral Health, Utah Attorney General's office of Medicaid Fraud, Volunteers, Victims.

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.

2018 FFY Statistics

135 TOTAL NUMBER OF CASES



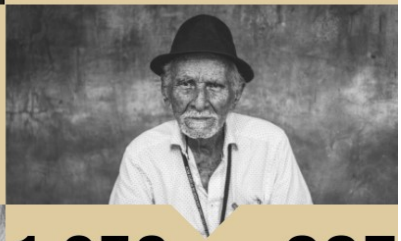


8 SKILLED NURSING

26 ASSISTED LIVING

 # OF LICENSED FACILITIES

203 TOTAL NUMBER OF COMPLAINTS





1,978 TOTAL EXISTING BEDS

335 NEW BEDS UNDER CONSTRUCTION

TOP 3 COMPLAINTS REPORTED

1. Equipment/Building
2. Discharge/Eviction
3. Care Plans & Resident Assesment/ Staff Failure to Respond to Residents