Senior Services Division











2022 Annual Report

Healthy Choices. Healthy People. Healthy Communities.

Davis COUNTY HEALTH DEPARTMENT

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Division Overview

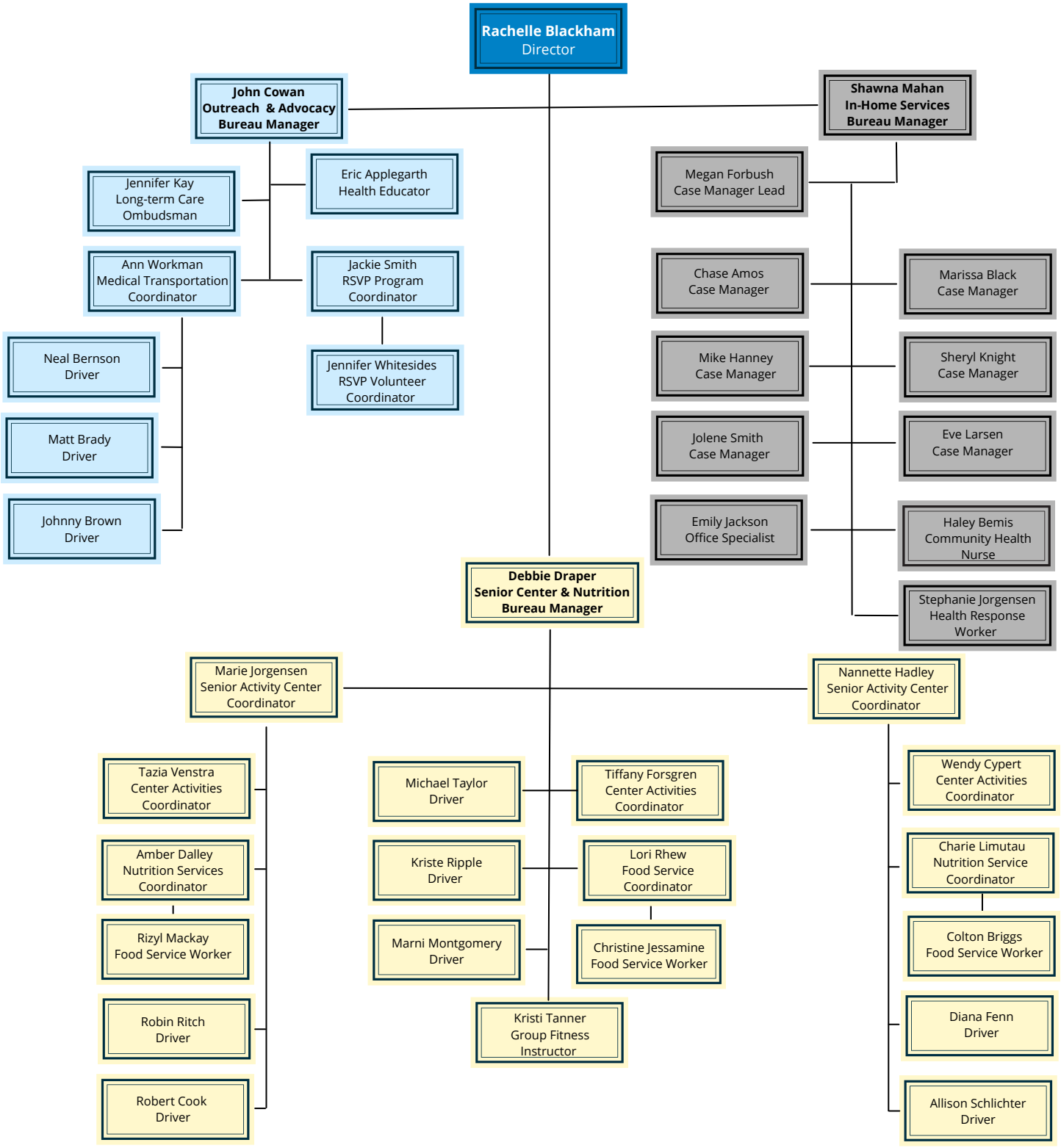
The Senior Services Division plans and implements programs, services, and policies supporting the needs of the county's aging population. These objectives are achieved through many services including, but not limited to:

1. In-home services programs support the independence of older adults as their care needs change, preventing premature long-term facility placement. These support services include: assistance with activities of daily living like bathing, small meal preparation, light housekeeping, home adaptations, and respite for caregivers. Additionally, home delivered meals are provided to vulnerable older adults who are homebound and in need of nutritional support. Medical transportation is provided to critical non-emergency medical appointments for those unable to drive within the County.
2. Our three senior activity centers centers offer highly beneficial opportunities for social interaction, congregate dining with a meal specific to older adult nutritional needs, educational, and evidence-based classes for staying active and healthy. The centers are conveniently located throughout Davis County in Clearfield (North Davis), Kaysville (Central Davis), and Bountiful (South Davis).
3. Community outreach and engagement efforts include our Retired and Senior Volunteer Program (RSVP) that provides hundreds of volunteers with the opportunity to make a positive impact within their community by volunteering at locations like animal shelters, food pantries and state parks. We answer calls, connect seniors to resources, provide Medicare Counseling, and protect the rights of residents in long-term care facilities through our Ombudsman Program.

> Promote and protect the health and well-being of the Davis County Community.

Davis County Health Department Mission Statement

Organization Chart



Division Highlights

Medical Transportation

The Davis County Senior Services provides curb-to-curb non-emergency medical transportation throughout Davis County for individuals age 60+. In 2022, we re-branded our medical transportation service as Rides4Health which included a new logo shown below. Rides4Health transported 214 clients and provided over 4,634 one-way trips to help connect our aging population to healthcare needs.

New Rides4Heath Logo

44,592

Total Miles Traveled

Medicare

The State Health Insurance Assistance Program (SHIP) is a program that helps provide local, unbiased Medicare counseling and assistance. This program provides one-on-one counseling as well as outreach and educational events to help individuals navigate, understand, and compare their Medicare options. The impact made by Division staff is shown in the following table.

State Health Insurance Assistance Program (SHIP) 2022 Impact			
Outreach and educational events	Individuals reached through outreaches	Individual contacts	Saving to Medicare beneficiaries
100	2,204	1,799	$54,762

Medicare Improvement for Patients and Providers Act (MIPPA) program helps Medicare beneficiaries with limited income and assets learn about and apply for programs that may help with the costs of Medicare. These programs are known as Medicare Part D Low Income Subsidy (LIS) and Medicare Savings Programs (MSP). The impact made by Division staff is shown in the table below.

Medicare Improvement for Patients and Providers Act MIPPA 2022 Impact		
Outreach and educational events	Individuals reached through outreaches	Applications submitted
1,693	2,028	19

Senior Medicare Patrol (SMP) is a program that helps empower and assist Medicare beneficiaries to prevent, detect and report Medicare fraud, errors and abuse. The total number of outreach events and individuals that received information is shown in the table below.

Senior Medicare Patrol (SMP) 2022 Impact		
Outreach and educational events	Individuals reached through outreaches	Individual contacts
100	2,204	1,703

Reopening of Senior Activity Centers

After slowly reopening the senior activity centers in 2021, it was apparent that current and potential patrons were looking for more activities and interactions. Seeing this need, the senior activity centers began to offer group bus trips again in late 2022. Trips included:

- lunches at local restaurants,
- canyon drives to see the fall leaves,
- holiday lights tours,
- and shows at Kingsbury Hall.

The three centers also hosted combined center events that encouraged patrons from each center to interact and socialize with other center patrons. Events included a:

- summer barbeque,
- Halloween party,
- New Year's Eve Celebration,
- and two Senior Health Resource Fairs.

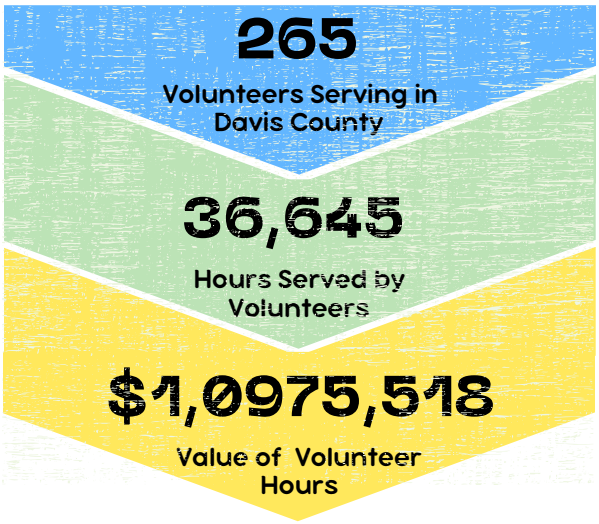
Retired Senior Volunteer Program (RSVP)

The Davis County Senior Services Division is an AmeriCorps Senior grantee and receives funding for RSVP program. RSVP finds meaningful volunteer opportunities for individuals 55 years of age and older.

Davis County RSVP has 265 volunteers serving within the County at one of our organization sites listed in the following table. The program provides community engagement opportunities for older adults and has a huge impact on our community.

Organization Volunteer Sites	
Antelope Island State Park	Eccles Wildlife Education Center
Layton Heritage Museum	Syracuse Regional Museum
Lakeview Hospital	Safe Harbor
Bountiful Davis Art Center	Bountiful History Museum
Davis County Animal Care & Control	Rocky Mountain Home Care & Hospice
Bountiful Community and Open Doors Food Pantries	Davis County Elementary Schools
Davis County Senior Activity Centers	The Davis Art council
Syracuse Regional Museum	Inspiration Home Health and Hospice
Heritage Museum of Layton	The Alzheimer's Association
Elevation Hospice of Utah	Davis County Libraries

Total Impact of RSVP



Partnerships and Collaboration

Utah Transit Authority

The Davis County Senior Services Division participates in Utah Transit Authority's (UTA) Local Coordinating Council, a work group dedicated to improving access to transportation and mobility solutions for older adults and people with disabilities.

Collaboration with UTA, Roads to Independence and Weber Human Services yielded the Volunteer Driver Voucher Program which provides reimbursement for volunteer drivers providing transportation to older adults. Additionally, in 2022 UTA On Demand expanded service to the south end of Davis County. On Demand is an innovative form of transportation similar to other ridesharing services like UBER/LYFT, that connects riders with other transit services like TRAX, FrontRunner, or Bus as well as to other destinations in the community, for a flat rate of $2.50.



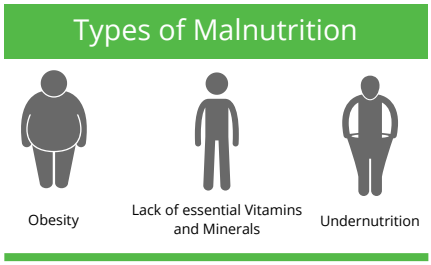
On-Demand Services

Transportation provided from your neighborhood (home) to community locations. Coverage area includes North Salt Lake to Kaysville

University of Utah

The University of Utah Department of Family and Preventive Medicine was awarded an American Community Living Discretionary grant to research malnutrition in older adults in Utah. The Davis County Senior Services Division partnered with them to provide information on clients receiving Home Delivered Meals who were at risk for malnutrition and rehospitalization.

Through these efforts, clients receive services for six months from a registered dietitian. With an additional grant received in 2022, the University has continued the study of malnutrition in our senior activity centers group dining settings.



Malnutrition is a leading cause of death amongst older adults within Davis County. Social determinants of health including physical environment, medical care, health behavior, and socio-economic status all effect nutritional deficiency or malnutrition.

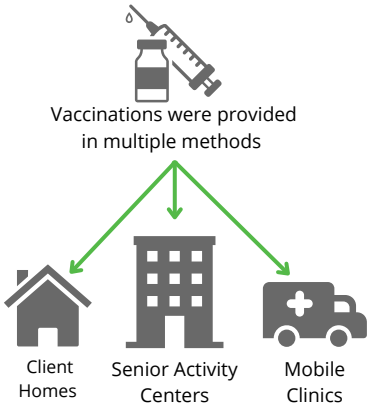
Coalition for Abuse Prevention of Elderly

The Coalition for Abuse Prevention of the Elderly (CAPE) is comprised of agencies representing aging, adult protective, law enforcement, legal, mental health, domestic violence, and victims advocate services. Their mission is to shield older adults from abuse, neglect, exploitation and fraud through prevention, awareness, education and justice. CAPE met ten (10) times in 2022 and worked together to review and resource 20 cases.

Utah State University

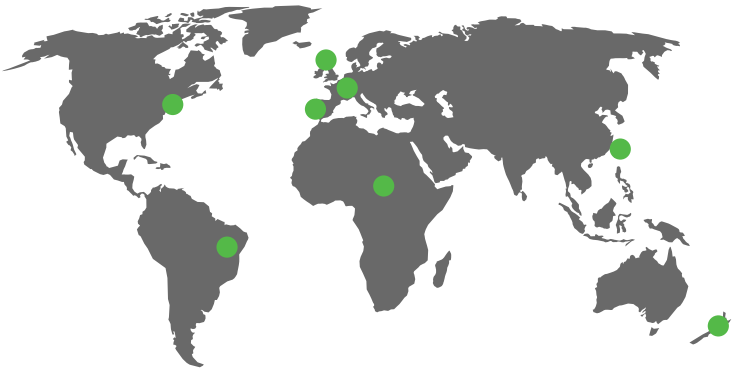
Vaccination Efforts in Older Adults

The Davis County Senior Services Division partnered with the Family Health Division to promoted COVID, Influenza (Flu), and Pneumonia vaccinations to the older adult community. To improve accessibility 32 in-home vaccinations clinics were provided to older adults who were homebound or medically vulnerable. Additionally, 11 total vaccination clinics was held at the three senior activity centers in which transportation was provided if needed. A total of 300 older adults received vaccinations at these clinics.



Beeyonder

In partnership with Utah State University Institute for Disability Research, Policy and Practice, the Davis County Senior Services Division was able to purchased virtual reality world tours that any older adult is able to access and view within one of the senior activity centers or from their home. This provided older adults within the County the opportunity to "travel" when health risks were still present. The Catacombs of France; Plymouth, Massachusetts, Ireland, Brazil and Cherry Blossoms in Japan were some of the locations visited.



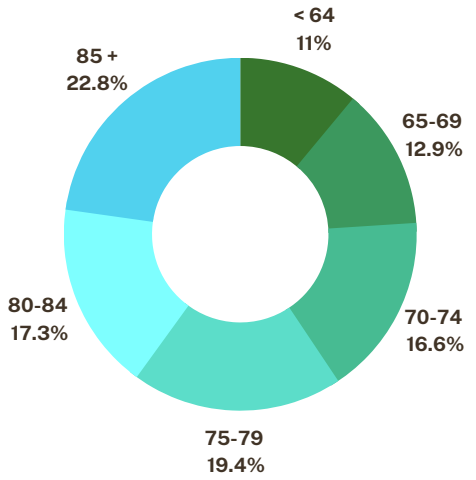
The green dots indicate the locations our senior activity centers virtually visited in 2022

Dealing with Dementia

Dealing with Dementia is a four-hour workshop created by the Rosalyn Carter Institute REACH program. The workshop explains in detail what is included in the Dealing With Dementia Guide. As of November 2022, three workshops have been taught to family caregivers and one to professionals working with older adults. 38 individuals received this training to better care for a loved one, a patient, and themselves.

Impact at a Glance

Age of Clients Served at the Senior Activity Centers



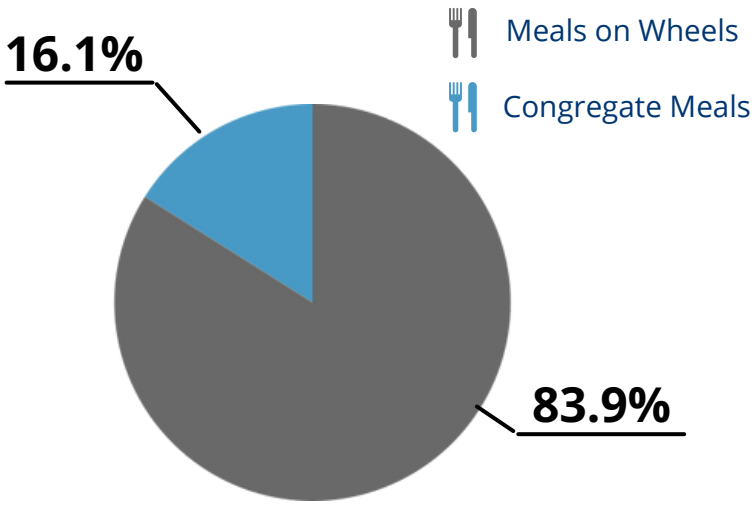
3,370

Total Clients Served
at the Senior Activity Centers



Nutrition Program

Total Meals Served: **116,567**



Healthy Aging Evidence-Based Classes

Arthritis Foundation Exercise Program

A community-based recreational program specifically designed to teach adults with arthritis how to exercise safely.

22 PARTICIPANTS

2 Classes

Chronic Conditions Self Management Program

The program empowers participants to take an active role in managing their health by giving them the key skills needed to manage any chronic health condition.

34 PARTICIPANTS

5 Classes

EnhanceFitness

A group exercise and fall prevention program that helps older adults at all levels of fitness become more active, energized and empowered.

100 PARTICIPANTS

3 Classes

Tai Chi for Arthritis and Fall Prevention

Tai Chi is an enjoyable exercise that can relieve your pain, improve your health, and increase your ability to complete activities.

47 PARTICIPANTS

7 Classes

Walk with Ease

Community based group walking program designed to help individuals start and maintain a safe walking routine.

3 PARTICIPANTS

1 Class

Senior Holiday Gift Drive

23 Gift Givers

79 Senior recipients

Approximately **$4,050** spent on purchasing gifts for older adults

Caregiver Classes

Attendees		Number of Classes
37	Dealing with Dementia	4
12	Caregiver Academy	2
33	Dementia Dialogues	3
33	Alzheimer's Support Group	12

Caregivers Served with Respite Services

Respite services provides short-term relief for primary caregivers. It can be arranged for just an afternoon or for several days. Services can be provided within a home, a healthcare facility, or at an adult day center.

58

Caregiver Information and Assistance Provided

Information and assistance is provided through telephone calls, emails, referrals and website visits.

3,362

Caregiver Information Services

Information Services is provided through outreach events, exhibits or booths, single session workshops, newsletters mailed, and social media posts

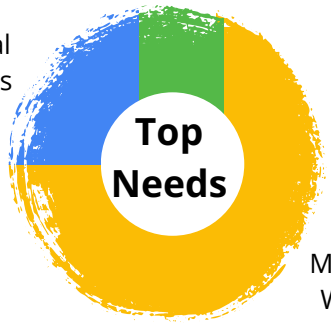
24,355

Inquiries Received

25,069

Transportation

General Services



Meals on Wheels

IN-HOME SERVICES

Provides support and services for older adults as they age within their home

Veterans Directed Care Program	Alternatives Program	Medicaid Aging Waiver Program	New Choices Medicaid Waiver
28 Individuals Served	**129** Individuals Served	**42** Individuals Served	**10** Individuals Served

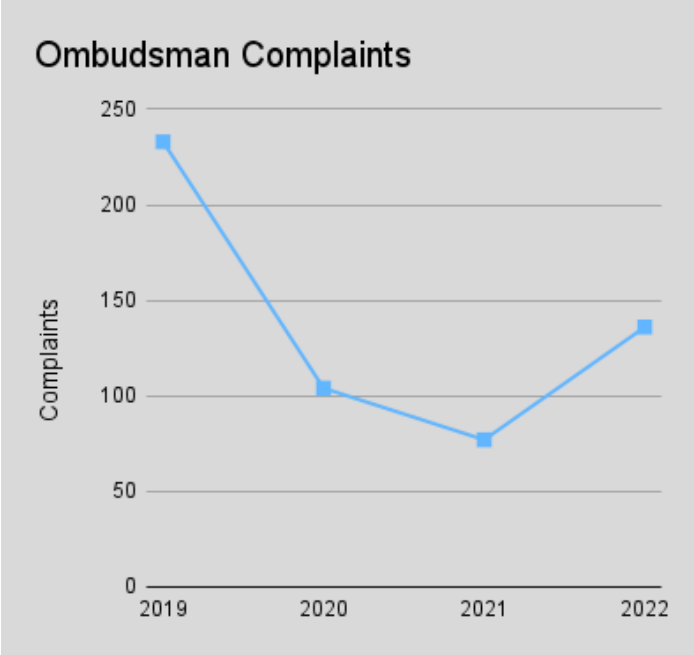
$**440** average monthly cost per client

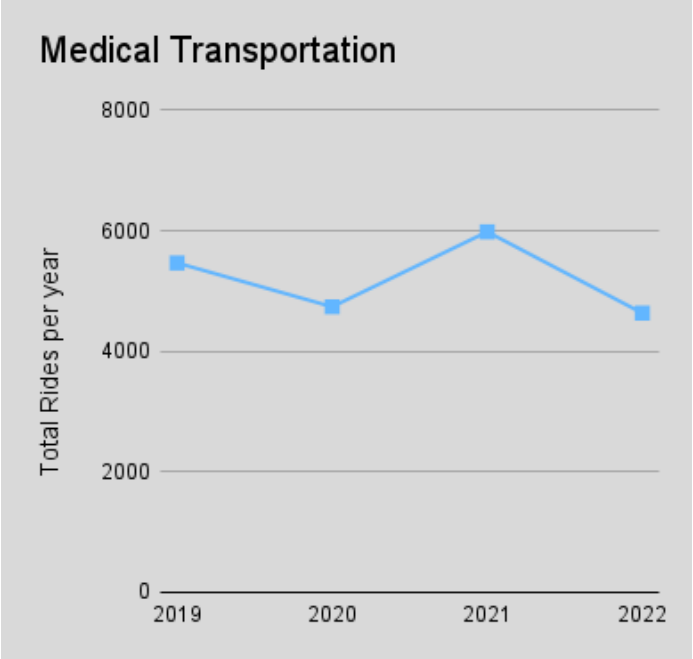
VS

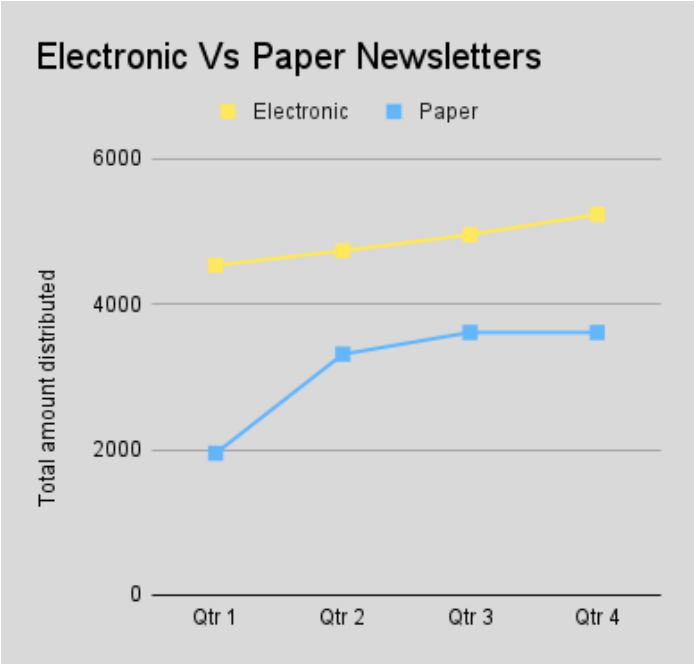
$**5,280** average monthly cost for a Long Term Care Facility

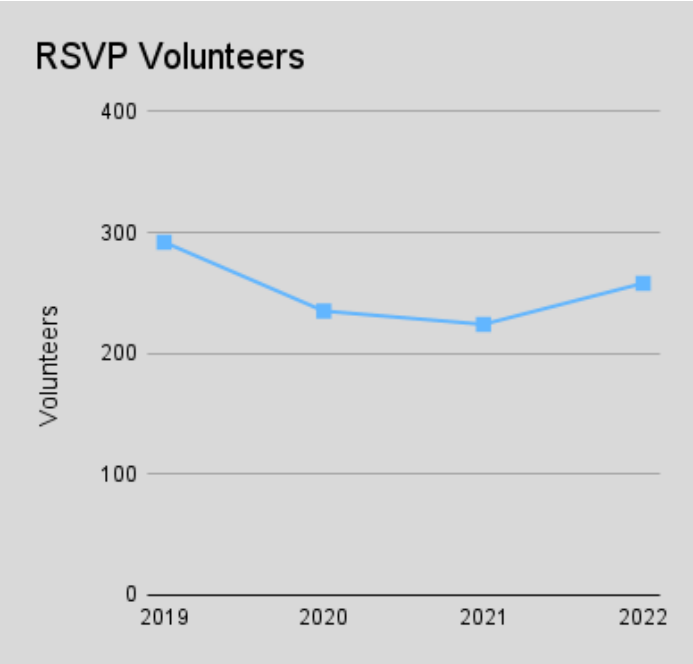
Program Trends

Outreach and Advocacy

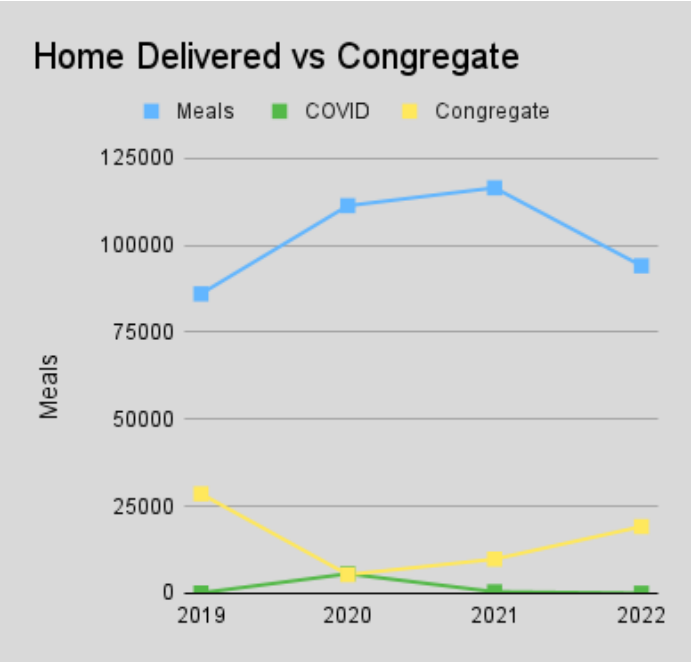


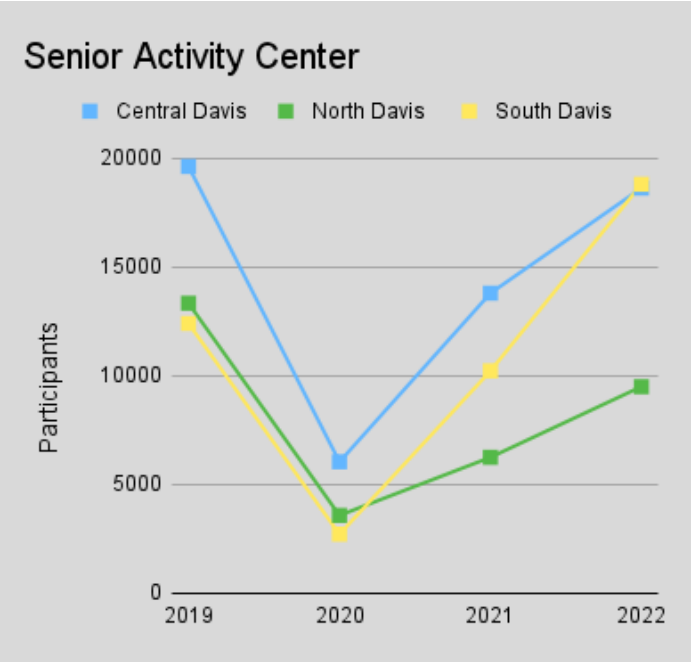




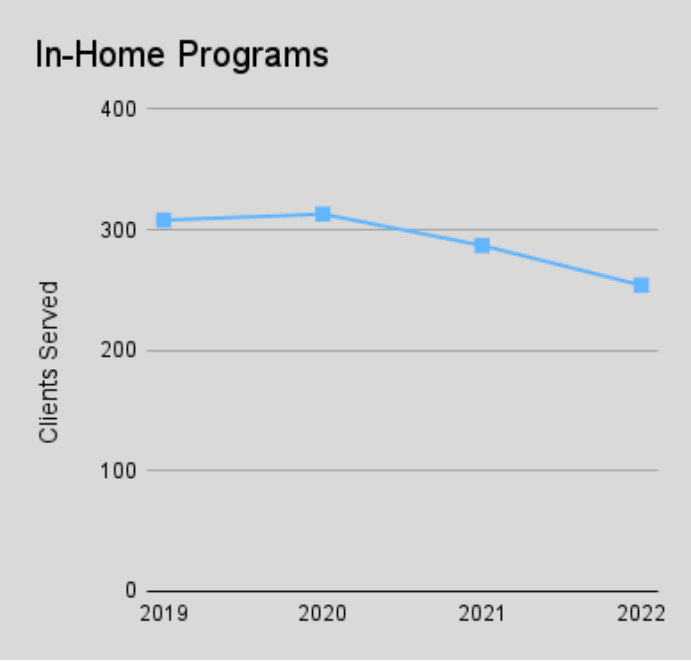


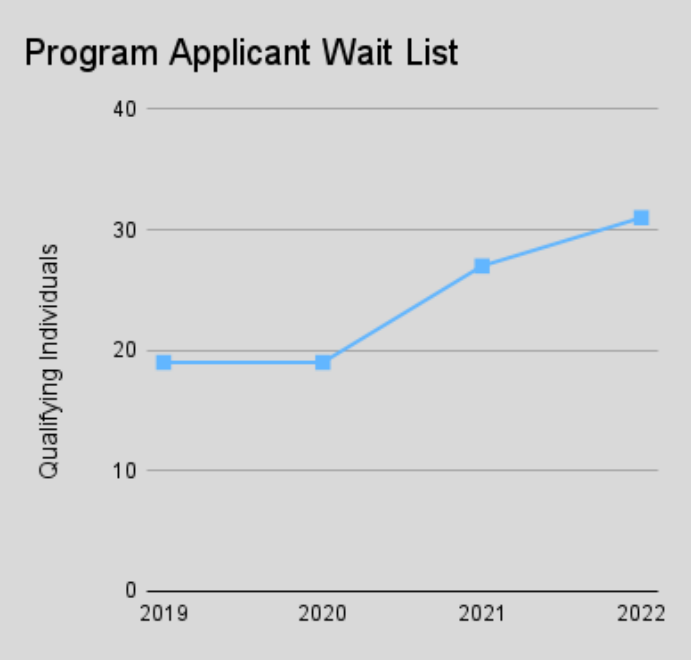
Senior Activity Centers and Nutrition





In-Home Services





Recognitions

FROM ALL OF US TO ALL OF YOU

Thank you!

Adams, Carol
Albiston, Norm
Allen-Metz, Celeste
Allen, Barbara
Allred, Michael
Anderson, Don
Anderson, Gale
Anderson, Scott
Ashdown, Beth
Ballou, Patty
Barber, Angela
Barker, Sonja
Bean, Jim
Beard, Michael
Bennett, M.
Bentley, Julia
Bertram, Linda
Besse, Brett
Betts, Carol
Black, Melanie
Bodily, Patricia
Bodily, Richard
Bodily, Victoria
Bradshaw, Michelle
Bradshaw, Ronald
Brand, Christine
Bringham, Kathy
Broadbent, Kent
Broadbent, Meg
Brown, Deborah H.
Brown, Mary
Brown, Ruth
Burbank, Penelope
Butcher, Kathy
Butler, Keith
Buxton, Mindy
Bybee, Carma
Call, Ruth
Call, W. Rex
Campbell, Larella
Campbell, Susan
Carroll, Jacquelyn
Carter-Nielsen, Stephanie
Carter, Bonnie
Catoe, Jerry
Challis, Jacki
Chase, Rita
Chase, Stella
Chase, Wendy
Checketts, Denece
Chester, Katherine Joy
Clarke, Amy
Clemenger, Beth
Coe, Janis
Cole, Lori
Connelly, Claudette
Cook, Marsha
Cooper, Katheleen
Cowder, Carolyn
Crispo, Anita
Curtis, Laurie
Cutler, Diane
Daems, Richard
Daniels, Janus
Davis, John
DeJong, Ana
DeMille, Helen
Devenport, Shauna
Donato, Cynthia
Draper, Michael
Drouin, Joelle
DuFour, Georgina
Earl, Mary
Earl, Stanley
Elliott, Larry
Elliott, Lynette
Espinoza, Becky
Evans, Brian
Evans, Thomas
Ewing, Shirley
Farr, Kerry
Ferguson, Brian
Fifield, Nathanael
Fillmore, Max
Filmore, Sharla
Finnigan, Cristina
Forsgren, Ryan
Freeman, Ronald
Furse, Lorraine
Gardner, Dennis
Garner, Edwin
Garner, Venice
George, Cindy
George, Dale
George, Matthew
George, Max
Goodson, Brenda
Gridley, Cathi
Grimaldi, Laura
Gubler, Kahl
Hall, Steven
Hall, Winnon
Hamilton, Rodney
Hanken, James
Hartley, Richard
Hartman, William
Haugen, Norman
Haugen, Siguard
Hazelrigg, Arthur
Hewitt, Jeffery
Hewitt, Paulette
Hewlett, Neal
Hill, Dean
Hill, Stick
Hirst, Holly
Holmes, Chad
Hooper, Gary
Howard, Darlene
Howe, Darlene
Hubbard, Ronald
Hubbard, Sandra
Huffaker, Lauralyn
Hughes, Elaine
Hughes, Roger
Hunsaker, Spencer
Hunt, Barry
Hunt, Bruce
Hunt, Hyde
Hunt, LeAnn
Husak, Jacklyn
Inman, Sandra
Jackson, Douglas
Jamison, Steve
Jensen, Barbara
Johnson, David
Johnson, Donna
Johnson, Dorothy
Johnson, Earl
Johnson, Grant
Johnson, Rachael
Johnson, Scott
Jordison, Gail
Judkins, Karen
Kapp, Rebecca
Kearns, Joyce
Kearns, Raymond
Kettle, Maurice
Kiehl, Marsha
King, Maurine
Kingsbury, Ronnie
Knight, June
Koci, Lorna
Lange, Diane
Lange, Helen
Langevin, Sharon
Lapine, Robert E.

Larrabee, Mary
Larsen, Alene
Larson, Kathleen S.
Leary, Glen
Leonhardt, Donald
Lewis, Carol
Lopez, Carmen
Lorenzana, Ana Carolina
Lowrie, Christine
Major, Susan
Manfull, Barbara
Marino, Patricia
Martin, Jama
Martinez, Laurell
Martinez, Leonor
Martinez, Manuel
McClurg, Larry
McIntyre, Joel
Mead, Brooke
Menacker, Ira
Mickley, William
Miller, Mark
Miller, Shelley
Millward, Larry
Moellmer, John
Mohlman, Deborah
Monson, Craig
Monson, Sandra
Moss, Neil
Mott, Dan
Mott, Susan
Murphy, Jannard
Nalder, Lane
Nelson, Jeanne
Nelson, Jim
Nelson, Paul E.
Newman, Marva
Newman, Patrice
Nicol, Marjorie
Nielsen, Lori
Norton, Diana
Norton, Keith
Nussbaum, Larry
Nussbaum, Sherry
Ocana, Andrew
Olsen, Merilyn
Oscarson, Gary
Ouellette, Carol
Pace, Beverly
Pace, William
Parker, Michelle
Parrish, Carolyn
Partridge, Ronald
Payne, Donna
Payne, Rosalie
Perry, Mark
Petersen, Joanne
Peterson, Carol
Platt, Rick
Poffenberger, Beverly
Porter, Lynn
Pressett, Gene
Pugmire, Kim
Quantz, Debra
Randolph, Darlene
Randolph, Joseph
Read, Margaret
Reid, Peggy
Reynard, Earl
Reynard, Linda
Roberts, David
Roberts, Wendy
Roden, Michael
Romero, Linda
Rouska, Lois
Russell, Allan
Sabodski, Suezanne
Schaffer, Emma
Scott, John
Seeley, Fran
Settles, Shelley
Sheen, Peggy
Shutt, Esther
Simmons, June
Simpson, D.J.
Simpson, Delmen
Simpson, Greta
Slater, Tamera
Smedley, Ross
Smith, Franklin
Smith, Shirley
Smoot, Abraham
Smoot, Elizabeth
Snow, Jean
Snow, Kathleen
Sprague, Sharon
Starkey, Paul
Stewart, Elizabeth
Stewart, Patsy
Stock, Brant
Stokes, Vicki
Strange, Jean
Streeter, Christine
Streeter, Stephen
Sturdevant, Sheri
Taggart, Lyn
Thomas, Meggan
Thompson, Jean
Thorne, Kathie
Thorne, Lanni
Thorne, Larry
Thorne, LeeAnn
Thorne, Timothy
Thorne, Wayne
Thurgood, Colleen
Tolman, Tom
Tran, Tina
Turner, Steve
Udy, Calvin
Unopulos, Stephen
Valentine, Dallas
Van Dyke, Dorothy
Van Dyke, Lynn
Vandermolen, Sally
VanNoy, Kelly
Vastardis, Karen
Villanueva, Alex
Wainwright, Camille
Walkowski, Cary
Wallenberg-McEwen, Karen
Walters, Mary
Whale, Ron
Whatcott, LaVon
Wheadon, Sydney
Wignall, Sharolyn
Williams, Bonnie
Williams, Martina
Williams, Janet
Williamson, Linda
Wilson, Barbara
Womack, Patsy
Wood, Eileen
Wood, Jodie
Yorgason, Keith

New Staff

Rachelle Blackham - Director
Jennifer Kay - Ombudsman
Colton Briggs - Senior Center Support Staff
Marni Montgomery - Senior Center Support Staff
Michael Taylor - Senior Center Support Staff
Christine Jessamine - Senior Center Support Staff
Kristie Riddle - Senior Center Support Staff

Retirements

Kristy Cottrell - Director
Viki Bowman - Senior Activity Center Coordinator

Career Service Milestones

Shawna Mahan - 25 years
Marie Jorgensen - 15 years
Debbie Draper- 15 years
Wendy Cypert- 15 years
Emily Jackson - 15 years
Lorie Rhew- 10 years

By the Numbers

Nutrition	TOTAL
Home Delivered Meals Served	100,635
Home Delivered Nutrition Clients	837
Congregate Nutrition Served	19,519
Congregate Nutrition Clients	998
Senior Activity Centers	**TOTAL**
Total Senior Center Participants	**2,514**
Total Participation (units)	**48,781**
Senior Activity Center Clients	1,101
Group Socialization (units)	23,935
Non-Medical Transportation-One Way Trips	12,780
Health Promotion	**TOTAL**
Evidence Based Total Participants	**404**
EnhanceFitness	120
Tai Chi for Arthritis	40
Arthritis Foundation Exercise Program	18
Tai Ji Quan	96
Living Well with Chronic Conditions	31
Walk with Ease	3
Bingocize	96
Non-Evidence Based Total Participants	**383**
Non-Evidence Based Participation (units)	7,461
Medical Transportation	**TOTAL**
Total One-Way Trips	**4,634**
Total Clients Transported	**214**
Trips Not Provided (unable to serve)	269
Cancellations	115
Vouchers	64
Distributed	37
Redeemed	27

SHIP Performance Measures	TOTAL
Total Contacts	6,258
Clients Served	1,750
Under 65	90
Clients Enrolled	1,520
Outreach Contacts Made	2,170
Contacts of Unserved Populations	728
SMP Performance Measures	**TOTAL**
Total Counselors	**7**
Total Counselors Hours	**892**
Group Outreach & Educational Events	100
MIPPA Performance Measures	**TOTAL**
Total Contacts	**1,692**
Contacts Under 65	86
Native American Contacts	20
English as Second Language Contacts	158
Contacts with Applications Submitted	37
Outreach Contacts Made	2,028
Ombudsman	**TOTAL**
Total Cases	**158**
Open Cases	105
Closed Cases	53
Total Consultations	**1,094**
Individuals (Client) Consultations	595
Facility Staff Consultations	499
Total Facility Visits	**259**
Routine Visits	154
Non-Routine Visits	105
Discharge Interviews	6
Training given to Facility Staff	2
Community Education Events	4
Total Volunteer Hours	**1,203**

Retired Senior Volunteer Program	TOTAL
Total Volunteers	**265**
Total Volunteer Hours	**36,645**
Total Volunteer (Host) Sites	**19**
In-Home Services	**TOTAL**
The Alternatives Program	
Total Clients Served	**130**
New Clients	31
Average Client Cost per Month	$350.00
Average Time on Program	1,746 days
Veterans Directed Program	
Total Clients Served	**29**
New Clients	8
Medicaid Aging Waiver Program	
Total Clients Served	**42**
Average Client Cost per Year	$6,995
Caregiver Support Program	
Total Clients Served	**60**
New Clients	34
Average Cost Spent per Caregiver	$1,500
Average Time on Program	9 - 12 months
Support Services	**TOTAL**
Total Information & Referrals	**15,562**
Total Outreach Units	**1,492**
People Served	891
Case Management	9
Total Service Provider Contracted	**189**

Community Outreach	TOTAL
Total Community Outreach Events	**6**
Total Social Media Posts	**97**
Total Newsletters Distributed	**30,093**
Center Distribution	7,850
Public Distribution	955
Physical Mail	3,539
E-mail	17,749
MailChimp Total Campaigns	**21**
MailChimp Total Recipients	**34,242**
Successful Deliveries	33,775
Average Open Rate	40.67%
Average Clicks per Unique Open	18.28%











> **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.**
>
> - Rosalyn Carter May 5, 2011