



Annual Report

2020-21



UtahAging.org

Utah Commission on Aging

Utah Commission on Aging

Message from the Commission Chair



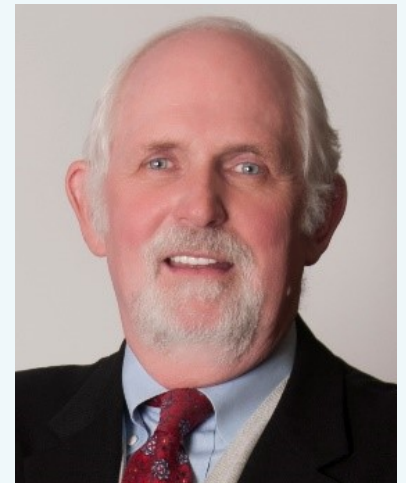
Andrew Jackson

The Utah Commission on Aging (UCOA) continues to address the needs of Utah's aging population which is rapidly approaching 20% of the total population. UCOA coalesces service providers, educators, and researchers, to build alliances that help solve policy gaps and more efficiently distribute information and personal services. Older adults in Utah also provide the bulk of family caregiving for parents, partners, and sometimes children. Supporting these individuals with resources and information is a high priority for the upcoming fiscal year. UCOA is leading the effort to build financial, health, and technology literacy among older Utahns so they remain connected to social networks and access to vital information as we continue to manage through our current public health crisis. It is our collective mission of UCOA to help all Utahns live their best lives and support them in the challenges and opportunities of aging.

Message from the Executive Director

UCOA made huge strides in fiscal year 2020-21 and in partnership with the state area agencies on aging (AAAs) created, hosts, and manages the state's unique virtual resource center for Utah's older adults. UtahAging.org is fast becoming navigation central for individuals to find resources, education and research, recreation outlets, lifelong learning, as well as professional affiliation and development in geriatrics and gerontology. UCOA is the leader in driving access to information through technology to address the limitations of our pandemic era and to build capability for our less mobile, rural, and often isolated older adults.

UCOA has developed an older adult call center ready to launch in 2022 to help people navigate information and services more efficiently and to learn how to become more self-reliant through technology.



Rob Ence

We respectfully submit this summary annual report to the State of Utah and our core stakeholders. This summary highlights UCOA for fiscal year

A handwritten signature in black ink that reads "Andrew Jackson".

A handwritten signature in black ink that reads "Rob Ence".

Our Social Impact

Utahns are better prepared to engage the opportunities and challenges of aging.

Our Mission

The Utah Commission on Aging convenes stakeholders to innovate, advocate, educate, and communicate to help Utahns navigate the opportunities and challenges of aging.

Our Values

Empowering decision makers through knowledge
Fostering innovative new ideas and pathways
Advocating effective policy and removing barriers
Applying data/best practices for improved outcomes



UCOA Statutory Commitment to Stakeholders:

(Policy Makers, Researchers, Service Providers, Public)

Research

Study, evaluate, and report on the projected impact on the state's ecosystem
Facilitate and conduct the research and study of aging issues
Study and evaluate policies and programs in other states and countries

Public Policy

Identify and recommend policies and programs
Study, evaluate, and report on the status and effectiveness of policies and programs
Work with policy makers in analysis, planning, and preparing

Resource Education

Increase understanding of current and future needs and solutions
Facilitate collaborative efforts between public and private entities
Increase public awareness on innovative solutions and services

Communications

Provide a forum for public access and input on aging issues
Utilize all media formats to disseminate public information
Report results and account to stakeholders

UCOA Statutory Membership as of June 30, 2021

Chair:

Jackson, Andrew	Public Transportation
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Appointed Members:

Anderson, Amy	Utah League of Cities and Towns
Burbank, Chris	Public Safety
Curley, Darlene	General Public – Policy
Daniel, Ronnie	Alzheimer’s Association
Hofmann, Michelle	Utah Department of Health
Hollinghaus, Mike	Demographer
Holmgren, Nels	Division of Aging and Adult Services, DHS
Kelso, Gary	Long-Term Care
Leggett, Paul	Utah Association of Area Agencies on Aging
Milne, Linda	General Public – Emergency Preparedness
Miner, Joseph	Exec Dir, Utah Dept of Health
Ormsby, Alan	Advocates for Aging Population
Rajeev, Deepthi	Charitable Organizations
Supiano, Mark	Higher Education
Wilson, Troy	Legal Profession
Wright, Glenn	Utah Association of Counties

Executive Director:

Ence, Rob

2020-21 Thank Yous to Commission Member Departures

Statutory member changes as individuals moved on to new assignments and others were impacted by the change in state leadership, and the Commission was awarded new member seats by the legislature. A special thanks to the following individuals for their support and many contributions to the Commission effort over the past few years: Cindy Turnquist, Lewis Singer, Joseph Miner, David Gessel.

UCOA Contributing Partners/Organizations

Acero	Susana	Holy Cross Ministries	Hilman	Judi	Health Care Consultant
Acevedo	Manuel	Helpful Village.com	Hincks	Bacall	Children's Service Society
Aerts	Sally	Falls Prevention Alliance	Hoffman	Joel	Director UDOH Bureau of Licensing and Certification
Alderman	Kent	Lewis Hansen Law Firm - Utah WINGS Program	Hoffman	Matt	UHN
Altman	Tracy	American Health Plans	Holdaway	Kory	KMH Consulting & Government Affairs
Andersen	Troy	Dir of Goodwill Program, College of SWU of U	Hollingshaus	Mike	Demographer Kem C Gardner Policy Institute
Anjewierden	Dirk	ED Utah Health Care Association	Holmgren	Nels	Director of Utah Division of Aging and Adult Services
Asman	Anne	U Dept of Psychiatry - Geriatrician	Iwamoto	Jari	Utah State Senator and Falls Prevention Co-Chair
Astle	Paul	Homespire Health	Johnson	Grant	CAPE Volunteer Davis Co.
Babitz	Marc	UDOH	Jones	Patricia	Women's Leadership Institute of Utah
Barlow	Stewart	Utah House of Representatives	Lee	Melissa	Alz Assoc Dir of Communications
Beattie	Miriam	U SOM Div of Geriatrics	Lee	Traci	Adult Protective Services
Blake	Ed	Habitat for Humanity	Luke	Margene	Utah Caregivers Association
Brooks	Denise	Social worker, psychotherapist	Mack	Alex	Jewish Family Services
Brown	James	Broadcast Journalist	Madsen	Nancy	Utah Department of Human Services
Brunt	Teresa	Injury Prevention and Trauma Outreach IMC	McCullough	Matt	Utah Technology Network
Chin	Brian	UHN	McGee	Nancy	Gerontologist
Christensen	Emily	Crescendo Music Therapy	McKay	Tom	Community Health Paramedic
Christensen	Marianne	SLCo Aging Services Health Promotion Manager	Meinor	Lynn	UDOH Alzheimer's Coordinating Council
Clark	Christine	UCOA Policy and Research	Mendenhall	Nan	Utah Adult Protective Services
Clayton	TantaLisa	Utah Legal Services	Meppen	Diane	Dir of Survey Research Kem C Gardner Policy Institute
Collett	Cami	St. Marks Physician; Chair Utah POLST Committee	Miller	Stephanie	PennaPowers - Relay Utah
Cook	David	Executive Director, Comagine Health Utah	Morgan	Jennifer	USU & State ADRC Coordinator
Cottrell	Kristy	Utah Area Agencies on Aging	Nelson	Julie	UHN
Covey	Wid	KSL.com; Senior Leaf	Nance	Kate	Grant Coordinator, DHS
Cressman	Rebecca	Broadcast Journalist, Hispanic Community Liaison	North	Christie	CCPP Grant Project Coordinator U of U Sch of Business
Crossley	Ken	BYU and Engage Creativity for Life	Parker	Deborah	Home Care Services
Cummings	Doug	Elder Law Attorney	Passey	Christine	SLC Mayor Special Projects
Cunningham	Jeremy	Alz Association	Pearson	Cory	Dept of Vet Affairs - Veterans Services Coordinator
Daniel	Candice	Clinical Psychologist, VA, St. George CBOC	Pero	Samantha	Senior Exec at KSL
Dailey-Provost	Jennifer	Utah Legislator, Non Profit Executive	Petro-Eschler	Victoria	SaltyCricket.org
Dassell	Kara	Utah Gerontology Interdisciplinary Program	Pinilla-Coxe	Victor Hugo	The Americas Council
Davis	Marion	Representing Dept of Workforce Services	Polacheck	Laura	Independent Writer/Contributor
DeMarco	Heidi	Mountainlands AAA	Pruhs	Alan	Ex Dir of Association of Utah Community Health
Diaz Moore	Keith	U of Utah Dean of Architecture	Quatrala	Rosemary	Jewish Family Services
Diehl	Cameron	Executive Director Utah League of Cities and Towns	Redd	Emily	Homespire Health
Eaton	Jackie	U Coll of Nursing	Riebe	Kathleen	Utah Senate
Edelman	Linda	U Coll of Nursing	Riggle	Andrew	Disability Law Center
Ellington	Lee	U Coll of Nursing	Rollins	Tara	Ex Dir of Utah Housing Coalition
Evans	Janice	Broadcast Journalist	Ruppel	John	Family Caregiver Website Sponsor
Eyre	Rachel	UHN Account Rep	Salari	Sonia	U Family and Consumer Studies
Faherty	Sean	Ut Leg Analyst Higher Ed Sub Approp	Shupe	Judy	Citizen Advocate
Farrell	Michael	SOM Staff	Silver	Ellen	Jewish Family Service
Farrell	Timothy	MD Div of Geriatrics	Sisofa	Briana	U Grad Student GIP
Ford	Jack	Retired journalist, law enforcement	Spangler	Allison	UTHCA Director of Member Services
Forsythe	Navina	UDOH Director Center for Health Data and Informatics	Starley	Richard	Senior activist, LGBTQ community
Frick	Janet	Utah Aging Alliance	Supiano	Katherine	U Coll of Nursing
Galindo	Michael	IHC Physician and President of Utah Geriatrics Society	Talley	Nate	Governor's Office
Gallegos	Joan	Health Care Educator/Advocate	Tanner	Corinna	BYU Associate Professor Gerontology
Gallegos	Tammy	San Juan County AAA Director	Thomas	Sharna	WINGS Program Coordinator - Admin Office of the Courts
Gardner	Emmie	Holy Cross Ministries	Thomas	Wendy	Dir of Parks, Events, Recreation - Herriman City
Garrett	Teresa	U College of Nursing	Van De Graff	Arie	UDOH Commodity Supplemental Food Program
Ginos	Becky	Davis Clipper	Vaughan	Ralph	Davis County Elder Advocate
Goodman	Sam	Broadcast Producer, Navajo Liaison	Vesely	Collin	UCOA Web Intern
Hadean	Hailey	Nursing Home Administrator	Wade	Heidi	Weber Human Services, Senior Companions Director
Hall	Deb	SAGE - Utah Pride Center	Wahlen	Jake	Helpful Village.com
Hansen	Matt	Exec Dir of Homecare and Hospice Assoc of Utah	Wasson	Bob	Free-Lance Writer and UCOA Blogger
Harris	Danny	AARP Dir of Advocacy	Watson	Clay	Utah Association for Home Care
Hart	Ben	Mask for Every Utahn	Woolsey	Sarah	Comagine Health Utah Medical Director
Hart	Jeremy	SLCo Aging Services Asst Director	Wilkes	Michelle	Utah Courts WINGS
Harter	Gary	ED Dept of Veteran & Military Affairs	Zwerin	Jamie	Tooele Co AAA

Quarterly Summit Meeting Topics

Complete packets and recordings of meetings can be found at <https://ucoa.utah.edu/meetings.php>.

All meetings are virtual and open to the public. *Average Attendance = 60+ Members/Partners*

Zoom Meeting <https://zoom.us/j/640416337>

Or Dial 669 900 6833

Meeting ID: 640 416 337

Summer Quarter Thursday - August 13, 2020 @ Zoom Conference

Executive Director Report

Rob Ence

Advocacy Updates

Legislature and Commission Sunset/Renewal Hearing – September
Census 2020

Website and Communications

Advance Care Planning Podcasts available – Dr. C. Collett; T. Wilson, JD
Gerontology Education & GWEP
U4A Collaboration on Virtual Centers

Partner Developments

Center on Aging Retreat
Geriatric Psychiatry Clinic
Helpful Village
AAIC and Alzheimer's Walk

Heather Podolan
Anne Asman
Jake Wahlen
Jeremy Cunningham

Conversation w Joel Hoffman, UDOH Director, Bureau of Licensing and Certification

Managing Our Wellness

Facilitator, Candice Daniel, PhD

Fall Quarter – Thursday, November 12, 2020 @ Zoom Conference

Executive Director Report

Rob Ence

Public Policy

Commission Sunset and Statutory Change Recommendations
Utah Home Health Policy Change Recommendations
Other priorities discussion

Melissa Hinton

Jeremy Cunningham

Community Resources

U4A/UCOA Virtual Center – pilot for volunteer and event management
Website additions
Recap of Center on Aging Caregiving Retreat
Other programs discussion

(Fall Continued)

Justice in Aging – Outing Ageism in the COVID Era
Age as a “tie-breaker” for health care decisions
Other COVID-related updates

Mark Supiano

I-SNPs (Institutional Special Needs Plan)
Additional comments

Tracy Altman
Gary Kelso

Winter Quarter – Thursday, February 11, 2021 @ Zoom Conference

Executive Director Report

Rob Ence

Public Policy

Commission on Aging Reauthorization SB 0030
New roles to be filled
Member coordination and strategy meetings
POLST Act Amendments SB 0083S03
Social Security State Tax Removal
Elder Fraud Support

Community Engagement

U4A/UCOA Virtual Center – pilot feedback 3 AAAs
Virtual resource center goes-live
Survey, tech training, collaborative calendar, etc.

Vaccination Enrollment Support Discussion
Assessment of demand and gaps in system
Volunteer call center

Facilitated

Utah Falls Prevention Alliance Annual Report

Teresa Brunt

Spring Quarter – Thursday, May 13, 2021 @ Zoom Conference

Executive Director Report

Rob Ence

Upcoming meeting with the Governor
Community partner guidelines/cross reference/older adult experts
Website – utahaging.org
Hotline & Surveys

Community Partner Conversations

Laws protecting the rights of individuals to vote
Utah Caregiver/Care Partner plan and initial survey

Sheri Newton
Deb Scammon
Rebecca Utz
Katarina F. Feltsted
Katie Sierer

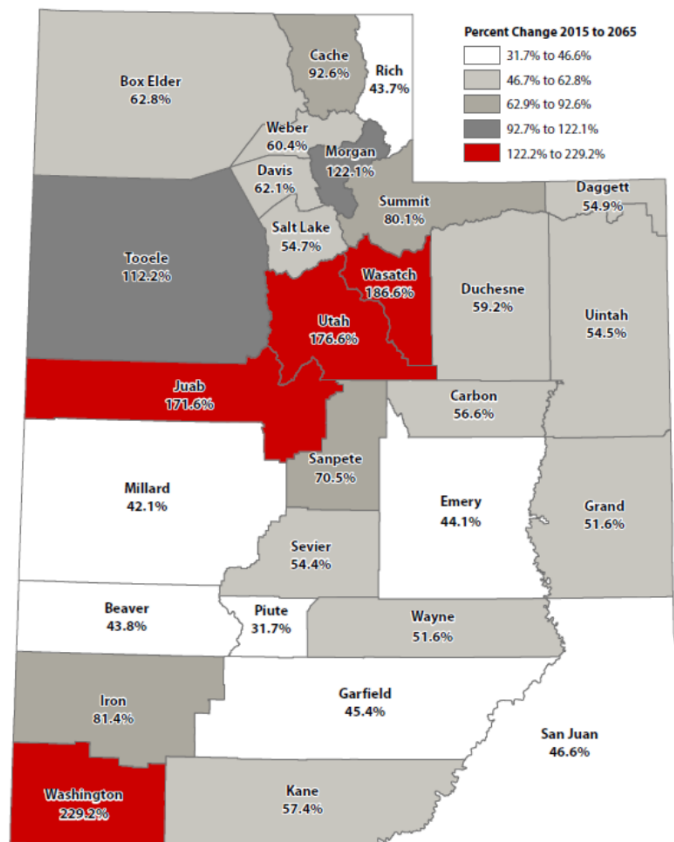
Age Friendly University
ACP/End of Life Care gaps – Hospice House

Utah Aging - State Overview

The COVID era continued throughout the 2020-21 fiscal year. In collaboration with area agencies on aging and other community partners, the Commission focused resources on creating a virtual resource center to complement program efforts of service providers and to establish a comprehensive center for aging information in Utah. Connectivity and access to information were vital in assisting the effort to disseminate services and provide engagement alternatives to promote healthier lifestyles and mitigate the mental and emotional impact of social isolation. UtahAging.org has become the center piece of the Commission's collaborative effort with community partners.

The Commission partnered to support key legislation impacting older adults, hosted educational events on falls prevention, advance care planning, elder abuse, connected with AAA advisory councils, advised on Census enrollment for older adults, and helped launch several new initiatives including the creation of the state family caregiver plan, outreach efforts for adult protective services, engaging arts for therapeutic and lifelong learning opportunities, and revived the affiliation of geriatric and gerontology professionals for advanced education and resource networking.

Figure 3:
Percent Change in Utah Population by County
2015-2065



Sources: Kem C. Gardner Policy Institute 2015-2065 State and County Projections; DemographyUTAH Population Committee 2010-2016 Population Estimates.

As our communities strive for normalcy balanced with public health requirements, there are many lessons learned along the way. When people are isolated, abuse – financial and physical, accelerate. One in five older adults reported some form of abuse which is twice the rate of pre-pandemic reporting. The use of technology for sharing services and information is here to stay and provides better opportunities for the most isolated, less mobile, rural, and chronically ill. The imperative is to make technology accessible, affordable, and safe to use. Technical literacy can be a lifeline.

Certain demographic areas continue to explode across the state. The Commission and the network of dedicated agencies are engaged to ensure successful aging for the future of all Utahns as illustrated in the following pages of program highlights.

Communications

UtahAging.org - Our Unique Virtual Resource Center

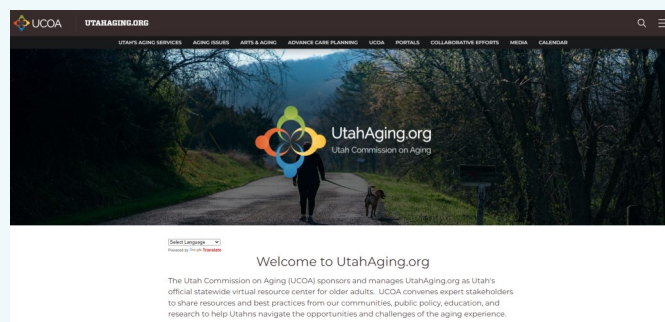


UCOA created, hosts, and manages UtahAging.org as Utah's official statewide virtual resource center for older adults. UCOA aggregates and disseminates vital information from experts and service providers and shares resources and best practices from our practicing communities, policy, education, and research sources. Utahns now have virtual access to navigate and manage the opportunities and challenges of aging.

UCOA conducted a survey in partnership with Utah State University's AD RD program of older adults age 50+ in Utah on IT usage to determine current access, use, and frequency and identify the barriers of utilization. This effort informs how we can increase affordable access and safe use of technology amongst our older adults and provide better access to online services, information and resources, with a focus on individuals who may be less mobile or live in rural settings.

Communications Highlights:

- UtahAging.org (formerly UCOA) website is the unique online resource center for older adults, families, care partners.
- Website additions include aging services informational video produced, interactive maps, calendar, and resource guides adopted.
- UCOA hosts four quarterly partner summits with average attendance of 60+; agenda summaries above and materials archived on website.
- Older adult call center pilot completed to assist with information navigation.
- UCOA joins the Utah Broadband Advisory Council.
- Utah Creative Aging Coalition collaborates with the Utah Arts and Museums.
- YouTube channel new assets include Advance Care Planning, Emergency Preparedness, and Utah Elder Abuse Awareness Day series added here: [UCOA YouTube Channel](#).



What's Next:

- Promotional public campaign to promote UtahAging.org and related resources.
- Launch volunteer call center for resource navigation, event management, volunteer matching, and technology mentoring.
- Website content updates, expansion of content and contributing sources.
- YouTube channel asset expansion and new Rap on Aging episodes.



Research and Academia

UCOA proactively connects research and academic programs across Utah's higher education gerontology and related programs. We also provide a conduit to program information from other interdisciplinary resources internal and external to the state. This effort informs future impact on state and local programs, educational and business needs for development of expertise in gerontology, and policy decisions that impact older adults.



Research and Academic Highlights:

- Participated in the 2020 AAIC (Alzheimer's Association Internal Conference) Virtual conference.
- Created first website presence of all Utah academic centers with training and certification offered in gerontology studies.
- Created website presence for the promotion and participant recruitment for research studies involving older adults.
- Sponsored two University of Utah gerontology graduate students practica and supervised their projects, introducing them to policy process, engaging expertise in website development projects.
- UCOA is a contributing partner to the Geriatric Workforce Enhancement Program (GWEP) under the Utah Geriatric Education Consortium (UGEC).
- Utah Geriatrics (and Gerontology) Society website build and leadership to revive the professional education and networking affiliate.

What's Next:

- Sponsoring additional advanced gerontology students to mentor in required practicum projects at the University of Utah
- Promote and grow the collaborative statewide academic effort to promote gerontology education, build business links, and assist in research promotion and subsequent publication.
- Incorporate research topics in monthly blog contributions.
- Collaborate on the Age Friendly University Framework
- Collaborate on the Age Friendly Communities Housing Summit Project with U College of Architecture

Public Policy

UCOA advises, consults, and advocates on public policy related to older adult issues. We contribute to the content of legislation, administrative rules, budget considerations in support of legislator inquiry and community service agencies' funding requirements. UCOA's efforts inform policy makers on the status and effectiveness of policies and programs through analysis and objective evaluation. Our efforts provide insights to state and local governments for future planning and demographic growth preparation.

In the 2021 legislative session, UCOA worked with legislators on SB30 (Sen Iwamoto and Rep Barlow) to address the sunset provision of the Commission and to provide flexibility with statutory appointments. While permanent removal was desired, renewal was unanimously supported for 2026 review. UCOA also sponsored SB83 (Sen Iwamoto and Rep Ward) to modify the statute from "Life with Dignity Order" to "POLST Order" and allow for virtual signature execution, and in certain exceptions, phone authorization when witnessed by a second health care provider. This was an important adjustment to help people with advance care planning in the unusual circumstances related to our current public health crisis.

Public Policy Highlights:

- UCOA successfully renewed and additional member appointment flexibility to reflect the needs of future challenges.
- POLST Order act successfully modified with virtual authorization mechanism.
- Met with Utah Governor Cox and established quarterly meetings with key staff
- Met with Utah House Speaker Brad Wilson on older adult issues
- Participated in private meeting on older adult issues with U.S. Rep. Ben McAdams.
- Participated in private meeting on older adult issues with U.S. Rep. Blake Moore.
- Met with U.S. Sen. Romney staff on health care and social safety net issues.
- Represented older adult sector on the Complete Count Census 2020 committee.
- Provided testimony or support for partner organizations including removal of Social Security state tax on retirement income, expanding scope of health care practice for qualified NPs and PAs (separate bills), fraud, and inheritance issues.
- Keynote speaker at Alzheimer's Association advocacy day.

What's Next:

- Legislative appropriations request to support volunteer call center, virtual resource center, and technology literacy training.
- Co-lead core committee in drafting a Utah State Caregiver Plan
- Lead core committee to update state aging plan 2065
- Rules updates on POLST Order legislation
- Work on policy for hospice homes, managing unbefriended adults that fall into health expense and care gaps, and adult protective services resources.
- Support efforts to create a state Alzheimer's research center.

Community Resources and Engagements

UCOA actively engages community partners to coordinate and advance education and information for efficient delivery of services to the public. We facilitate communication and coordination between public and private entities to increase public awareness on resources and services available and inform public policy makers related to older adult issues. UCOA co-sponsors, supports, and participates in community partner events to promote public awareness, education, and personal empowerment.

Community Outreach Highlights:

- Co-sponsored and co-chaired all Falls Prevention Alliance projects and hosted an annual summit during legislative session.
- Obtained Utah Governor declaration naming Sept 23 as Falls Prevention Day.
- Presented to Five County senior conference on the physical, psychological, and environmental elements of a home, how to be independent and not isolated, and how to safely navigate our older years. Conference had about 100 attendees.
- Presented to U Social Work upper level class Commission work.
- Presented at the 2020 N4A conference on the results of an elder justice grant and led a panel on the challenges of finding victim's stories in multicultural settings.
- Co-hosted and facilitated the 5th Annual Advance Care Planning (ACP) Summit with over 120 + attendees with key topics on challenges of health care through technology and changes to advance care planning documents and strategies.
- Active in state Alzheimer's coordinating council and Alzheimer's Assoc Board.
- Presented Commission work to the Utah Digital Health Services Commission.
- Presented to the Utah Broadband Advisory Council
- Facilitated ACP panel with the Huntsman Cancer Institute social workers
- Presented and trained Utah Health Care Association at multiple meetings on advance care planning documents and utilization.
- Presented to the Homecare & Hospice Association of Utah conference on ACP
- Hosted and co-planned the first Utah Elder Abuse Awareness Day virtual conference and workshops with 200+ attendees.
- Collaborate with Adult Protective Services (APS) to plan and promote awareness of services, needed training, court and legal matters, and financial protection.
- Collaborate with U College of Architecture housing study "From Sheltered in Place to Thriving in Place: Perspectives on Healthy Aging & Resilient Places during the COVID-19 Pandemic".

- Helped restart Utah Geriatric and Gerontology Society board, educational meetings, and created supportive website.
- Participated with exploratory group to develop Hospice Homes concept.
- Led panel at annual GWEP meeting on “Expressions of Caregiving”
- Presented on UCOA and aging issues related to business community with the South Valley Chamber of Commerce
- Participated in the focus group on Summit County Housing alternatives for older adults sponsored by the county advisory group.
- Contributed to WINGS (Working Interdisciplinary Network of Guardianship Stakeholders) Committee for the Utah courts system and working to develop solutions for volunteers to help with conservatorships and promoting online resources.
- Chaired Comagine community board work and Utah Partnership for Value
- Met monthly to inform, coordinate, and collaborate with the Utah Association of Area Agencies on Aging.

What's Next:

- Continue collaborative work with issue partners including WINGS, guardian of the court, Comagine, Alzheimer's Council, Area Agencies on Aging, Department of Health and Human Services programs, long term care partners, educational partners at Utah's academic institutions, etc.
- Recruit, train, and manage volunteers to drive call center and provide literacy support in health, finance, and technology.
- Present with partners to U.S. Aging conference summer 2022 on issue work.
- Convene quarterly commission summit meetings and addressing topics of current and high priority needs to our communities.
- Plan, co-sponsor, and host specialty summits on falls prevention, advance care planning, aging-in-place housing, elder abuse awareness, and others.
- Continue close collaboration with AAAs, their advisory councils, and joint work on virtual resource center, volunteer and event management programs.
- Expand and promote content on UtahAging.org and YouTube media.



Utah Commission on Aging

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UtahAging.org

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