Annual Report 2019-20





Utah Commission on Aging

Message from the Commission Chair

Every day in Utah, more people turn 65 years-old than five. Older Utahns are living longer, healthier, and more productive lives well into their later years. As a state, we rightly put a lot of resources into educating our young people. We must also put resources into ensuring that those who have done so much for us and our state are also having their needs met. The Utah Commission on Aging understands the needs of Utah's aging population and how to meet those needs whether its helping a 70-year-old grandmother take care of both her nine-year-old grandson and her ninety-year-old mother, or helping an at-risk older couple receive safe,



healthy, nutritious meals delivered to their door, or providing assistance with recognizing fraud, or organizing falls prevention outreach efforts.

The vast majority of assistance to our older Utahns comes from family, friends, neighbors, and even other older Utahns. The Commission on Aging works to bring a broad spectrum of agencies and resources together to identify gaps in services and to find ways to fill those gaps. These are unprecedented times, and the need for the Commission of Aging has never been greater.

Message from the Executive Director

Year-End June 2020 wraps a successful year of impact for the Utah Commission on Aging and its expanding network of community partners and contributors. The onset of the COVID-19 pandemic has accelerated the urgency of our ability to assist older adults in Utah with a special focus on the most vulnerable and isolated. The work of the Commission on Aging has never been more relevant and essential.

our core stakeholders in public policy, research and education, community services, and the general public. This summary highlights the Utah Commission on Aging story for fiscal year July 2019 – June 2020.

Andrew Jordoson

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

- 1. Democratized knowledge: empowering decision makers
- 2. Disruptive innovation: fostering new ideas and pathways
- 3. Active advocacy: promoting effective policy, removing barriers
- 4. Predictive modeling: 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
Encourage state and local governments to analyze, plan, and prepare

Resource Education

Increase public and government understanding of current and future needs and solutions Facilitate communication and coordination of the functions of public and private entities Increase public awareness on innovate solutions and services available

Communications

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

UCOA Statutory Membership as of June 30, 2020

Chairperson:

Jackson, Andrew Public Transportation

Appointed Members:

Anderson, Amy Utah League of Cities and Towns

Burbank, Chris Public Safety

Daniel, Ronnie Alzheimer's Association Gessel, David Health Care Provider

Hale, Vale Exec Dir, Governor's Office of Economic Dev Holmgren, Nels DAAS - ibo A. Williamson, Exec Dir, DHS

Kelso, Gary Long-Term Care

Larson, Tracey Financial Institutions

Leggett, Paul Utah Association of Area Agencies on Aging

Milne, Linda General Public Representative
Miner, Joseph Exec Dir, Utah Dept of Health
Ormsby, Alan Advocates for Aging Population

Pierpont, Jon Exec Dir, Utah Department of Workforce Serv

Rajeev, Deepthi Charitable Organizations

Singer, Lewis Ethnic Minorities
Supiano, Mark Higher Education
Turnquist, Cindy Business Community
Wilson, Troy Legal Profession

Wright, Glenn Utah Association of Counties

Special Thanks to Tracey Larson

UCOA says goodbye to Tracey Larson, who has retired, a longtime Commission member and representative of the financial industry. Tracey has been a vital collaborator on helping shape safe banking practices throughout the state and was a partner with UCOA in helping pilot the AARP Bank Safe project in 2016-17 that has now gone live nationally.



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	UHIN
Altman	Tracy	American Health Plans	Holdaway	Kory	KMH Consulting & Government Affairs
Andersen	Troy	Dir of Goodwill Program, College of SW UofU	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	Jani	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	UHIN	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	UHIN
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		Pero	Samantha	Senior Exec at KSL
		Clinical Psychologist, VA, St. George CBOC			
Dailey-Provost		Utah Legislator, Non Profit Execuive	Petro-Eschler		SaltyCricket.org
Dassell	Kara	Utah Gerontology Interdisciplinary Program	Pinilla-Coxe		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	Quatrale	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	UHIN 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	Sisofo	Briana	U Grad Student GIP
Ford	Jack	Retired journalist, law enforcement	Spangler	Allison	UTH CA 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	Shonna	WINGS Program Coordinator - Admin Office of the Courts
Gardner	Emmie	Holy Cross Ministries	Thomas	Wendy	Dir of Parks, Events, Recreation - Herriman City
Gardner	Teresa		Van De Graff		
		U College of Nursing			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	Wassom	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
		ED Dept of Veteran & Military Affairs	Zwerin	Jamie	Tooele Co AAA

Statutory Meeting Requirements – Quarterly Summary

Key Themes and Partner Presentations

Summer Quarter - Thursday, August 08 @ Bateman Horne Center, SLC

UCOA Website update and YouTube channel launch

UHC Conference Aug 27-28 Tara Rollins

Advanced Care Planning Summit Sep 10 Deepthi Rajeev

Grant Status ePOLST and Falls Prevention Teresa Rivera

Alzheimer's Assoc. AAIC, Walks, State Plan Ronnie Daniel, Lynn Meinor

DOJ Grant – Elder Justice Report

Adult Protective Services Mark Perry

Utah Legal Services TantaLisa Clayton

Utah Commission on Aging Rob Ence

Fall Quarter - Thursday, November 07 @ AARP Utah, Midvale

Executive Director Activity Update Rob Ence

CNA/UDOH Issue Update

N4A Updates

Grant Status ePOLST, Falls Prevention, Home Health Care

Alzheimer's Assoc., State Plan, Center for Research R Daniel, L Meinor

Complete Count Census 2020 Shannon Simonsen

General information and conversation on assuring we identify and cover gaps among older adults to assure a complete and accurate census count.

Utah Creative Aging Coalition (UCAC)

Utah Office of Outdoor Recreation Rose Smith

Personal Journey of Adaptive Recreation Bob Wassom

Winter Quarter - Tuesday, February 12 @ Utah Capitol Board Room, SLC

Hospice and Home Health Merger Clay Watson

Summit County Aging Alliance Model Briana Sisofo

Fall Prevention Update / Grants Sally Aerts, Anne Thackeray, Matt Wilson

Legislator open house Sen. Jani Iwamoto

Spring Quarter Wednesday, May 14 @ Zoom Conference

Advocacy Corner Jeremy Cunningham and Rob Ence

Legislative Wrap Up

Current Call to Action – Funding Priorities

Managing Older Adult Issues in a COVID-Colored World

State LTC Task Force Update Sarah Woolsey, M.D., Lynn Meinor

Partner Perspective Forum Rob Ence, Facilitator

(Sharing insights, informing practices, identifying gaps, emerging policy issues, etc.

Impact on municipalities, AAAs, healthcare delivery, long-term care, elder abuse and fraud, guardianships, home care & hospice, caregiving, emergency response, and more.

New ADRC Funding Resource for AAA

Jen Morgan

Average Attendance = 50+ Members/Partners

Aging in a COVID-19 World

The advent of the COVID virus in the spring of 2020 changed our world. It continues to impact how we address the health and well-being of our older citizens especially those with vulnerabilities that were amplified because of the pandemic.

UCOA is cooperating with partners statewide to provide input and act as a reliable distributor of information through our media channels. We consult with partners at the department of health and share contacts and information to assure gaps are identified and resources allocated where needed most. We are driving all communications virtually as efficiently as possible and working to assure staff that provide essential services have the training and resources to be safe and successful.

Current engagements to support the COVID-19 response by:

- Posted links and information on the UCOA website and Facebook
- Provided input and consultation to the UCOA partner network and the state task force where appropriate
- Provided support to the U4A (Utah Association of Area Agencies on Aging) to facilitate sharing of information and provide solution assistance when gaps and shortages are identified, and best practices shared.
- Consulted in the successful grant acquisition (with Utah State University ADRC Jen Morgan) bringing additional funds to Utah's AAAs for aging and disability issues, specifically to address technology shortages.
- Led an effort of partners to seek a waiver of in-person signatures required for POLST agreements that are being updated or created in the absence of a provider's presence to complete the signature requirements. Waiver not granted by Governor, but recommendations are being honored during the pandemic.
- Dedicated portions of partner/member quarterly meeting in May and August to response experience and perspectives from municipal leaders at the city and county levels, area agencies on aging, urban and rural, state long-term care task force updates, mental health considerations, persons with disabilities, research, post COVID considerations for caregiving, health, and economic realities.
- Facilitated a wellness conversation with service providers with clinical psychologist contributor, Candice Daniel, PhD.

- Developing with U4A a state online virtual resource center to connect existing programs and services and add additional programming statewide
- Working to improve internet and broadband services to rural and vulnerable populations along with access to equipment, training, and safe use of technology.

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.

Current engagements with research and academia:

- Participated in the 2019 AAIC (Alzheimer's Association Internal Conference) in Los Angeles attending sessions on public policy issues, sleep and cognition, lifestyle interventions, and aging in place in diverse populations
- Fostered development of education and research collaborative, led by Jackie Eaton of
 Utah's Gerontology Interdisciplinary Program, to connect and promote educational recruitment, training, certification, job placement, and related research from Utah's gerontology programs at Utah State, Weber State, University of Utah, BYU, and UVU met to discuss promotion of educational opportunities and contributions to the UCOA as a connecting resource of publications and best practices across the academic institutions in the state
 with gerontology programs.
- Met with officials from U.S. Department of Health and Human Services in Deer Valley as part of Comagine Health's conference discussing the future of CMS funding initiatives, payment reform, research, etc.
- Sponsored University of Utah intern to learn and manage UCOA communication channels, website and Facebook development and management.

- Sponsoring additional advanced gerontology student to mentor in required practicum projects at the University of Utah
- Developing a dedicated collaborative website to promote the multi-institutional gerontology programs across the state of Utah to promote awareness, recruitment, training, certification, career development and placement, and education of the business community about the value of gerontology credentials in the workplace.
- Launching monthly blog contributions from the collaborative on current research and education trends and topics to add depth and content to UCOA's virtual resource center.

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.

Current engagements with public policy:

- Supported 2020 legislative efforts including Adult Protective Services, affordable and flexible housing, financial banking protections against fraud, Utah Center on Aging's brain health research center, Children's Service Society, rural and geriatric specialty educational loan forgiveness, home health hub grant for home and health care providers, affordable prescription drugs, ageism in the workplace, Silver Alert notification, and additional UCOA funding.
- Supported maintaining 2019 funding levels for Utah's area agencies on aging.
- Supported economic impact issues related to the ERA coalition specific to wage disparity and its effect on financial security for older women.
- Represented older adult sector on the Complete Count Census 2020 core committee advising on the challenges and strategies for reaching this population.
- Convened coalitions that brought two recent rules changes that impact older adult care in assisted living facilities and those needing safe haven from abuse. Both were the result of a joint effort of aging resource partners and UALA (Utah Assisted Living Association):
 - o to determine better requirements around training that successfully recognizes the needs of the UALA business community while assuring skill and competence training and measures to assure patients have the highest level of care. This first step addressed specific requirements dementia training.
 - o to make available hospitality beds for up to two weeks for individuals referred by Adult Protective Services needing a safe place to stay for victims of domestic abuse.

- Seeking reauthorization status for UCOA given sunset review set for July 2021.
- Supporting requests delayed by COVID impact for the Health Care Workforce Assistance Program, UCOA, Alzheimer's Disease Research Center, issues in support of housing, financial security, and affordable health care.
- Supporting efforts to assure technology reach throughout the state with programming, training, access to resources, promotion of telehealth which has proven to be in demand and effective for many older adults.
- Supporting rules review to ensure quality care, efficient business practices, and COVID-related limitations e.g. POLST in-person signatory requirement.

Community Resources and Engagements

UCOA actively engages community partners to advance education and preparedness and 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.

Current engagements with community partners and outreach:

- Participated as a full partner with the state Alzheimer's Coordinating Council and promotes the council's state plan
- Contributed to WINGS (Working Interdisciplinary Network of Guardianship Stakeholders)
 Committee for the Utah courts system.
- Supported the Utah Center on Aging retreat, educational outreach, staff and faculty meetings with division of geriatrics stakeholders, website expertise, and advocacy for a future center on brain health research.
- Co-sponsored the *Utah Housing Matters Conference* in August 2019. Created the first series
 of workshops dedicated to older adult issues in housing including: Community Support for
 Aging in Place, Homelessness Among Older Adults, Making Room: Housing for a Changing America, Innovation and Inclusive Design for all Ages and Abilities. UCOA moderated
 a workshop on the building of collaborations for collective impact and focus on aging with
 dignity. UCOA also participated in a panel discussion based on the Utah Gardner Institute's commissioned technical memorandum on housing affordability and rental support
 among older adults.
- Co-sponsored the 4th annual *Advanced Care Planning Conference* in September 2019 with Comagine Health and other community sponsors. Presentations included Dr. Timothy Farrell's on "Orphan Patients" and Lee Ellington's caregiver coalition update. UCOA moderated a panel of experts discussing the application, barriers, situations of a POLST in the context of a nursing home, EMT call, attorney, medical provider, ecclesiastical counselor. Keynote on end-of-life decisions was delivered by former Representative Rebecca Chavez-Houck.
- Participated in the development and application of the CCPP (Creating Caregiver Provider Partnerships) grant with U Eccles School of Business and Deb Scammon, PhD and project manager Christie North.
- Participated in innovative Summit County Aging Alliance addressing local older adult issues.
- Worked with Utah Health Care Associate to educate staff on advance care planning tools
 and encouraged patient/residents to update charts for POLST existence, completeness, and
 proper signatures to ensure wishes are followed.
- Assumed co-chair leadership with Teresa Brunt, IMC Injury Prevention Coordinator, for the Utah Falls Prevention Alliance. Many thanks to Sally Aerts and Senator Jani Iwamoto for launching and guiding the effort over the past three years.

- Fostered the creation of the *Utah Creative Aging Coalition*, developed in part as a practicum project for Emily Christensen, an experienced music therapist. The coalition combines the existing Music and Memory, Engage Arts Utah, other music therapy and movement programs, created a website and Facebook presence, surveyed the state arts organizations and has expanded its base. The coalition promotes therapeutic and live engagement opportunities to enhance and enrich the aging experience.
- Provided monthly video conferencing support for U4A meetings and conferences as requested.
- Visited with Tooele AAA Jamie Zwerin and staff, senior center managers, presented to the county aging council.
- Conducted five focus groups on fraud recognition and prevention related to UCOA produced training assets. Sites were in Salt Lake City, Kaysville, and Clearfield. Three were conducted in English, one in Spanish, one in Navajo.
- Presented to the Weber County Coalition for Abuse Prevention of the Elderly (CAPE) program on UCOA programs and fraud prevention.
- Presented to the Davis County Coalition for Abuse Prevention of the Elderly (CAPE) program on UCOA programs and fraud prevention.

- Working with WINGS program to utilize volunteers with financial expertise to help appointed guardians with their duties.
- Supporting multiple conferences and events related to financial security, advance care planning, housing, Five County AAA senior conference keynote.
- Collaborating with Utah's Area Agencies of Aging to create resources and programming for a central virtual resource center to complement existing programs and expand outreach statewide.
- Continuing the development and promotion of online services and programming that is increasingly essential in our virus-impacted world and promoting telehealth.
- Continuing to promote individual emergency preparedness and building personal safety and evacuation networks.
- Increasing representation of diverse interests and populations for better input and outreach into our varied aging communities.
- Promoting caregiving resources and for families and care partners.
- Completing the electronic hub development for an ePOLST registry and Home Health Hub for healthcare provider interface with home health service providers.
- Presenting at the N4A Conference (National Association of Area Agencies on Aging) on challenges of identifying and reporting fraud victim stories from multi-cultural environments.

Communications

UCOA continues to meet and exceed expectations to provide a forum for public and partner access and input through its collaborative meetings, expanding website presence, sector workshops, and media outreach efforts. The dissemination of reliable, unbiased public information is central to the Commission purpose. Publicly posted information along with this annual report contribute to the important accountability of the Commission's impact on Utah, its communities, and its citizenry. Commission website access here: UCOA Website

Current communications efforts:

- Launched the Utah Creative Aging Coalition
- Launched a UCOA YouTube channel containing Rap on Aging podcast series and educational videos from the Department of Justice funded grant in 2018-19 with fraud prevention assets in English, Spanish, and Navajo.
 - You can access the site here: UCOA YouTube Channel UTAH CREATIVE
- Completed a three-part training video on Advance Care Planning in partnership with Comagine Health. Segments provide overview, advance directive, and POLST agreement information and guidance.
- Refreshed and updated Falls Prevention Alliance website.
- Launched an informative blog on the UCOA website featuring recreational writer, Bob Wassom and wellness expert, Candice Daniel.
- Interviewed by several media outlets including
 - o Utah Business Magazine on Advanced Care Planning
 - o Davis County Clipper on social isolation
 - o Provo Daily Herald
 - o Logan's Herald Journal.
- Interviewed with James Brown podcast Living and Aging with Pride on older adult issues
 in the COVID environment along with Dr. William Cosgrove.
- Interviewed on KUED Utah Issues program with host Liz Adeola and Commission partners Teresa Garrett of the U College of Nursing and Paul Leggett, Director of SLCo Aging Services, to discuss older adult issues on health care access and elder abuse. The program aired on Friday, June 12, 2020.

- Expanding blog efforts to include new rotating topics on public policy (Laura Polacheck) and research and academia (Jackie Eaton and multi-university collaboration).
- Continuing expansion of website efforts including:
- Statewide virtual resource center: Aging Utah
 - o Gerontology education collaboration site for all Utah academic partners
 - o Continuing expansion of Facebook social media presence with U4A site
- Expanding speakers bureau and media channel interview opportunities.

Contact Information



Utah Commission on Aging

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