Utah for the Ages

A Master Plan for Aging in Utah

Prepared by the

Utah Commission on Aging

Prepared for

Governor of Utah
Utah Legislature
All Utah Adults

Utahaging.org
Utah Commission on Aging

The Utah Commission on Aging (UCOA) collaborators and partners welcome you to "Utah for the Ages", a master plan for aging (MPA) across the adult lifespan. This road map helps guide state and local governments, agencies, public and private businesses, and the general public to prepare and successfully navigate the challenges and opportunities of aging in an ever-changing demography.

The MPA informs policy, programs, and funding decisions that will empower Utahns to live their best lives by applying innovative and informed solutions to meet our individual and collective needs as we age. It is a dynamic document that will measure impact utilizing key indicators of core long and short-term social impact goals. Annual reporting of key indicators is published each fiscal year and available to all.

Utah's MPA incorporates guidelines provided by the Center for Health Care Strategies (CHCS) including state leadership commitment, rational data-driven analysis, comprehensive scope of issues, stakeholder inclusiveness, and measurable outcomes. The selected social impact priorities are a result of collaborative input and current research. Recommended strategies build upon current program successes and learnings, address critical needs and gaps, and identify future opportunities for systematic savings and elimination of redundancies to transform the way aging is experienced in Utah.

Utah for the Ages is for older adults currently living through the second half of life, for younger generations who may live longer lives than their forebears, and for the communities of all ages that encircle our lives: families, friends, neighbors, co-workers, and partners in care.

We invite everyone to visit the Utah for the Ages home website and other resources at www. utahaging.org and share feedback and input to inform our mutual journey.

The Utah MPA calls on all Utahns engaged in policy, academia, and community services to build a Utah for all Ages. To create and promote partnerships that promote healthy and equitable aging, reduce social isolation, improve financial security, support care partners and resource coordination, encourage advance care planning, defeat ageism, build age-friendly communities, and embrace technology and innovation.

Rob Ence   Darlene Curley

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Purpose

Design and Implementation

We Envision a Future Where Every Utahn:

1. Lives a life with meaning and purpose, dignity and respect

2. Shares an age-friendly and healthy enviroment

3. Shelters in suitable, affordable, and adaptable housing

4. Enjoys financial sufficiency and freedom from want

5. Finds employment based on merit and free of ageism

6. Accesses personalized comprehensive quality health care

7. Is encircled with a caring support network

8. Enjoys social conections free of isolation

9. Experiences independant living and self-determination

10. Makes decisions with functional literacy

11. Lives free of exploitation and abuse of any kind

12. Accesses and utilizes technology safely

Utah's population will soon exceed 4 million people. The 65+ plus population comprises 15% of the total and in the near future will represent 1 in every 5 citizens. This demographic trend impacts our households, culture, economy, environment, and increasing needs of older adults.

We continue to benefit from the wisdom and many contributions of our older adults and recognize that the next generation will be more diverse, live longer, and desire to make meaningful contributions to our great state. And if we don't have a meaningful plan, we see an increase in the struggles for meaningful employment, affordable housing, food and financial security, and access to quality health care.

These trends are not new, but without deliberate planning, the challenges will accelerate and overshadow the many opportunities that should be available to everyone. The purpose of the strategic plan for aging is to ensure Utahns are engaged and valued across the spectrum of aging into older adulthood.

S.B.104 Master Plan for Aging, was signed into law on March 15, 2023, and directs the Utah Commission on Aging to periodically publish a plan that will guide the aging experience over the future decades and will ensure that all Utahns are able to navigate the challenges and opportunities of adulthood.

This is a call to action for state and local governments, private and public entities, and individual citizens to engage innovatively, proactively and collaboratively, to create a Utah that thrives for all ages and allows everyone to age with the grace and dignity they deserve. This plan helps lead the way.

Sincerely,

Spencer J. Cox, Governor of Utah

We would like to thank the Utah Commission on Aging for its collaboration and guidance in drafting SB104 during the 2023 legislative session which requires the Utah Commission on Aging to produce and maintain a Master Plan for Aging (MPA) for Utah. This bill passed out of the Senate Health and Human Services Committee and both houses with overwhelming support. The bill was signed into law by Governor Spencer Cox on March 15, 2023.

As legislative sponsors of the bill, we are familiar with and supportive of the work and mission of UCOA and are committed to the success of the plan development. This statutory amendment to the UCOA code, outlines the creation and delivery of a 10-year rolling master plan for aging for our state with periodic short term objectives. It is forward looking with strategies to address our growing older adult population. The MPA draws upon existing resources, evaluates current practices, and identifies innovative approaches to address projected gaps in services provided to our aging population and eliminates redundancies and inefficiencies.

The MPA will demonstrate broad collaboration in its formation and implementation. It will provide social impact measures and accountability tools for annual reporting to the legislature and executive branch. Annual updates will recommend future adjustments and legislation as may be required.

Thankyou for your consideration,

Senator Karen Kwan, EdD   Representative Ray Ward, MD
SB 104 Sponsor - 2023   SB 104 House Sponsor - 2023
Utah Senate District 12   Utah House District 19

Figure 6
Utah Population Pyramid
1960, 2015, and 2065
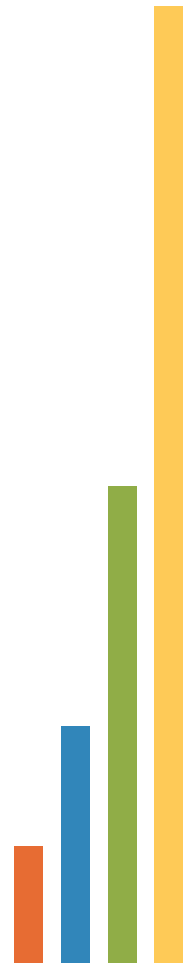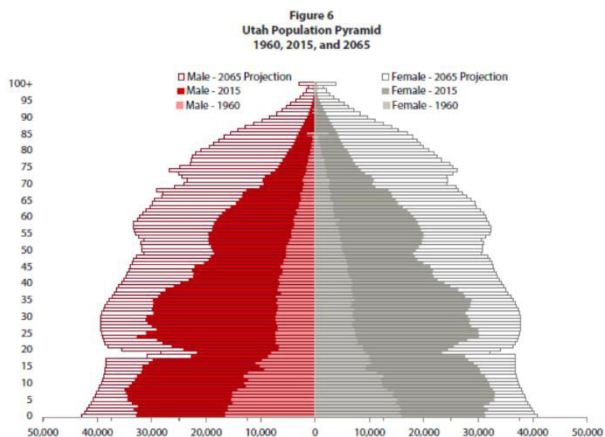
Sources: Kem C. Gardner Policy Institute 2015-2065 State and County Projections; U.S. Census Bureau Decennial Count Data.
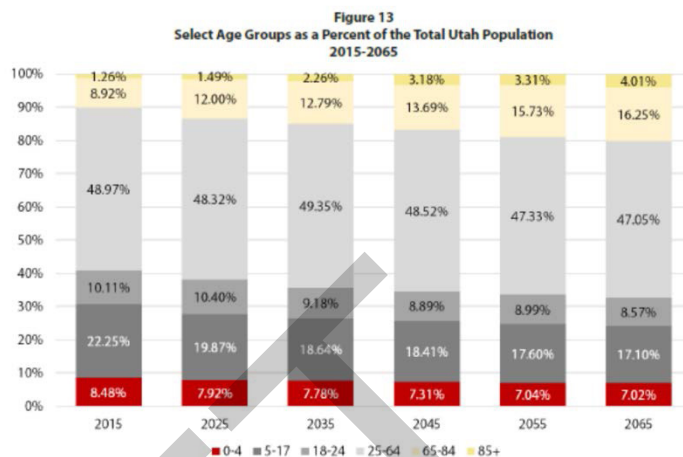

Figure 13
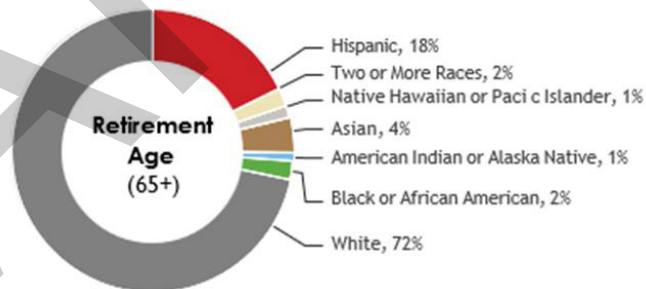Select Age Groups as a Percent of the Total Utah Population
2015-2065

Source: Kem C. Gardner Policy Institute analysis of U.S. Census Bureau Decennial Census and Population Division data; Kem C. Gardner Policy Institute 2015-2065 State and County Projections.
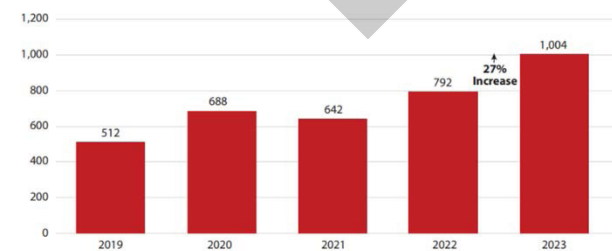
Appendix Table 5. Utah Population 65 and Older Living in Nursing Facilities by Sex and Age, 2020

Age	Male		Female		All	
	Count	Percent	Count	Percent	Count	Percent
65 to 69	354	0.6%	356	0.5%	710	0.5%
70 to 74	387	0.8%	465	0.9%	852	0.8%
75 to 79	372	1.2%	552	1.5%	924	1.4%
80 to 84	361	1.9%	695	2.9%	1056	2.4%
85 and over	757	4.7%	1546	6.6%	2303	5.8%

Source: U.S. Census Bureau, 2020 Census Demographic and Housing Characteristics File (DHC)

Retirement Age (65+)

- Hispanic, 18%
- Two or More Races, 2%
- Native Hawaiian or Pacific Islander, 1%
- Asian, 4%
- American Indian or Alaska Native, 1%
- Black or African American, 2%
- White, 72%

PEOPLE EXPERIENCING CHRONIC HOMELESSNESS IN UTAH

Source: Utah Point in Time Count (2021 is not comparable to other years because of inconsistencies caused by COVID)

The Number of Family Caregivers is Expected to Increase as Utah's Population Ages and Grows, 2015–2030
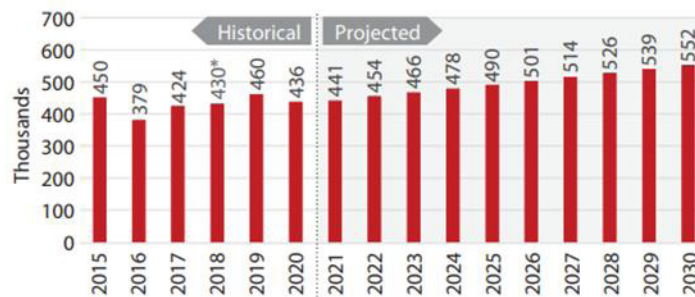
Note: Data are unavailable for Utah in 2018; count shown for 2018 is an estimate.
Source: U.S. Centers for Disease Control and Prevention (data) and the Kem C. Gardner Policy Institute (analysis).

The Utah Governor's Commission on Aging (UCOA) was established by statute in 2005 to prepare Utahns and the network of agencies and organizations whose work is impacted by the aging demographic trends. Policy makers, municipal leaders, government and private agencies, researchers, investors, service providers, and individual citizens benefit from a coordinated effort to prepare for and meet the challenges of the future. UCOA was created for this planning, convening, and collaborative purpose. It sits at the crossroads of research and academia, policy, and community services to promote informed communication and cooperation.

Utahaging.org
Utah Commission on Aging

Rap on Aging

UCOA sponsors and manages www.UtahAging.org, Utah's virtual resource center for older adults. The website is home to the MPA, historical UCOA documents, annual reports, statutory requirements, expert resource profiles, multi-sector activity calendars, and a library of resources and reference materials. UCOA promotes and links to Utah's aging service providers, VA benefits, arts and aging programs, professional development, research and volunteer opportunities, and much more.

The 2023 UCOA roster of Governor appointed members includes:

Ence, Robert	Executive Director
Allen, Christy	Utah Transit Authority
Anderson, Amy	Utah League of Cities and Towns
Burbank, Chris	Public Safety
Cameron, Casey	Department of Workforce Services
Curley, Darlene	UCOA Chair and Public Policy
Fauth, Beth	USU Alzheimer's Research Center
Grover, Jim	Utah Office of Economic Opportunity
Hollingshaus, Mike	Kem C. Gardner Policy Institute
Holmgren, Nels	Deptartment of Health and Human Services
Kelso, Gary	Mission Health Services
Leggett, Paul	Area Agencies of Aging
Lifferth, Dennis	Tech Charities
Lloyd, Jenifer	Association for Utah Community Health
Macey, Joel	Community Nursing Services
McCullough, Matt	Utah Technology Network
Milne, Linda	Emergency Preparedness - Public
Oppenshaw, Jeri	Utah Division of Libraries
Ormsby, Alan	AARP State Director
Pinilla-Coxe, Victor Hugo	The Americas Council
Rajeev, Deepthi	Comagine Utah
Supiano, Mark	Univeristy of Utah Center on Aging
Wilson, Troy	Elder Law Attorney

Collaborating for Collective Impact
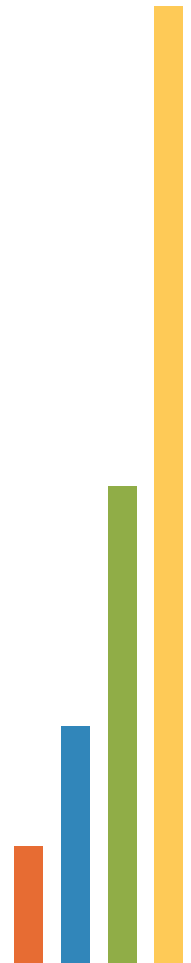
Preparing for the future is an iterative process. UCOA deploys multiple efforts throughout the year to ensure thorough and inclusive input into establishing core issues, priorities, key strategies, recommendations, and measurable outcomes. This MPA and its future iterations are derived from the many intentional conversations and discussions from these forums described below and many other informative topical encounters.

UCOA Quarterly Summits

UCOA convenes expert stakeholders to share program resources, research, and best practices from our communities. The summits may include topical workshops for in depth issue conversation and serve to build networks among community partners. These summits are held generally on the second Thursday of February, May, August, and November. They are virtual, open to the public, and archived on the UCOA website. In addition to these open summits, the statutory members will hold strategy and planning sessions periodically throughout the year. A list of contributing partners and presentations can be found at www.utahaging.org under Commission Home.

Utah Aging Services Partnership

UCOA is in perpetual dialogue and exchange with the state unit on aging, Division of Aging and Adult Services (DAAS) and each of the designated planning and service areas or Area Agencies on Aging and their state association U4A. DAAS also provides a direct link and regular meetings with the cabinet level Department of Health and Human Services. UCOA engages in these agencies' sponsored events, monthly coordinating meetings, advocacy priorities, and participates in state and regional presentations and listening sessions with advisory boards from almost every entity at least once a year. There is a mutual commitment to inform, promote, refer services, identify needs, advocate, and coordinate to improve public service. UCOA also meets or communicates with departments of the Utah Governor's Office as needed or requested.

Research and Academic Partnerships

UCOA periodically meets with key educators from the eight gerontology programs across the state. Frequent exchanges occur with staff from Utah State University, Brigham Young University, and the University of Utah. UCOA is an integral part of multiple disciplines comprising the Utah Center on Aging at the U, an interdepartmental, interdisciplinary collaboration of individual educators and researchers committed to the aging experience. UCOA will frequently speak to undergraduate and graduate programs on aging issues and advocacy and in turn capture insights from the collegiate environment. Program relationships span nursing, family living, geriatric conferences, social work, architectural and community design, educational technology programs, and studies in gerontology.

UCOA is deeply engaged in public-facing events and conferences as a convenor, educator, surveyor, sponsor, presenter, and supporter. Organized events include regional hospitals, community centers, senior expos, chambers of commerce. Topics often include caregiving, fraud and exploitation, advance care planning, social isolation, age-friendly communities, and others.

Partner collaborators include older adult conferences, Seniors Blue Book, National Readmission Prevention, Utah State of Reform Health Policy, Digital Health Services Commission, Home and Hospice Association of Utah, Utah Health Care Association, Utah Hospital Association, Utah Assisted Living Association, Adult Protective Services, Utah Broadband Coalition, Comagine Health, Huntsman Cancer Institute, University of Utah's Colleges of Geriatrics, Nursing, Architecture, Social Work, Psychology, Family and Consumer Studies, and the Center on Aging. UCOA sponsors or participates in major events including Utah Elder Abuse Awareness Day, Annual Summit on Advance Care Planning, Falls Prevention Alliance workgroup, Utah Broadband Confluence, Conference on Poverty, Utah Family Caregiver Forum, Rocky Mountain Geriatrics Conference, and Age Friendly Community Symposium.

UCOA is a core member of several peer workgroups and councils all contributing to the content and issue determination herein. These include Alzheimer's Disease and Related Dementias Council, Utah Alzheimer's Association, Cover to Cover Veteran's Benefit program, Utah Geriatrics and Gerontology Society professional education program, Family Caregiver Collaborative at the University of Utah and the National Alliance for Caregiving, Utah Division of Arts and Museums, Jewish Community Center, Living Well Coalition, Healthy Aging Utah, Utah and County Library systems, E4 Center (Engage, Educate, and Empower for Equity) for older adult mental health, WINGS (Working Interdisciplinary Network of Guardianship Stakeholders), and other peer workgroups and councils.

UCOA produces Rap on Aging (YouTube), a podcast series of interviews and educational experts on a variety of aging issues. UCOA has been an expert presenter and participant at several national annual conferences including US Aging (formerly National Association of Area Agencies on Aging – N4A), Gerontological Society of America (GSA), Home and Community Based Services Conference (HCBS), and American Society on Aging (ASA).
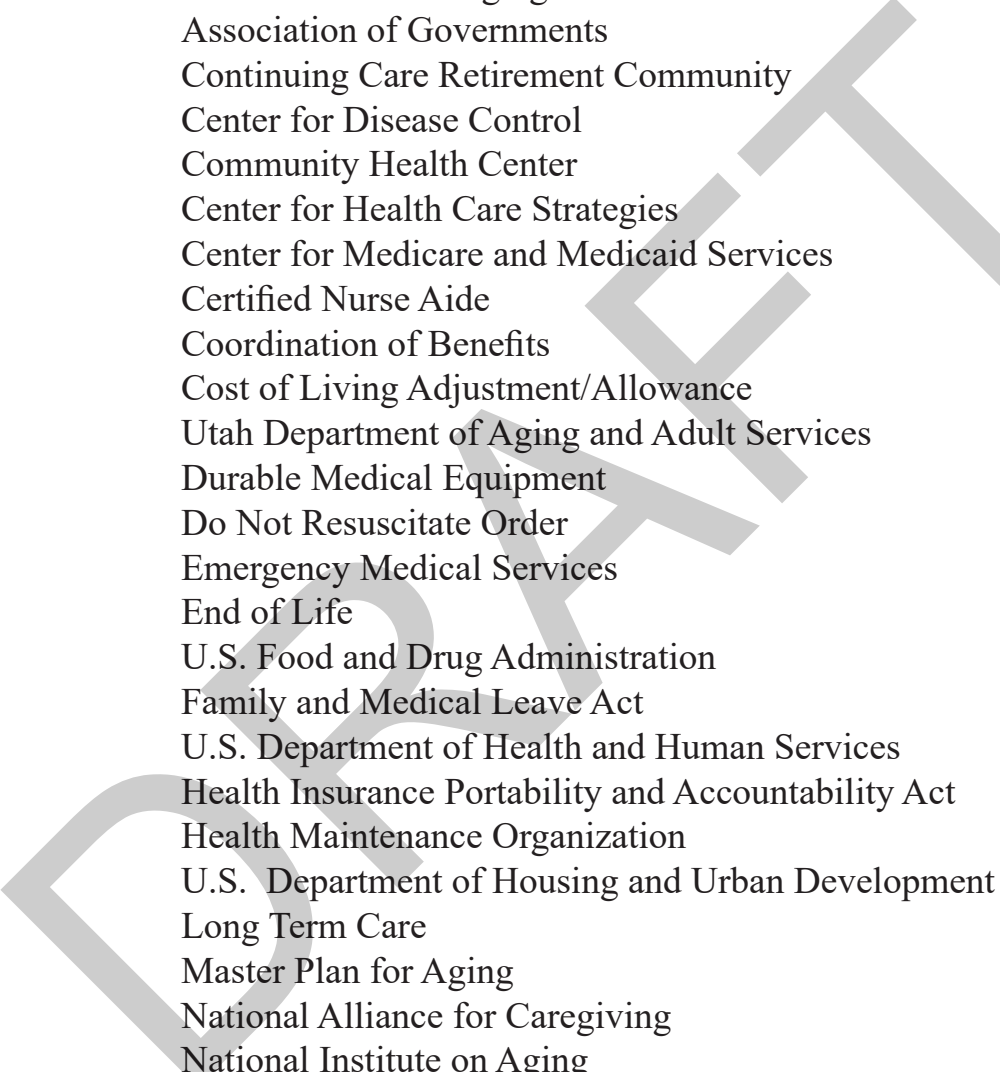
MULTISECTOR PLAN for AGING

A representative group of Utah colleagues is part of the Multisector Plan for Aging Learning Collaborative, multi-state cohort, sponsored by the Center for Health Care Strategies (CHCS) and funded through The SCAN Foundation, West Health, and the May & Stanley Smith Charitable Trust. A multisector plan for aging (MPA) is an umbrella term for a state-led, multi-year planning process that convenes cross-sector stakeholders to collaboratively address the needs of older adults and people with disabilities. Utah delegates include Rob Ence (UCOA), Nels Holmgren (DAAS), Amy Anderson (Logan City), Beth Fauth (USU Alzheimer's Research Center), Linda Edelman (U College of Nursing), and Carrie Schonlaw (Five County Area Agency on Aging – SW Utah). The collaborative provides a unique opportunity for the UCOA planning team in peer-to-peer exchange, access to a network of experts, and technical assistance to learn, share, and apply best practices and innovative strategies on behalf of all Utahns. The project runs for one year from June 1, 2023 to May 31, 2024 with future engagement opportunities. The states included with Utah are Connecticut, Iowa, Maryland, Massachusetts, Missouri, Nevada, New Hampshire, Pennsylvania, and Washington.

Public Portal for Feedback on Utahaging.org

The Utah MPA home is found on the www.UtahAging.org home page. The current version of the plan, the social impact dashboard, related news, and portal for feedback are available to the public.

AAA	Area Agency on Aging
ACL	Administration for Community Living
ACP	Advance Care Planning
AD	Advance Directive
ADL	Activities of Daily Living
ALF	Assisted Living Facility
AOA	Administration of Aging
AOG	Association of Governments
CCRC	Continuing Care Retirement Community
CDC	Center for Disease Control
CHC	Community Health Center
CHCS	Center for Health Care Strategies
CMS	Center for Medicare and Medicaid Services
CNA	Certified Nurse Aide
COB	Coordination of Benefits
COLA	Cost of Living Adjustment/Allowance
DAAS	Utah Department of Aging and Adult Services
DME	Durable Medical Equipment
DNR	Do Not Resuscitate Order
EMS	Emergency Medical Services
EOL	End of Life
FDA	U.S. Food and Drug Administration
FMLA	Family and Medical Leave Act
HHS	U.S. Department of Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act
HMO	Health Maintenance Organization
HUD	U.S. Department of Housing and Urban Development
LTC	Long Term Care
MPA	Master Plan for Aging
NAC	National Alliance for Caregiving
NIA	National Institute on Aging
OAA	Older Americans Act
POLST	Provider Order of Life Sustaining Treatment
SSA	Social Security Administration
SSI	Supplemental Security Income
U4A	Utah Association of Area Agencies on Aging
UCOA	Utah Commission on Aging
UHCA	Utah Health Care Association

II. Design and Implementation

Six Social Impact End Goals – Overview

Six social impact end goals define MPA priorities for the next ten years. each with multiple defined outcomes, related strategies, key indicators of success, and performance measures. Each strategy identifies lead agencies/individuals. From this ten-year outlook, current priorities are selected by the UCOA planning participants to be accomplished within the first three years of the plan.

This exercise will remain dynamic with annual adjustments or course corrections after each reporting period. The performance dashboard highlights these indicators and serves as a guide to future policy and decision making processes by the MPA stakeholders. All information is archived and available to the public on ***www.utahaging.org.***

1. Age-Friendly Ecosystems
Staging Successful Aging

> Utah adults benefit from age-friendly principles in our communities of living, education, health care, workplace, and public health that improve the quality of life and the aging experience for all.

2. Live Well Everyday
Sustaining Health and Wellness

> Utah adults access services and resources that optimize our quality of life by caring for our physical, mental, and social well-being and establishing healthy lifestyles towards a successful aging experience.

3. Affordable Aging
Financial Sufficiency

> Utah adults work, save, manage, and protect their assets and resources, free from exploitation and ageism, to sustain economic viability for life.

4. Plan for Life
Personal Empowerment

> Utah adults live self-determined lives with dignity, autonomy, competence, and freedom from social isolation.

5. Networks for Care
Support Systems

> Utah adults access education, resources and support services to better serve those for whom they care and to preserve their own well-being.

6. Embrace Technology
Educated Aging

> Utah adults are empowered through technology and safe device utilization to make informed choices on issues that impact the way we age.

Utah adults benefit from age-friendly principles in our communities of living, education, health care, workplace, and public health that improve the quality of life and the aging experience for all.

A. Establish Age-Friendly Communities

1. Utah applies for and receives the Age-Friendly Utah state designation, proclaimed and endorsed by the Governor.

2. Six municipalities apply for and receive community age-friendly designation each year for the next ten years.

3. Expand age-friendly systems in health care, education, and the workplace.

Models:	WHO/AARP designated states/communities, University of Utah Age Friendly designations for health care and a university, 4 M healthcare delivery model
Leads:	UCOA, DAAS, AAAs, A Ormsby, Tim Farrell, MD, - U SOM; Kara Dassell - U College of Nursing, Mike Hollingshaus, Chris Burbank, Christy Allen
Measures:	Increase in designations across target sectors

B. Reframe Aging and Eliminate Ageism

1. Public education campaign to promote the value-add of older adults in society

2. Ageism is understood and eliminated in all its forms and manifestations.

|	
Models:	Frameworks Institute, sample businesses
Leads:	Jackie E, Katerina F, others, Jim Grover, Jeri Openshaw, Mike Hollingshaus
Measures:	Public opinion survery improves over baseling

C. Develop Age-Friendly Policies

1. Develop a team of bipartisan legislators committed to older adults and legislation.

2. Build awareness among policymakers and the public on how aging and disability-related policy impacts people impacts people at all stages of life.

3. Identify and eliminate policies or gaps that enable ageist behaviors or outcomes.

Model:	Example legislation
Leads:	UCOA, Sen Kwan, Rep Ward, Rep Judkins, Darlene Curley, Nels Holmgren, Amy Anderson, A Ormsby, others...
Measures:	Legislative workgroup established; impact policies changed
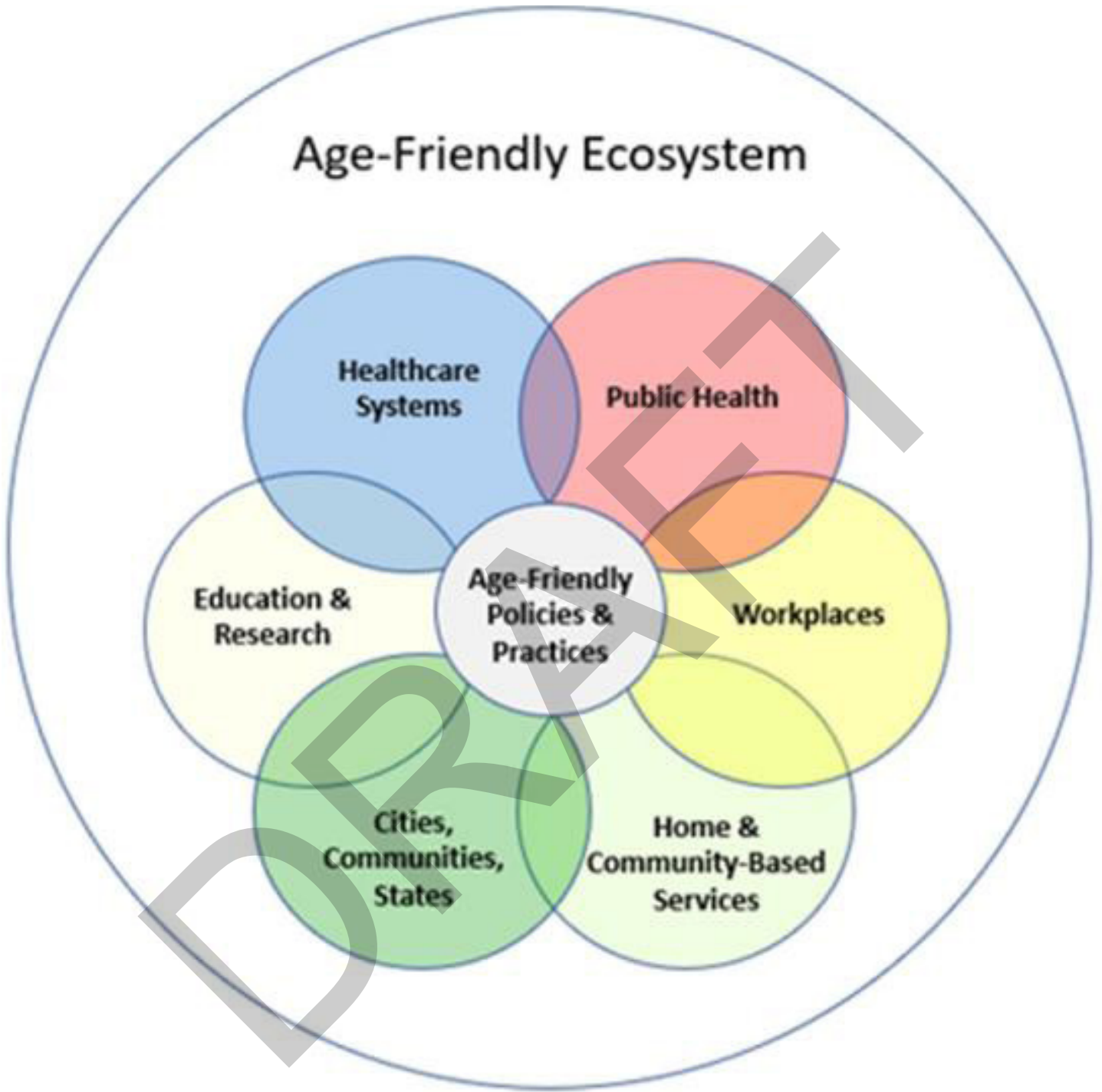
Age-Friendly Ecosystem

Utah adults access services and resources that optimize our quality of life by caring for our physical, mental, and social well-being and establishing healthy lifestyles towards a successful aging experience.

A. Healthy Living

1. Support policies that improve the air quality of our enviroment.

2. Promote and support programs that focus on the elements of healthy living: exercise, nutrition, sleep.

3. Older adults reporting food insufficiency is reduced.

4. Promote Falls Prevention education and risk screening and relate to fewer falls and unnecessary repeat hospital admissions and EMT calls.

Model:	Living well coalition
Leads:	Teresa Burnt, Nicole Shepard, Living Well, Deepthi Rajeev
Measures:	Policies for clean air, education on elements of healthy living, % reporting food insufficiency decreases, % falls/hospital admissions decreases

B. Health Care Workforce Expansion

1. Support policy incentives for geriatric trained specialists and rural providers.

2. Expand the adoption of 4M (What Matters, Medication, Mentation, Mobility) principels in older adult health care practices.

3. VA Benefits are known and utilized by eligible Utah Veterans.

4. Establish liscensing standards for professional workers managing patients with mental health issues.

5. Work with DOPL to incude dementia care training across applicable disciplines.

6. Adopt guidelines for Dementia Disease Management, Care, and Education.

7. Determine the need and create a plan for transitional housing requirements for mental health and abuse victims.

8. Mental Health resources are available and utilized.

Models:	E4 Policy Academy, others
Leads:	Jennifer Lloyd, Anne Asman, Dee Dee Richardson, Tim Farrell, Gary Kelso, Mark Supiano, Beth Fauth, Linda Edelman, Joel Macey
Measures:	Improved standards for mental health workers, increase in geriatric trained providers, increase in rural providers

C. Lifelong learning and Social Engagement

1. Engage older adults in arts, music, and cultural opportunities.

2. Promote and grow participation in continuing education opportunities, e.g. Osher Institute, HB 60.

3. Provide program information for travel and recreational opportunities.

4. Create and connect older adults with volunteer opportunities in their communities.

Model: Osher Institute, Go Learn

Leads: Traci Hanford, Osher Rep, Emily Christensen, AARP, Jeri Openshaw, Dennis Leffirth

Measures: Enrollment over baseline, participant survey

Utah adults work, save, manage, and protect their assets and resources, free form exploitation and ageism, to sustain economic viability for life.

A. Workforce Options

1. Promote the value of older workers and secure business support to provide viable employment opportunities.

2. Identify and secure policies that protect older workers from ageism practices.

   Model: Sample businesses

   Leads: TBD Legislators, UCOA, AARP

   Measures: TBD promotional campaign, Removal of harmful policies

B. Suitable Housing

1. Support development and revitalization plans to ensure open space and accessible adaptive recreation.

2. Support policies to increase availability of innovative and practical mobility and transportation options.

3. Educate and work with architectural and construction industry to incorporate Universal Design elements into more dwellings.

4. Increase inventory of affordable housing for older adults.

5. Reduce unsheltered and homeless population trend.

6. Promote services for repair and adaptation for low income assistance.

   Model: Helpful Village, ect.

   Leads: Valerie Greer, E4 group rep, Carol Hollowell, Mary Helen Stricklin, Christy Allen, Kimberlin Correa, Dennis Lifferth

   Measures: TBD

C. Financial Adequacy

1. Support wealth accumulation options and education.

2. Reduce cases of financial exploitation, fraud, and scams among older adults.

3. Access to unbaised Social Security and Medicare counseling and insurance guidance.

4. Simplify financial assistance enrollment - Medicaid eligibility.

   Model: AARP Fraud Network, State Health Insurance Program, Chris Burbank

   Leads: Darren Hotten, U4A, AARP, DWS Rep

   Measures: Utilization growth TBD

Utah adults live self-determined lives with dignity, autonomy, competence and freedom from social isolation

A. Advance Care Planning

1. Support policies to protect individual choice, right to self-determination, and control of their lives and assets.

2. Support policies to encourage universal recognition and acceptance of ACP documents.

3. Create Utah State repository for ACP documents.

4. Support policies for informed conservatorship and guardianship application.

    Model: Repository: IHC, Oregon, Idaho

    Leads: UCOA, C. Collet, E. Gardner, DHHS, Troy Wilson, WINGS rep, Doug Cunningham, Mary Helen Stricklin

    Measures: TBD

B. Combating Social Isolation - Building and Maintaining Connections

1. Grief and loss resources are broadly accessed and utilized.

2. Find and create connections for orphaned and unbefriended adults.

3. Identify and provide connection opportunities for socially isolated individuals.

    Model: TBD

    Leads: Kathy Supiano, Tim Farrell, Josie Stone

    Measures: TBD

C. Emergency Preparation

1. Support program for personal emergency preparation education.

2. Demonstrate educational outreach for personal preparation and successful plans in place.

    Model: VOAD, Utah Emergency Operations Plan

    Leads: VOAD volunteers, Linda Milne, Ed Blake, Paul Leggett

    Measures: TBD

Utah adults access education, resources and support services to better serve those for whom they care and to preserve their own well-being

A. Educate and Support Family Caregivers

1. Promote and resource the Utah Family Caregiver Plan.

2. Support and promote awarenes and adoption of the nationa; R.A.I.S.E Act (Recognize, Assist, Include, Support, and Engage).

B. Protect Health and Well Being of Patient

1. Support policies to ensure freedom from mental, physical, and sexual abuse, and involuntary seclusion under the care of others.

2. Support policies to ensure freedom of misappropriation of resident property and exploitation.

3. Support ADRD and other training requirements for service providers.

C. Protect Health and Well Being of Caregivers

1. Provide culturally competent and appropriate services.

2. Identify and reach vulnerable populations.

3. Support and resource grandparents raising grandchildren.

4. Support and resource families caring for adults with disabilities.

Model: Utah Family Caregiver Plan, ect.

Leads: Becky Utz, kate Nederostek, Anne Asman, Dee Dee Richardson, E4 Participants, FCC partners, Joel Macey, Lee Ellington

Measures: TBD

Utah adults are empowered through technology and safe device utilization to make informed choices on issues that impact the way we age.

A. Resource Navigation

1. Digital navigator call center program launched trained volunteers.

2. Expand and refresh www.utahaging.org assets at least 20% each year.

3. Increase visits to website and social media assets by 50% each year.

   Model: Mon Ami call center framework

   Leads: UCOA, Sally Aerts, Michelle Kelly, Jeri Openshaw, Jim Grover

   Measures: Obtain funding for call center recruitment and training of *X* volunteers, Increase visits to website to website by 20% annually

B. Mentoring Literacy

1. Improve health, financial, legal, and technical literacy rate of older adults.

2. Device availability and safe usage education.

   Model: Digital Navigator programs, Tech Charities

   Leads: UCOA, Sally Aerts, Michelle Kelly, Dennis Leffirth, Utah Broadband Coalition, Matt McCullough, Jeri Openshaw, Troy Wilson, Victor Hugo Pinilla-Coxe

   Measures: Number of individuals mentored, trained, devices placed, reported increased utilization for resource access

Currently in Process

DRAFT

Currently in Process