



# MAG

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## **Aging & Family Services Advisory Council Meeting**

Orem MAG Conference Room and Zoom

Thursday, January 12, 2022

1:30 pm

### **MINUTES**

**Conducting:** Kendal Crittenden, Vice-Chair, Wasatch County Councilmember

**Attending:**

Gena Bertelsen, Orem Friendship Senior Center  
Tom Hogan, Community Action Services and Food Pantry  
Jamie Jensen, Lindon Senior Center  
Denise Andersen, Cedar Hills Mayor  
Cheri Tuckett, Utah County Senior Volunteers  
Jessica Wilde, Summit County Senior Services  
Jan Kirkham, Lehi Senior Center  
Heather Dorius, Nutrition Program Manager, MAG  
Linda Cole, LTC Ombudsman and Aging Deputy Director, MAG  
Andrew Jackson, Executive Director, MAG  
Mary Lucero, Aging Director, MAG  
Jimmy Golding, Volunteer Manager, MAG

**Guests:**

Bonnie Lewis, RSVP and SHIP Program Manager, MAG  
Keri Lloyd-Burton, Case Manager Supervisor, MAG  
Stacy Tishbern, Outreach Coordinator, Utah Food Bank  
Mike Winward, Wasatch County Senior Center  
Luara Mair, Wasatch County Senior Center

### **Minutes**

Council Member Crittenden called the meeting to order and asked for a motion to approve November 3, 2022 minutes. Gena Bertelsen called attention to an error in the previous meeting minutes. Cheri Tuckett made a motion to approve with stipulation of correcting the previous meeting minutes and Denise Andersen seconded the motion. The motion was carried and minutes approved.

### **DISCUSSION & ACTION AGENDA:**

#### **Senior Community Supplemental Food Box Program- Stacy Tischbern**

The Community Supplemental Food Program (CSFP) is a federally funded program that serves seniors in Utah who:

- are 60 years or older
- are currently at or below 130% poverty level which in the year 2022 was \$1,473 of monthly income (proof of income not required)
- have photo ID

The program is serving 3,200 seniors across the state of Utah with the majority being in Salt Lake County. Currently, there are 77 participants in Utah County, 1 participant in Summit County and 9 participants in Wasatch County.

There is much interest in growing the program in the various counties however, there are barriers when it comes to people not being able to pick up their box from the drop off location as well as not having the volunteer capacity in counties outside of Salt Lake to make home deliveries. Seniors may live in rural areas causing food box drop off locations to be a far distance to drive to. Others might not be able to drive anymore or do not have someone around willing to pick up the box for them.

Gena Bertelsen suggested that senior centers could potentially be a valuable place to make into drop off locations for the boxes. She mentioned how the Orem Friendship Center already has a food bank as a partnership with Community Action Services and that it is very popular with the senior community. Tom Hogan also mentioned that he has tasked people from the more rural food banks in Coalville and Kamas to get more seniors from those areas connected with the program. The council also suggested that various senior centers could potentially aid in recruiting volunteers or providing the vehicles to deliver the boxes.

The monthly food boxes:

- are valued at \$55-60 worth of food
- contains pantry staples
- weight around 25-30 lbs. (recommended to unpack the box while transferring to car due to weight)
- delivered the same day each month
- supplied with food directly from the USDA

Applications only need around 3 pages of information and allow for spaces for designation for proxies. Application do need to be updated every 3 years by each participant. Paper applications were distributed to the council. The applications also have a resource guide which provides information about the HEAT program, Medicaid and so on. It was suggested that MAG and Community Action be added to the list of resources.

Current food box drop off locations include:

- Various senior housing apartments in Provo
- Tabitha's way in Spanish Fork and American Fork
- Goshen mobile food pantry
- Christian Center of Park City

The program also conducted a survey in connection with the Utah Department of Health in 2021 that has allowed them to gain greater insight to the needs of the seniors receiving the box. Many responded with the concern of not being able to eat the food for various health reasons or not liking the food provided. CSFP has the hope that the federal government will take the results and the feedback from the seniors into account and provide more inclusive food accommodations such as gluten free or low sodium. Of those who responded, there was also dissatisfaction with the dry food items like dry beans or rice because they are challenging to cook. To combat the challenge of cooking with the items in the box, CSFP is working with Utah State University to visit various senior centers and hold cooking classes highlighting the food from the boxes.

Stacey also discussed the seniors farmers market and how it can benefit the seniors in the area. In 2022 the Utah food bank connected with the seniors farmers market program and made it possible that those who qualify for CSFP are then qualified for the senior farmers market vouchers. The vouchers are \$50 once per year and they can be used to buy items from the participating farmers market. It currently has a limited list of farmers markets who are participating but there are hopes

with outreach more will be willing to participate. Ultimately, it is up to the farmers if they are willing to participate and accept the vouchers as a form of payment.

Linda Cole brought up the Community Food Access Survey being conducted to see why people are food insecure and being able to track the barriers. Information about the survey will be sent out to the council members.

### **Introduction and Overview of Case Management Programs-** *Keri Lloyd-Burton*

Keri Lloyd-Burton originally started with MAG in 2017 as an Aging Waiver nurse until 2020. She recently came back to MAG at the end of October 2022 and is now the Case Manager Supervisor.

MAG Aging services currently has 6 in-home/community based programs that serve the 3 counties. Each program intake is done by the MAG options counselor and an assessment is given producing a needs score. This allows the client to be placed on a MAG waiting list for multiple different programs.

- 1) National Family Caregiver Support Program -
  - the top program that is offered because of the quicker turnaround of the waitlist
  - caregivers are the focus of the program and helps them maintain their caregiver status
  - provides respite for caregivers or other services such as homemaking, personal care attendants etc.
  - runs for one year or \$1,500 worth of services and can gain benefits once
  - currently, there is an issue with people using their full amount of funds due to labor shortages
  - 30 clients are on the program at a given time
- 2) Veterans Paid Attendants -
  - no waiting list at MAG, eligibility and budget determined by the VA
  - allows for someone to become a paid caregiver for the client, often a family member
  - client is directing their own care and is in control of what they need
- 3) HCBA (Home Community Based Assistance or Alternatives) -
  - purpose is to keep people in their own homes and delay need for assisted living
  - need to be 65 or older
  - allows for \$750 a month of services
  - the program does not have a stopping date and is on going. There is a client that has been on the program for 32 years.
  - covers services such as a paid caregiver
  - serves 42 people yearly
  - there is a small fee associated with the program
- 4) IIIB (AKA 3B) -
  - funded through the older americans act
  - can serve 10 clients each year
  - clients need to be mentally disabled in some way to qualify
  - extensive waitlist due to the high prevalence of Alzheimer's and Dementia
- 5) Aging Waiver ( Medicaid funded) -
  - meeting need of those who would need to go to a skilled nursing facility but in the home
  - there is no budget limit
  - state-wide waiting list

6) New Choices Waiver (Medicaid Funded)

- need to spend 90 days in skilled nursing facility before they can move to a assisted living facility
- medicaid helps pay for room and board
- clients need to also apply for medicaid

Kendal Crittenden suggested that there is a preparedness fair in Wasatch on March 18th that could be a great opportunity for the various programs to be discussed to the public.

**RSVP's Annual Donation Drive** - *Bonnie Lewis*

RSVP hosts an annual Soul Drive to collect food and sock donations and this year partnered with Community Action Food Bank. There were 8 drop off locations, each having a big barrel for collection as well as information about various community programs. The total number of donations has not been collected yet, however on the first day Pleasant Grove's barrel needed to be emptied because it was overflowing. The barrel at the MAG office has also needed to be emptied twice.

The RSVP program oversees 23 volunteer stations and aids volunteers who are 55 years or older. The program also offers mile reimbursements as well as volunteer recognition.

The SHIP (State Health Insurance Assistance Program) Program finished open enrollment which is from October to December. In total, there were around 300 people that were able to receive help with enrolling in the proper insurance programs. In 2022, there were \$215,088 in cost savings for prescription plans and insurance plans. SHIP is also a great resource for information about what is changing in the next year insurance wise. They also provide useful information for seniors on how to prevent fraud and scams. It was encouraged by Kendal Crittenden to have Senior Centers invite Bonnie to come do presentations about the various programs.

**Nonprofit Board Recruitment and New Chair Discussion**- *Mary Lucero*

Mary reported that the nonprofit board development is ongoing but ultimately is going to take some time. Currently, the 2 confirmed board members are: Curtis Blair, CEO of Chamber of Commerce for Utah County and Claudia McMullin, owner of Hugo Coffee in Park City. There is a meeting set with Anita Lewis, who is the former assistant manager of Summit County to ask her to participate on the board as well. There is about a year and a half before the foundation needs to be formally raising funds. Mary also asked the council for other suggestions for individuals who could be considered for the board.

The original nonprofit was created in 1996 with many name changes. Most recently the name was the Mountainland Foundation however this name created confusion so now the official name of the organization is Meals on Wheels Summit, Utah, Wasatch. This name signifies that the nonprofit will be raising money for the MAG region.

Mary also addressed the issue of needing to assign new chair positions for the council. Councilmember Glen Wright was the previous chair but he has cycled off his position as a council member so the position is now vacant. It was proposed by Gena Bertelsen that Kendal Crittenden become the new chair of the council and Tom Hogan seconded the motion. A motion was then made by Tom Hogan to appoint Gena Bertelsen as the new vice chair and Jessica Wilde seconded the motion. The new appointed chair positions will then be presented to the Executive council for confirming vote.

A legislative update was also given by Mary. The triple A directors have asked for a funding request for \$852,000 for the Alternatives program. This program is a huge saving element for all those who are involved. There were also funding requests for the nutrition program which totaled \$2,763,000

which will be broken down amongst the various triple As. This will help the growth of the program that has been rapidly occurring.

The location of the council meeting was also addressed. It was concluded that it was easiest for the IT aspect of the meeting for it to be continually held at the MAG Orem office on the second Thursday of the month. The motion was proposed by Gena Bertelsen and seconded by Tom Hogan and was passed.

### **Roundtable discussion**

Gena Bertelsen wanted the council to mark the date, March 31 for the “Grammys” event. It is a black tie affair for the seniors at the Orem Friendship Center. The doors open at 10:30 am and lunch is served at 12 pm. People need to be a member of the center to participate.

Gena Bertelsen made a motion to adjourn the meeting and Jessica Wilde seconded the motion. The meeting was adjourned.

**Next Meeting –March 9th 2023 - 1:30 pm  
MAG Main Office and Zoom**