



# MAG

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

MAG Orem Main Conference Room

Thursday, July 13, 2023

1:30 pm

### **MINUTES**

**Conducting:** Kendall Crittenden, Chair, Wasatch County Councilmember

**Attending:**

Gena Bertelsen, Vice Chair, Orem Friendship Senior Center  
Jamie Jensen, Lindon Senior Center  
Cheri Tuckett, Utah County Senior Volunteers  
Jonelle Fitzgerald, Wasatch County Health Department  
Mike Winward, Wasatch County Senior Center  
Gale Pace, RSVP (Retired Senior Volunteer Program)  
Jessica Wilde, Summit County Senior Services  
Jan Kirkham-Jonsson, Lehi Senior Center  
Carla Merrill, Alpine Mayor  
Kena Mathews, Orem City Community Services Manager  
Elen Holdaway, Caregiver Coalition  
Mary Lucero, Aging Director, MAG  
Linda Cole, Aging Deputy Director, MAG  
Jimmy Golding, Volunteer Manager, MAG

**Guests:**

Bonnie Lewis, RSVP Program Manager, MAG  
April Wilson, Elder Justice Program Manager

### **Minutes**

Council Member Crittenden called the meeting to order and asked for a motion to approve May 11, 2023 minutes. Gena made a motion to approve the previous meeting minutes, and Gale Pace seconded the motion. The motion was carried and minutes approved.

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

#### **State Elder Justice Initiatives and Enhanced Multidisciplinary Teams - April Wilson**

April Wilson received a degree in Social Work from the University of Nevada, Reno in 2014 and started her career in a high school setting. Eventually, she relocated to Price, Utah and she then shifted into a Home Health Social Worker. Now, April is the manager of the State Elder Justice Initiative.

#### **APS (Adult Protective Services)-**

- Investigates abuse, neglect and exploitation of vulnerable adults

- Vulnerable adults are defined as anyone who is 65 years or older, or aged 18-64 with a physical or mental disability.

#### Process followed by APS Investigators-

- 1) Seeks permission from the victim to open an investigation. The victim has the opportunity to decline permission for the investigation to take place.
- 2) The investigator will schedule a time to meet with the alleged victim and hold an interview with them.
- 3) The interview will allow an evaluation of mental capacity to be performed. This evaluation is not therapeutic and is mostly based on observation of the individual. The 3 levels for Capacity of Consent are: *Full Capacity*- understands the full consequence of the allegation, asks many questions, and agrees to receive help from APS. *Limited Capacity*: individuals with short term memory loss, mental illness, developmental delay/disability, other physical illness (organic brain disorder etc.) and needs more assistance connecting to services. An individual with limited capacity retains the right to consent, but the investigator also contacts family and friends of the individual to enlist support for them. *Lacks Capacity*: individuals with short term memory loss, mental illness, developmental delay/disability, other physical illness (organic brain disorder etc.) or drug abuse that cannot understand the allegations and cannot give consent. Investigators seek representation for these individuals.
- 4) APS Investigators do not share information about the case with those who are outside of the investigation (friends, community members, family etc.). This is due to confidentiality. Utah APS is currently researching to determine whether there is a way to broaden the parameters to include more entities who can be informed about an investigation.
- 5) If needed, APS will involve law enforcement or senior centers in specific situations, such as caregivers gatekeeping (preventing access) to the victim.

#### Scams and Fraud:

Scam and Fraud complaints are not investigated by APS but are passed to the Elder Justice Initiative coordinator (April Wilson). Scams/Frauds are costing the community thousands of dollars a day and are constantly changing. The older adult population is very vulnerable to these changing scams—especially those who suffer from social isolation. April reviews the complaints to identify individuals who have been reported to be victims of scams/fraud more than once in a year. She then contacts these individuals to provide education and support. She counsels with them about the various financial regulations and provides assistance with reporting the incidents.

#### Elder Justice Initiative:

- Established federally within the Department of Justice
- Created from California legislation designed to protect the older adult population from costly scams/frauds
- The mission of the initiative is to support and coordinate programmatic efforts to combat elder abuse and neglect and scams/fraud targeting older adults

#### 4 Elder Justice Initiative Goals:

- 1) Build federal, state and local capacity to fight Elder Abuse. This is done by providing training to first responders, attorneys and local leaders.
- 2) Promote justice for older Americans. Continue to investigate and resolve cases from long-term care facilities.
- 3) Support research to improve elder abuse practices.

- 4) Help support families and introduce them to investigative agencies that can provide them with the skills they need to recognize and avoid scams in the future.

April is working on outreach to the community about awareness of scams and fraud. She is available for presentations in the MAG region if the council is aware of opportunities. Her contact information is:

April Wilson  
385-258-8331  
[aprilwilson@utah.gov](mailto:aprilwilson@utah.gov)

She mentioned that she wants people to have information and tools to combat potential scams. She would also like to partner with the Department of Commerce to create peer to peer support groups for victims of scams.

#### Multidisciplinary Teams:

- A group of people composed of representatives from 3 or more disciplines who work collaboratively with a common goal
- Five elements of the Multidisciplinary Team: shared decision making, partnership, interdependence, balanced power and process and a victim focused approach
- 2019 funding was acquired to start the MDT Coordinator position which April currently holds as well
- There are now 10 MDTs that are partnered with Area Agencies on Aging (AAA's) in the various regions across the state
- Meetings are often attended by: AAA staff, APS, local domestic violence support, law enforcement, victim advocates, Office of Public Guardian, Divisions of Services for People with Disabilities, senior center directors, Medicaid Fraud Control, mental health support and nonprofits
- The team comes together to address specific clients and see what resources are available to that person
- Participants sign confidentiality agreements so that the information is not shared beyond the group
- Meetings have continued to be held virtually post-pandemic. This has increased participation

#### Friendly Callers Program - *Bonnie Lewis*

The Friendly Callers Program was created at MAG to help address social isolation among older adults in the community. MAG has been working to expand the program. It is a check-in call for those who are homebound and helps people find connections. Socially isolated older adults are very vulnerable, so having someone who calls to check on them helps. Utah currently is the state with the lowest risk of social isolation in individuals 65+, but there are still many lonely older adults who can benefit from increased contact.

Clients can self refer or be referred by a service provider or caregiver. They must be 60+ and a resident of Utah, Summit or Wasatch County. People can verbally enroll over the phone and are matched with a volunteer of their same gender. The time or day that the call is made is discussed between the volunteer and the client. Clients may opt out from receiving the calls at any time.

Volunteers must be at least 25 and commit to volunteer for at least 6 months and to call the client on an ongoing basis. They must also go through MAG's volunteer onboarding process. It was suggested by a council member that there could be a monthly topic that the volunteers can talk to the clients about such as fraud.

The best client recruiters are the Meals on Wheels drivers, case managers, local clergy, and long term care facilities. Only around 10% of the current clients are self-referred. Most people are more willing to accept this help when a trusted person talks to them about it.

The volunteers use the Mon Ami database to call the clients so that the volunteers don't need to use their own phone numbers to call. The call looks like it is coming from MAG so the seniors can recognize that the call is legitimate. This also helps reduce potential fraud. Currently, there are 34 active "friendships".

Twice a year surveys get sent to the clients to get data on how the clients are liking the programs and to receive suggestions on how to improve. Bonnie also shared various comments from those who have friendly callers. It was shared that 73% of clients surveyed said that they had increased social interaction because of the program. As well as, 86% said that their volunteer made them feel happier and less isolated.

The current challenges the program faces are volunteers dropping out when they have finished onboarding and clients who are excited about the program but then never answer the phone. Still, the program continues to grow and improve.

### **Senior Health Challenge Update - Jimmy Golding**

The Senior Health Challenge 2023 went really well. Each year, there is a goal for the Challenge to grow and adapt to the needs of the seniors in our area. This year, people could set their own goals in three different categories each week. The fitness categories were: physical, mental and emotional. Overall, the participants enjoyed this year's format. Some people missed the competitive aspect of past challenges. Next year, there will be categories for those who would like to be more competitive. There was also more social media interaction through Facebook amongst the participants this year. Group activities were also held throughout the month. The best attended was the nature walk at the Swaner nature preserve in Park City.

At the end of the challenge this year, there was a big celebration picnic held at Mount Timpanogos Park in Provo Canyon, where the participants could come and win prizes, play games and meet one another. Some of the prizes that were won were: Fitbits, Rec center prizes, Runners Corner Gift Cards, and Insulated water bottles. The goal is to double the number of attendees for next year as well as to invite local officials.

Presentations at all the senior centers also aided in the increase of participation. Next year the goal is to have volunteers assist in signing people up for the challenge at these presentations. It was suggested by a council member that the presentation could include a mini challenge (such as a "minute to win it" game) to get people excited for the challenge. Overall there was more participation across all three counties. Around 90 people set goals and participated with around 250 people signing up.

On the 4th of July, the Meals on Wheels team walked in the Provo Freedom Festival Parade. They were able to have 2 Meals on Wheels trucks and various employees in the parade. It was mentioned by other members of the council that they bring the trucks to other parades through the area such as Lindon and Wasatch County in August.

### **Department Updates - Mary Lucero**

The current 4 year plan was approved by the state board of aging. The state's plan is still waiting to be approved.

Legislation is being prepared for next year. There is a data collection committee that has been formed by all the AAA's in the state to figure out how data can be collected on a statewide basis. MAG has also tasked its two lobbyists with gaining funding for our requests as well as the ongoing funding ask for the Meals on Wheels program as well as the Long-term Care Ombudsman program.

The nonprofit has been fully registered and had fallen off for two years which created a problem with the Department of Commerce and the bank. Now these problems have been rectified and the donations that come from family of Meals on Wheels clients will be deposited into the nonprofit bank account as fundraising. This will allow grants to be applied for the fiscal year 2025. The funding for the nonprofit will be used only for meal delivery and Meals on Wheels, not for employee benefits etc.

The annual Aging Staff Retreat will be two days long and will again be held at the Zermatt Resort in Midway. This year the staff will do a SWOT analysis to determine and match the department goals with MAG's goals.

The US Aging Conference will be July 17-19 and most of the aging staff will be in attendance. There will be many great topics for staff training.

### **Roundtable discussion**

Linda Cole told the council that MAG has opened a Request for Proposals process for a Summit County meal provider. The meal preparation currently is located in Coalville and with the old contract ending, it opens up the possibility of moving that preparation more centrally to Park City if a vendor is located. She asked the council to pass the information along to any vendors they may be aware of who would be interested in preparing meals for Summit County. It could be a catering facility, the hospital, jail or other facility able to make around 75-100 meals per day 5 days a week. The contract payment would be \$70,000-\$80,000 for the year. The RFP document stipulates that you have to include a meal plan that is nutritionally sound. The provider also needs a secure place to park the trucks at the end of the day.

The RFP is open until August 7th and the application instructions are available on the MAG website or individuals can contact Linda Cole directly.

Gena Bertelsen mentioned that there was a Chili's fundraiser that was going to raise money for Christmas stockings for the senior communities. A percentage of the sales will go to the project. She also brought the council's attention to the Alzheimer's walk in September. MAG does have a team that is planning on attending called the "MAG Marvels."

Elen Holdaway shared information about the current support groups for caregivers that are being held. There are groups that meet in person and some that meet virtually. The virtual ones meet weekly, and the in-person ones meet once a month. One in Lindon is starting soon. There are two caregiver coalitions—one that is for Utah County and another for Wasatch and Summit Counties. A monthly newsletter is sent to the caregivers as well. Currently, the annual Caregiver Conference is scheduled for November 3rd. The sponsorship for the keynote speaker is in the works as well.

The meeting was adjourned.

**Next Meeting – September 14th 2023 - 1:30 pm  
Wasatch County Health Department**