2021 ANNUAL REPORT
Promoting independence through advocacy, engagement, and access to resources.

Aging & Adult Services is a division of the Salt Lake County Department of Human Services and a federally designated Area Agency on Aging.

Budget
$24M

Senior Centers
16

Staff Members
235

Dedicated Volunteers
2,277

Clients Served
16,342

Paul Leggett
Division Director

Jeremy Hart
Associate Director

Joey McNamee
Associate Director

Jessica Montgomery
Fiscal Manager
Active Aging includes 16 Senior Centers (15 brick & mortar and 1 virtual) and Health Promotion & Education programming. Active Aging programs offer highly beneficial opportunities for social interaction, civic engagement, evidence-based classes, and healthy lifestyles to older adults. Senior Centers are staffed and operated by Salt Lake County and are offered in communities across the county, often in partnership with municipal governments. All of Salt Lake County’s Senior Centers are accredited by the National Council on Aging.

Community Care Transitions supports independence for older adults as their care needs change. In-Home Services prevent premature long-term facility placement, and can include homemaking, adult day services, medical equipment, home adaptations, and chore services. The Caregiver Support program provides information, respite, and support to family caregivers. Veteran Directed Home & Community Based Services (VDHCBS) assist veterans who need skilled home care services. Refugee Services and the Housing Liaison program support older adults through case management and basic needs assistance.
COMMUNITY ENGAGEMENT

Community Engagement connects older adults with vital services and volunteer opportunities. The Outreach team answers calls, provides information and referrals, and conducts intake for AAS. The Ombudsman program protects the rights of residents in long-term care facilities. Medicare Counseling helps older adults access healthcare. Volunteer opportunities provide people of all ages the chance to make a difference in our community. In addition, AAS proudly offers the AmeriCorps Senior programs Foster Grandparents and Senior Companions to adults over age 55.

INDEPENDENT AGING

Independent Aging helps older adults age in place, rather than living their final years in a residential facility. Independent Aging operates two critical services: Meals on Wheels and Rides for Wellness. Meals on Wheels provides hot midday meals to vulnerable older adults who are homebound and in need of nutritional support. Rides for Wellness provides rides for older adults to critical medical appointments. Like Meals on Wheels, this service is intended for low-income and homebound adults and is operated through the strength of paid staff and volunteers.

Total Volunteers
2,277

Volunteer Hours
151,664

Wellness Calls Completed
3,875

Outreach Calls Answered
18,292

Total $ Saved on Prescription Drugs for Medicare
$864,437

Meals Served
382,652

Meals on Wheels Clients
2,957

Rides Provided
39,309

Rides for Wellness Clients
1,059

Wheelchair Rides Provided
7,048
COVID-19 RESPONSE

Vaccine Distribution
AAS partnered with the Salt Lake County Health Department to host COVID-19 Vaccination Clinics in 2021.

- Nine first and second dose clinics organized at senior centers with 250-350 clients per clinic
- 8,800 calls made reaching 5,500 individuals with 2,300 getting vaccinated at AAS clinics
- 858 one-way rides given to 1st dose appointments
- All 2,300 clients contacted to schedule 2nd dose appointments
- 181 in-home vaccines to homebound clients

Wellness Calls: The Friendly Caller Program
AAS implemented a Friendly Caller Program to assess client wellness and address unmet needs during the pandemic. Clients were given the opportunity to opt-out of being contacted weekly by AAS staff and volunteers. This program kicked off in April of 2020 and continues in 2022 through the power of volunteers.

- Clients choose how often they receive calls
- Average of 2,400 successful calls weekly in 2021
- Over 150,000 calls made to clients
- Over 37,000 staff hours spent speaking to clients

Meal Delivery for Special Populations
AAS worked with the Salt Lake County COVID-19 response team throughout 2020 and 2021 to provide meal deliveries to vulnerable populations who were isolating and quarantining due to coronavirus.

- Quarantine meals: 303 deliveries serving over 4,000 meals to older adults isolating at home
- Catered meal delivery: 58,984 total meals provided to homeless individuals staying at Salt Lake County’s Quarantine Hotel

Virtual Senior Center & Curbside Meals
AAS opened a Virtual Senior Center and implemented curbside meal pickup at Senior Centers in 2020; these programs continued through 2021.

- Virtual Senior Center classes began in August 2020 with 20 classes
- Currently offering 415 online classes.
- 3782 clients registered in 2021, 167 utilized online self-registration
- Served 144,301 meals through the curb side pickup program in 2021
- Started a breakfast meal program to provide 26,498 additional meals to seniors in need