

# Division of Aging and Adult Services

July 2020 Newsletter

## A Message from the Director

Welcome to the inaugural issue of this newsletter focusing on the needs of seniors and other vulnerable individuals here in Utah! We are excited for the opportunity to share new insights, provide updates on current efforts and initiatives, and to help to connect the network of agencies, organizations, and individuals who are working on behalf of this unique clientele. With all of the players carrying out day to day activities within our Aging network we can sometimes feel a bit disconnected from each other, and we hope this newsletter will be a tool for coordinating and broadening the impact of all of our efforts.

Obviously we are all experiencing challenges and changes associated with the COVID-19 pandemic that has had a disproportionate impact on the people we serve. Despite the disruptions we have seen over the past few months, we have also seen impressive and lifesaving efforts from across the Aging network in continuing to provide services and increased support where needed. There has been a burst of creativity and focus in the way we serve Utah's seniors and vulnerable adults, and the result has been new best practices and ideas for better serving clients not only during the current situation, but also going forward into the new 'normal.' I can't thank you all enough for your efforts and it has been a true pleasure to work together and to learn from each other!

In future issues, we will be focusing on specific programs and partners which do so much for the Aging network in Utah. Aging services consists of addressing needs across a broad spectrum of care for our clients, including helping individuals access nutrition services, transportation, legal services, in home care, caregiver support, and many others. Underlying these various efforts is a desire to help Utah's seniors remain healthy, independent, and safe, while working to strengthen the various formal and informal supports that allow seniors to remain connected with the people they care about and to continue contributing to our communities across the state.

We look forward to this ongoing partnership with you and while the challenges we currently experience are daunting, we are excited to face them with you and to find new and innovative ways to continue to support the remarkable people we serve. Thanks so much for all you do!

Nels Holmgren  
Director, Utah Division of Aging and Adult Services



## Did You Know?

The **CARES Act hotline** has been created to provide access to services during the COVID-19 pandemic. The hotline can be used to access home delivered meals (Meals on Wheels), telehealth, delivery services (such as groceries, prescriptions, etc.), outreach, transportation, additional case management services, and other services necessary to keep high-risk individuals safe in their homes. These services are being provided by the local Area Agency on Aging networks.

Individuals should call 1-877-4aging0 or (1-877-424-4640) to access services.



## Program Highlight: Utah's Long-Term Care Ombudsman

The State of Utah's Long-Term Care Ombudsman Program (LTCOP) is authorized by Federal and State laws to receive complaints about long-term care settings, investigate those allegations, and then resolve them on behalf of residents of long-term care facilities (i.e. nursing homes and assisted living facilities). An Ombudsman is an advocate for the residents.

During the COVID-19 pandemic, Utah's LTCOP has played a vital role in advocating for and assisting Utah's long-term care residents and families in multiple ways. The ombudsmen continue to provide case and complaint investigations, daily and weekly communications with long-term care residents and families and long-term care facilities, consultations with residents, families, and other agencies, and on-going training with long-term care facility administration to ensure facilities are appropriately caring for the residents' mental, physical, emotional, and spiritual needs.

Resident isolation in long-term care facilities during the pandemic remains a serious concern, and our program is constantly thinking outside of the box to address this issue. Besides advocating for the right of residents to safely receive visitors, we worked with local volunteer chaplain services to provide information for residents to address their spiritual needs, set up weekly meetings with facility staff to provide education and activity ideas to use during isolation, and worked with the Utah Department of Health and the Utah Health Care Association to purchase tablets for each nursing home to help decrease resident isolation.

Utah's LTCOP will continue to advocate for residents of long-term care facilities by giving them hope and letting them know they are not forgotten. If you or anyone you know has a concern with a long-term care facility, please contact DAAS at 801-538-3910 to obtain the phone number for the local ombudsman representative in your area.

### Legislative Update

**The Financial Exploitation Prevention Act (H.B. 459)** took effect on May 12, 2020. This law increases protections for vulnerable adults against fraud and financial exploitation.

Under this new law, a covered financial institution is permitted to delay certain financial transactions, and to notify Adult Protective Services, a law enforcement agency and co-owners of the accounts of suspected financial exploitation of a vulnerable adult.

The Office of the Attorney General's website will also provide resources and other information on scams targeting older adults.

[attorneygeneral.utah.gov](http://attorneygeneral.utah.gov)



### DAAS Updates

The Utah Division of Aging and Adult Services is conducting a needs assessment survey of agencies statewide that provide services to vulnerable adults in Utah. This survey is targeted to professionals and providers that are involved in the support and protection of vulnerable adults. The Division seeks to understand the services available across the state, gaps in services and resources, service provider priorities and needs, and present and future needs of Enhanced-Multidisciplinary Teams (E-MDTs). Survey results will be used to create a strategic plan that will improve outcomes for victims of abuse, neglect and exploitation, and to address the needs and gaps in communities, through direct services, training, and building E-MDT capacity in the state.

If you have not received the survey and would like to participate, please email [alex.schiwal@usu.edu](mailto:alex.schiwal@usu.edu).



## Community Partner Spotlight: AARP

AARP is a nonprofit, nonpartisan organization that empowers people to choose how they live as they age. AARP provides advocacy for older adults on aging issues and works in partnership with the aging network to improve the quality of life of Utahans.

AARP has worked with DAAS to provide resources and training for older adults, including their Tax-Aide and Driver Safety programs. AARP is also assisting the DAAS with an important project by mailing information on Protecting High-Risk Populations to Utahns. In addition, AARP generously allows use of their meeting spaces and resources to be utilized by the aging network.

AARP recognizes the importance and value of volunteers, and recognizes volunteers through the annual Andrus Award and other volunteer recognition events.

AARP is working with Adult Protective Services to provide training to financial institutions on recognizing the signs of financial exploitation through the BankSafe initiative. The initiative helps financial institutions better meet consumers' financial needs and safeguard their assets by focusing on four key areas: preventing financial exploitation, empowering family caregivers, helping those with dementia, and making banking tools and environments easier to access. AARP provides current information on scams affecting all Utahns and is a trusted source of information. For more information on AARP Utah, please visit their website at [states.aarp.org/utah](http://states.aarp.org/utah).

We want to thank the AARP Utah team for their outstanding partnership and for the valuable work they do for Utah!



## Upcoming Events

Senior Medicare Patrol (SMP) program is sponsoring Shred Your Documents events (in conjunction with the local Area Agency on Aging) at the following cities:

7/31	Friday	10am - 1pm	Mt Olympus Senior Center	1635 E Murray Holladay Rd, SLC
8/21	Friday	10am - 1pm	Midvale Senior Center	7550 South Main Street, Midvale
8/21	Friday	9am - 11am	Roy Hillside Senior Center	5051 S 2000 W, Roy
8/24	Monday	10am - 12pm	Morgan Senior Center	50 W 100 N, Morgan
8/28	Friday	10am - 12pm	Northview Senior Center	485 E 2550 N, North Ogden
8/28	Friday	10am - 1pm	West Jordan Senior Center	8025 S 2200 W, West Jordan
9/14	Monday	10am - 1pm	Granstville Senior Center	120 S Center St., Grantsville
9/17	Thursday	9am - 1pm	Provo Senior Center	320 W 500 N, Provo
9/18	Friday	10am - 1pm	Clark Cushing Senior Center	10 E 6150 S, Murray
9/18	Friday	10am - 1pm	Tooele Senior Center	59 E Vine St, Tooele

### Division Director

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### LTC Ombudsman

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801.538.3924

### DAAS Main Line

801.538.3910

### Toll Free

1.877.424.4640

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To report abuse,  
neglect, or  
exploitation of a  
vulnerable adult:

### Report by Telephone

Monday - Friday  
8:00 am - 5:00 pm  
1-800-371-7897

### Report Online 24/7

[daas.utah.gov](http://daas.utah.gov)