



2024

Healthy Choices.
Healthy People.
Healthy Communities.

Senior Services Division Annual Report



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Division Overview

The Senior Services Division plans and implements programs, services, and policies supporting the needs of the county's aging population. These objectives are achieved through many services including, but not limited to:

1. In-Home Services that support independence for older adults as their care needs change preventing premature long-term facility placement. These support services include: assistance with activities of daily living like bathing, small meal preparation, chore or housekeeping, home adaptations, and respite for caregivers. Additionally, home delivered meals are provided to vulnerable older adults who are homebound and in need of nutritional support and medical transportation to critical medical appointments within the County.
2. Our three Senior Activity Centers: North Davis (Clearfield), Central Davis (Kaysville), and South Davis (Bountiful), offer highly beneficial opportunities for social interaction, congregate dining, and educational and evidenced-based classes for staying active and healthy.
3. Community outreach and engagement efforts in which our Retired and Senior Volunteer Program (RSVP) provides hundreds of volunteers with the opportunity to make a positive impact within their community by volunteering at locations like animal shelters, food pantries, and state parks. We answer calls, connect seniors to resources, provide Medicare Counseling, and protect the rights of residents in long-term care facilities through our Long-term Care Ombudsman Program.

“ Enrich the lives of older adults and caregivers through advocacy, engagement, connection to resources, and person-centered services for aging in place. ”

Davis County Senior Services Mission Statement

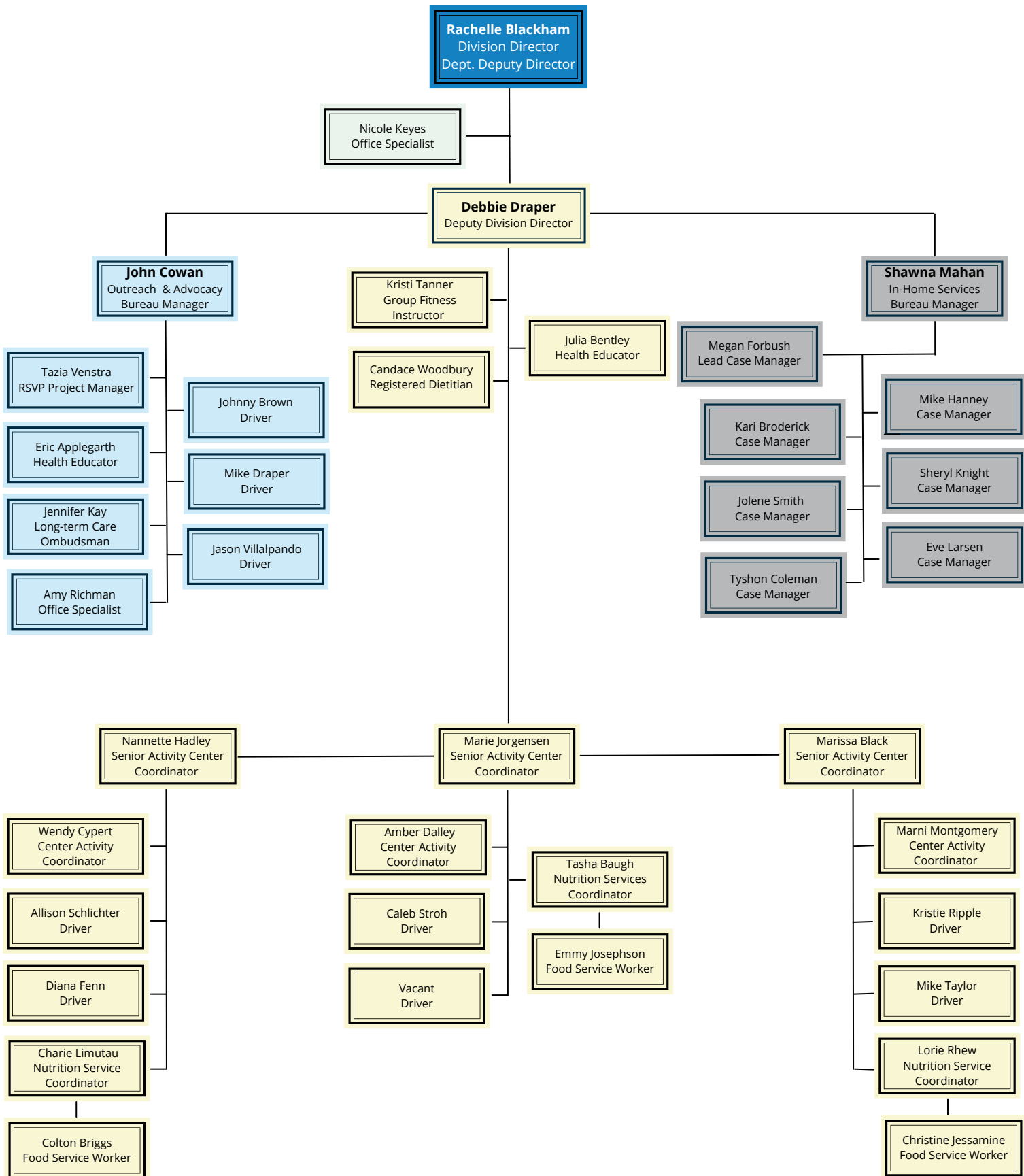
Senior Services Four-Year Plan Alignment

We are in year two of our Division four-year plan (2023 - 2027) or strategic plan that focuses on the six priorities listed below:



Throughout this report, if a section is marked with a priority icon(s) from the priorities above that section has directly supported our efforts to the corresponding priority or priorities.

Organization Chart



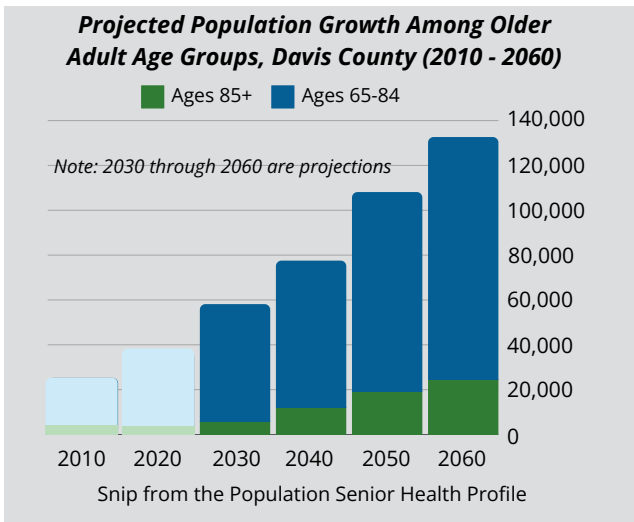
Division Highlights

Health Profiles



Throughout 2024, the Division has worked to create senior-specific health profiles, which are one-pagers examining the current data on a health topic that impacts older adults. These profiles also highlight related programs that the Division maintains to encourage positive health outcomes. As of December 2024, 8 profiles have been completed out of 10 profiles in total. All completed health profiles can be found on the Davis County Health Department's website.

Topics of Health Profiles
Population
Housing
Dementia
Caregiving
Malnutrition
Mental Health & Social Isolation
Suicide Prevention
Injury Prevention



Senior Farmers Market



In July, the Division began the Senior Farmers Market program, providing fresh fruits and vegetables to low-income older adults. This program came about through partnerships with the Utah Department of Health and Human Services Senior Farmers Market Nutrition Program and Backyard Urban Gardens (BUG). 73 individuals were enrolled in the program and given vouchers to purchase food that was delivered weekly to our Senior Activity Centers. 90% of enrolled clients actively participated in the program, leading to over 300 pounds of fresh produce being distributed to older adults in Davis County.



300+
Pounds

Pounds of Produce Delivered to Older Adults

66
Older Adults

Additionally, through quality improvement efforts, we ended the farmers market season with a 78% redemption rate, meaning program incentive vouchers were used for 78% of the locally grown produce we received. This leads to program sustainability. An added bonus is the leftover produce was donated to older adults in our Senior Activity Centers (non-low-income) to reduce food waste.

78%

Incentive voucher redemption rate

VOUCHER

Fresh produce not redeemed with incentive vouchers were donated

Automatic Doors

The Division received Community Development Block Grant (CDBG) funds in 2024 to improve the accessibility of both Central Davis and South Davis Senior Activity Centers. Automatic entrance doors were installed at both centers. The Division received the Environmental Change award by the Utah Disability Advisory Committee for these improvements!



South Davis
Installed February 2024



Central Davis
Installed March 2024

SNAP Grant

The Division applied for and received a Supplemental Nutrition Assistance Program (SNAP) grant through the National Council on Aging (NCOA) that will help individuals aged 60+ enroll in SNAP benefits. Receiving this grant allowed the Division to hire a Registered Dietician to support our Senior Nutrition Program, providing vital nutritional counseling and education to older adults throughout Davis County.



Davis County Senior Services
Clients at Nutritional Risk in 2024

28%

Congregate Meal Clients

61%

Home Delivered Meals Clients

The Division's goal is to assist with the submission of 650 SNAP applications,

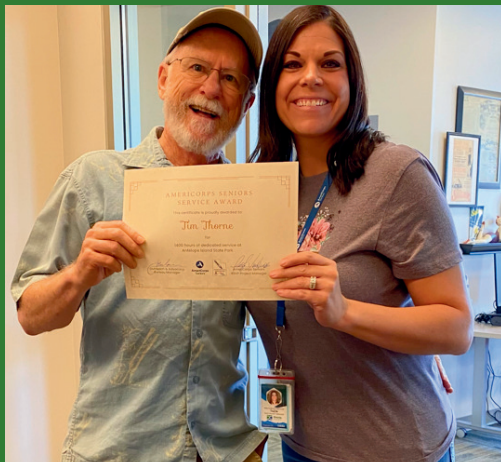
which will be accomplished through our collaboration with community partners and the Community Health Division. In 2024, 61% of our home delivered meal clients and 28% of our congregate meal clients were at nutritional risk.

Ombudsman Program

The Division's Long Term Care (LTC) Ombudsman, with support from the Davis County Clerk's office, coordinated the distribution of voting resources to all LTC facilities in the county, ensuring that residents had the information they needed to register and vote in the 2024 election. Many residents had not updated their address to reflect their current residence and had not received a mail-in ballot during previous elections. The LTC Ombudsman also advocated for residents to be transported to their local polling station so they could vote in-person. A total of 37 LTC facilities were contacted, potentially helping over 2,500 residents exercise their right to vote.



Supported Aging



Healthy Aging



Partnerships and Collaboration

Davis Behavioral Health



The Division's Long Term Care (LTC) Ombudsman, in partnership with Davis Behavioral Health (DBH), worked to increase access to mental health services among residents of assisted living and skilled nursing facilities. Residents of LTC facilities often have transportation or communication barriers that prevent them from receiving DBH services. A needs assessment survey was created and distributed to all 31 assisted living facilities in Davis County. 30% of facilities responded to the survey. Of those facilities, 90% reported that more than five of their residents required mental health services and 70% indicated that residents would need mental health services to be provided at the LTC facility.



USAgging Grant



The Division received funding from USAgging to provide vaccinations to older adults. The vaccines offered included Flu, COVID-19, Pneumonia, Shingles, RSV, and other routine vaccines. Vaccination clinics were offered in all three Senior Activity Centers in September, October, November, and December. These vaccination clinics also allowed us to dispense the newly approved respiratory syncytial virus (RSV) vaccine. Additionally, the USAgging grant helped expand in-home vaccinations for homebound and medically compromised clients. At the end of 2024, we have exceeded our goal of providing 3,500 flu and COVID-19 vaccines to seniors within the County. We received additional funding to continue our vaccination efforts into the first few months of 2025!

90%

Facilities reported more than five of their residents require mental health services

70%

Indicated that residents would need services to be provide at the facility

To address this need, DBH contracted with a third party provider to bring mental health services to LTC facilities, improving residents' access to care.

USAgging Grant Impact



117

Outreach Clinics



126

Homebound Vaccination



3,500

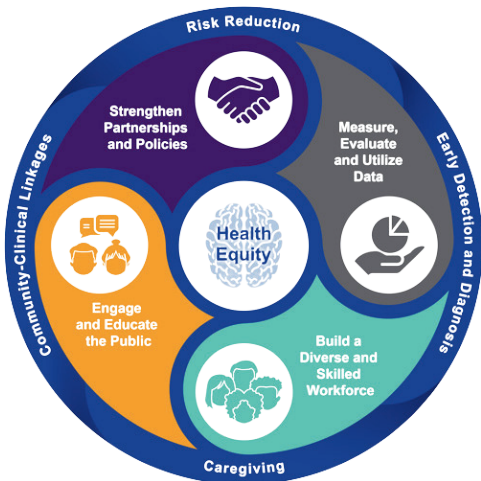
Flu and Covid-19 Vaccinations

Healthy Brain Initiative



The Davis County Health Department (DCHD) was one of ten health departments across the U.S. to be selected to participate in the Healthy Brain Initiative (HBI) Road Map Strategists program, led by the Alzheimer’s Association and the National Association of County and City Health Officials (NACCHO). This initiative aims to promote brain health and support individuals affected by dementia through raising awareness about dementia resources, education, and support services.

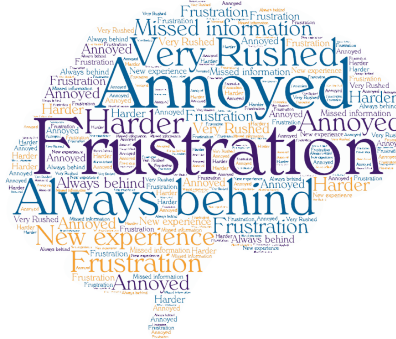
The framework of the HBI Road Map consists of four domains built from the Essential Public Health Services



The Division has begun providing dementia training for all DCHD staff through online training modules, teaching staff members to identify local resources that support caregivers and individuals with dementia. This training will be updated regularly, ensuring that staff have access to the most current information.

91% Staff Completion Rate
 Understanding Public Health and Dementia
 By Alzheimer’s Association

The Division also hosted four immersive dementia training sessions, two for DCHD staff and two in the community. All four training sessions received positive feedback from attendees, and will continue to be hosted throughout the County.



How would you describe your experience?
 The words shown were the most common responses to the Dementia Live experience in our Senior Advisory Board Meeting

Caregiver Conference



In partnership with the Utah Geriatric Education Consortium and the Alzheimer’s Association the Division was able to host a Caregiver Conference in February. The conference provided education to 73 caregivers and community professionals on topics such as Veteran Affairs (VA) Caregiver Support Programs, VA Healthcare Enrollment, Screening for Dementia, Depression, Delirium, What is Alzheimer’s Disease and Dementia. Additionally, the conference highlighted the services and programs provided by the Division.

Davis School District



The Division continues to partner with the Davis School District (DSD) for them to provide a robust driver training program that meets Entry Level Driver Training requirements for our staff. Our Division accidents were down 80% this year compared to last year, decreasing from 10 to only 2 in 2024.

Notable Events

RSVP Recognition Event

In October, the Davis County AmeriCorps Seniors RSVP program held its annual volunteer recognition event. Thanks to the generous support of the Davis County Health Department, volunteers were allowed to bring a guest to the event. Of the 173 attendees, 122 were volunteers and 51 were guests. The event had a 1950's theme and included a catered BBQ chicken dinner, photo booth, live music by "Rocking Dave", dancing, ice cream sundaes, and a recognition gift bag for each volunteer. Department and County leadership spoke and thanked RSVP volunteers for providing over 40,437 hours of service—valued at \$1,353,830—to our community.

40,437

Hours Served

Valued at

\$1,353,830

RSVP volunteers' most notable accomplishments in 2024 include delivering 93,734 meals to homebound seniors, providing food to 10,788 individuals at the Bountiful Community Food Pantry, advocating for 312 residents in long term care communities, maintaining or improving more than 45 miles of trails at Antelope Island State Park, and serving lunch to 1,298 Senior Activity Center patrons.

Combined Center Activity (Car Show)

Each quarter, the Division hosts a combined Center activity, inviting clients from all three Senior Activity Centers to attend. These events are designed to foster socialization and camaraderie among older adults who attend different Centers. This June, we hosted our most popular combined activity to date at Central Davis Senior Activity Center, with approximately 150 seniors in attendance. The event featured a backyard car show that showcased 11 classic cars, thanks to the efforts of a Center volunteer who helped secure the vehicles. Attendees also enjoyed a barbeque and live music from a local band. The event was a great success, bringing older adults together in a fun and engaging way.




Aging Resources



Impact at a Glance

4 Year Plan Continuous Efforts

-  Partner with the University of Utah in an older adult malnutrition study
-  Health Resource Fairs to connect older adults to resources
-  Provide Dealing with Dementia and Dementia Dialogue courses
-  Increase participation at Senior Activity Center to combat social isolation
-  Spend ARPA funds to meet older adult needs
-  Provide homebound immunizations and host vaccination clinics
-  Outreach and engage underserved and underrepresented older adult communities
-  Promote person-centered care or participant directed in all programs
-  Provide non-emergency medical transportation
-  Enhance community partnerships to meet the needs of older adults
-  Identify sustainable funding options
-  Provide education, resources, and recognition to caregivers
-  Advocate and develop dementia friendly programs
-  Align with Utah Family Caregiver Plan and Utah ADRD Plan
-  Advocate for the rights of individuals in Long-Term Care Facilities
-  Provide education about scams, financial exploitation, and elder abuse
-  Facilitate monthly CAPE meetings and training



New Division Software
Age Wise
Implemented in
December 2024

94 Quick Quack Quality Submissions

June Top Performer



Highlighted Submissions

5 Whys

Used the 5 whys when performing root cause analysis on Ombudsman Program evaluation

Survey/Action on customer Feedback

Did a recent survey with our patrons to get ideas on what places they would be interested in going to for lunch bunch. Also, asked their feedback on some ideas for future Field Trips and if they would be interested in going. This helped us see what their interests are and helped us narrow down the best places to go.

Update Processes

"Updated Volunteer and Station Handbook information. This will provide current information to volunteers and their stations vs. the outdated info we have now"

Healthy Aging Evidence-Based Classes

<p>EnhanceFitness A group exercise and fall prevention program that helps older adults at all levels of fitness become more active, energized and empowered.</p>	<p>83 PARTICIPANTS</p> <p>6,057 Units</p>
<p>83 PARTICIPANTS</p> <p>1,974 Units</p>	<p>Bingocize Strategically combines the game of bingo, exercise, and/or health education.</p>
<p>Living Well with Chronic Conditions A 6-week workshop that teaches older adults and caregivers how to effectively manage chronic conditions.</p>	<p>8 PARTICIPANTS</p> <p>2 Workshops</p>
<p>69 PARTICIPANTS</p> <p>1,884 Units</p>	<p>Tai Chi for Arthritis and Fall Prevention Tai Chi is an enjoyable exercise that can relieve your pain, improve your health, and increase your ability to complete activities.</p>

Christmas Gift Drive

21



Senior received gifts

2024 Outreaches

30
Events

401
Individuals Reached

Top 3 Attended Events



19

Participants at our American Red Cross Blood Drive



120

Heartfelt tokens given out to home-bound individuals

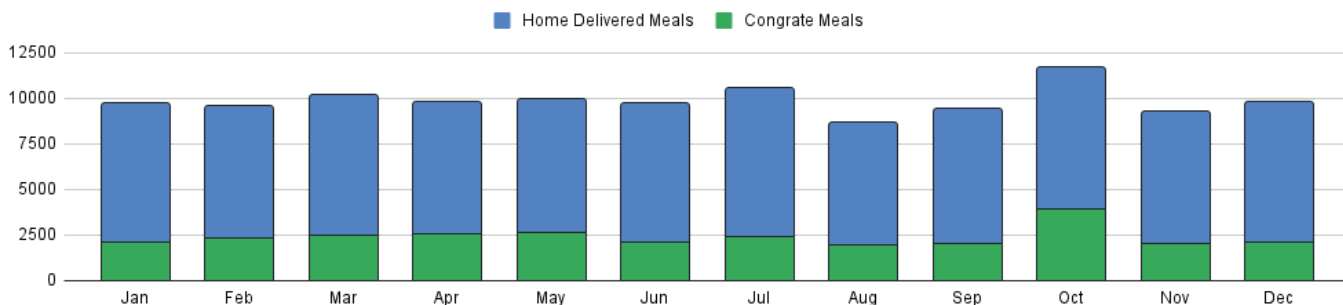
Senior Health Insurance Program (SHIP)
Senior Medicare Patrol (SMP) / MIPPA

7,120
Hours with Clients

48
Medicare Classes

2,168
Individuals Severed

Congregate Meals and Home Delivered Meals Provided in 2024



In-Home Services

Provides support and services for older adults as they age within their home.

Individuals Served by Program

Veteran Directed Care Program
22

Alternatives Program
132

Medicaid Aging Waiver Program
22

New Choices Medicaid Waiver
6

Average Monthly Cost Per Alternatives Client

\$373

VS

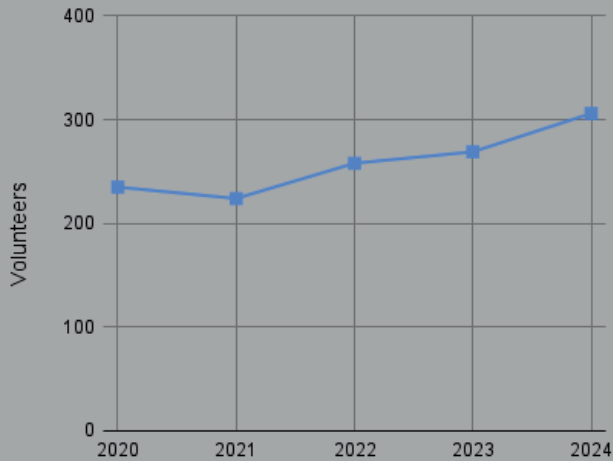
Average Monthly Cost for a Long-Term Care Facility

\$4,150

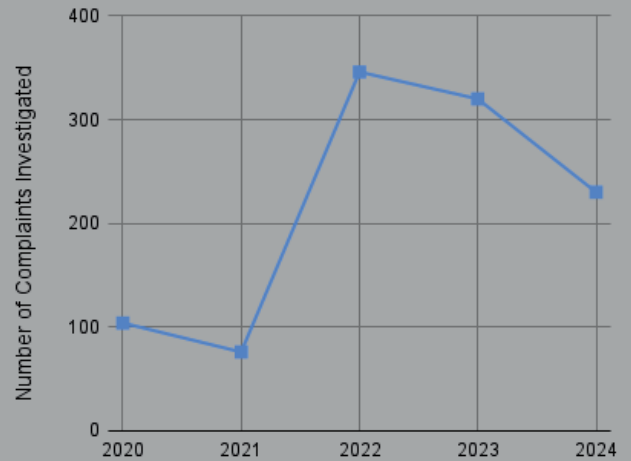
Program Trends

Outreach and Advocacy

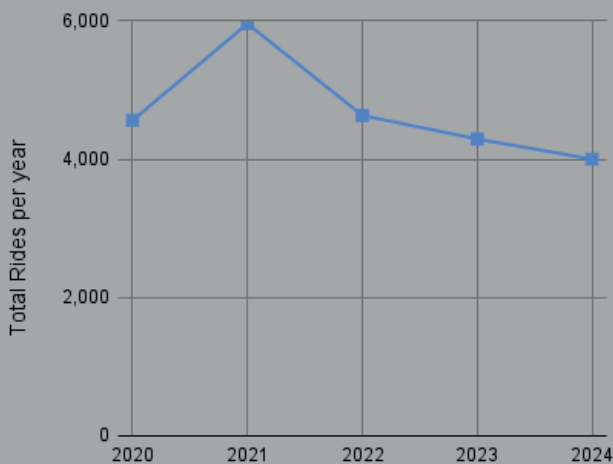
Number of RSVP Volunteers



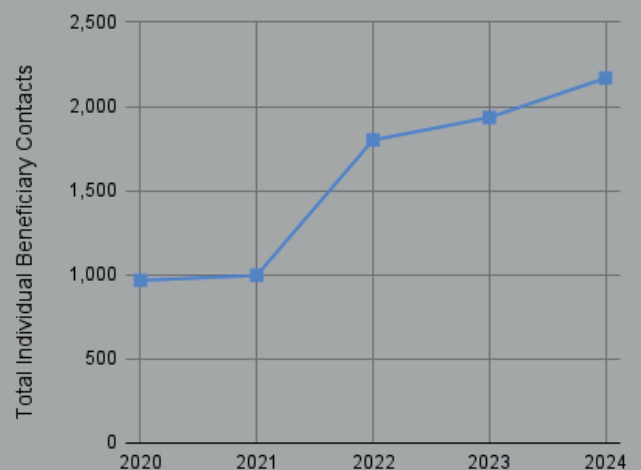
Ombudsman Complaint Investigations



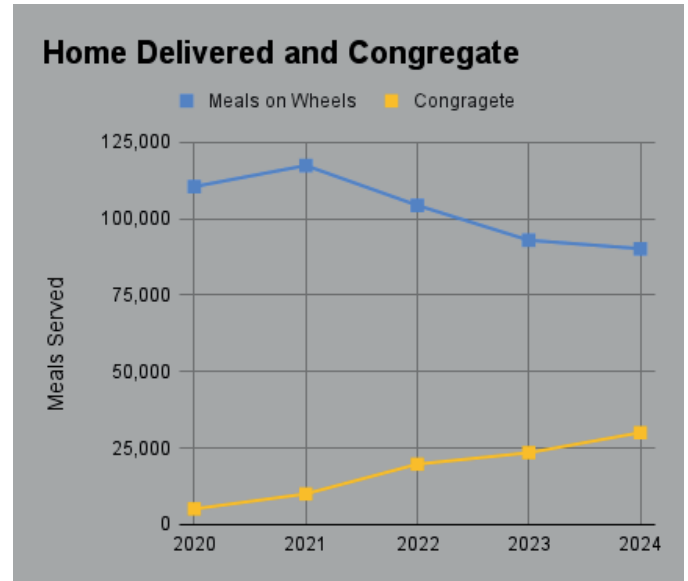
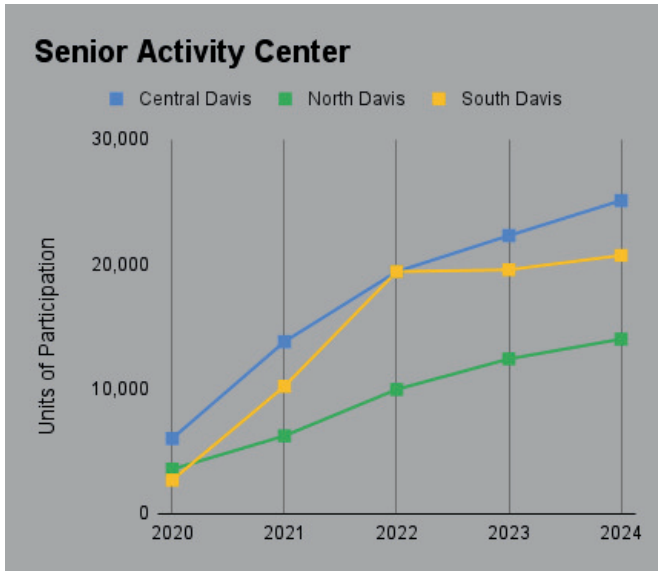
Medical Transportation (Rides4Health)



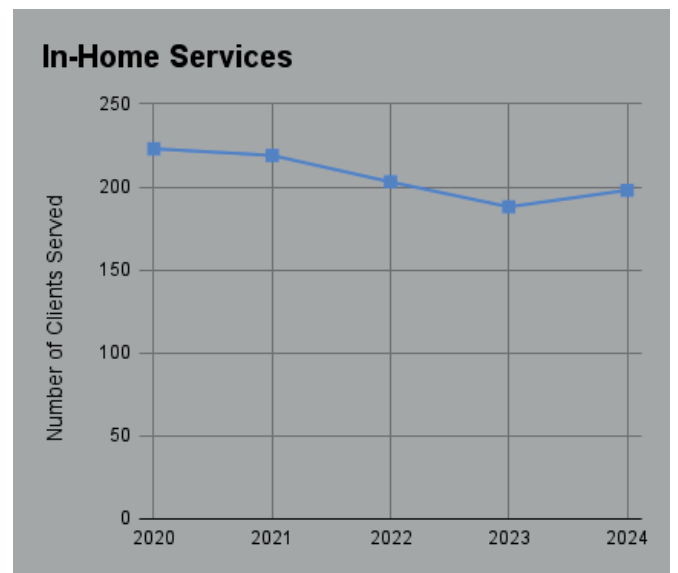
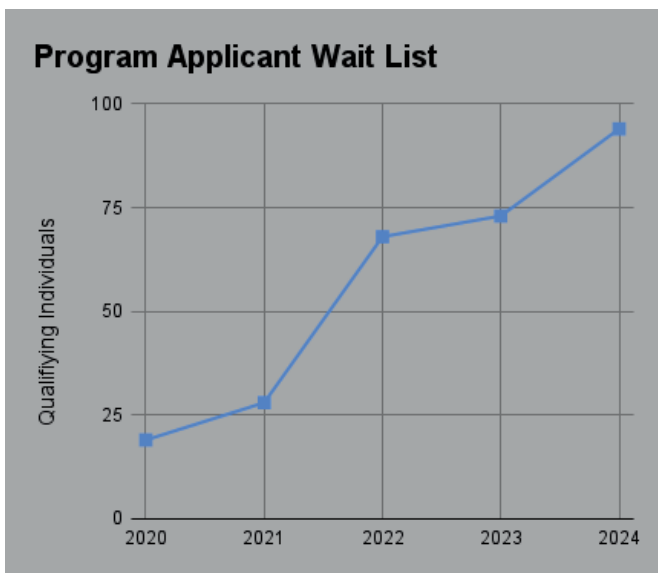
SHIP Beneficiary Contacts



Senior Activity Centers and Nutrition



In-Home Services



Recognitions

"WE MUST FIND TIME TO STOP AND THANK THE PEOPLE WHO MAKE A DIFFERENCE IN OUR LIVES."

- JOHN F. KENNEDY

Thank you!

Adams, Carol
 Allen-Metz, Celeste
 Allen, Barbara
 Allen, Sidney
 Allred, Michael
 Amos, Ruth
 Amos, William
 Anderson, Don
 Anderson, Gale
 Bain, Cindy
 Ballou, Patty
 Ballstaedt, Diane
 Barber, Angela
 Barham, Debra
 Barker, Jean
 Barrett, Winifred
 Bean, Jim
 Beard, Michael
 Bee, Leslye
 Besse, Brett
 Bingham, Melanie
 Bird, Vickie
 Black, Melanie
 Blair, Lynn
 Blanchard, Paul
 Bodily, Patricia
 Bodily, Victoria
 Bradshaw, Michelle
 Bright, Jan
 Broadbent, Eleanor
 Broadbent, Kent
 Broadbent, Meg
 Broadbent, Warren
 Brown, Donna
 Brown, Mary
 Brown, Ruth
 Butcher, Kathy
 Butler, Keith
 Bybee, Carma
 Butcher, Kathy
 Butler, Keith

Bybee, Carma
 Call, Rex
 Call, Ruth
 Campbell, Susan
 Card, Norma
 Carroll, Jacquelyn
 Carter-Nielsen, Stephanie
 Carter, Bonnie
 Catoe, Mitchell
 Chase, Rita
 Chase, Wendy
 Checketts, Denece
 Christensen, Jessica
 Christensen, LuJean
 Christiansen, Ron
 Cloward, Charles
 Coe, Janis
 Cole, Lori
 Connelly, Claudette
 Cook, Marsha
 Cooper, Katheleen
 Cowder, Carolyn
 Cox, John
 Crispo, Anita
 Cummings, Catherine
 Daniels, Janus
 Davis, John
 DeJong, Ana
 DeMille, Helen
 Devenport, Shauna
 Dilks, Phyllis
 Doubleday, Susan
 Draper, Michael
 Drouin, Joelle
 DuFour, Georgina
 Earl, Stanley
 Elliott, Lynette
 Erhart, Susan
 Evans, Debbie
 Evans, Thomas
 Ewing, Shirley

Ferguson, Brian
 Fifield, Nathan
 Fillmore, Max
 Fillmore, Sharla
 Fitzgerald, Donald
 Fixmer, Connie
 Fixmer, William
 Freeman, Ronald
 Furse, Lorraine
 Gabron, Carie
 Gardner, Dennis
 Garner, Edwin
 Garner, Venice
 George, Cindy
 George, Matthew
 Gerberding, Mark
 Gibbs, Janet
 Gillie, Margaret
 Glover, Curtis
 Glover, Nicolette
 Grimaldi, Laura
 Gruis, Amy
 Gruis, Brian
 Gubler, Kahl
 Gunnuscio, Jim
 Hales, Susan
 Hall, Steve
 Hall, Winon
 Hambleton, Larry
 Hamblin, Michael
 Hanken, James
 Hanken, Jim
 Hartley, Richard
 Hartman, William
 Harvey, Marci
 Harvey, Marcie
 Hathaway, Debra
 Henderson, Karen
 Hepworth, Tyler
 Hewitt, Jeffery
 Hewitt, Paulette

Hewlett, Neal
 Hicks, Carel
 Hicks, Franklin
 Hill, Alan
 Hill, Richard
 Hirst, Holly
 Hole, Christie
 Holman, Susan
 Holmes, Chad
 Holmstead, JoAnn
 Holmstead, Randy
 Hooper, Gary
 Hortin, Patti
 Howard, Darlene
 Howe, Darlene
 Hubbard, Ronald
 Hubbard, Sandra
 Huffaker, Lauralyn
 Hughes, Elaine
 Hughes, Roger
 Hunsaker, Spencer
 Hunt, Barry
 Hunt, LeAnn
 Husak, Jacklyn
 Inman, Michael
 Inman, Sandra
 Jackson, Doug
 Jamison, Steve
 Jensen, Barbara
 Johnson, David
 Johnson, Donna
 Johnson, Dorothy
 Johnson, Grant
 Johnson, Marjorie
 Johnson, Scott
 Johnston, Doug
 Jones, Robin
 Jordison, Gail
 Kay, Harold
 Kearns, Joyce
 Kearns, Ray
 Kelly, Brian
 Kettell, Maurice
 Kettle, Maury
 Kilpatrick, Kathrin
 Knight, June
 Koci, Lorna
 Krumpos, Linda
 Lamb, Julia
 Landfair Loftus, Linda
 Lange, Diane

Lange, Helen
 Langevin, Sharon
 Lapine, Robert
 Larrabee, Mary
 Larsen, Alene
 Larsen, Starlene
 Larson, Kathleen
 Leary, Glen
 Leonhardt, Don
 Lindsay, Carol
 Lindsay, Laurel
 Lloyd, Donna
 Long, Henrietta
 Lopez, Carmen
 Lowrie, Chris
 Lund, David
 Macfarlane, Dan
 Malaska, Debra
 Marino, Trish
 Markoch, Cynthia
 Martinez, Laurell
 Martinez, Leonor
 Martinez, Manuel
 McClurg, Larry
 McCormick, Deborah
 McDonough, Peter
 McIntyre, Joel
 Milius, Steve
 Miller-Lazarz, Caren
 Miller, Shelley
 Mills, Brent
 Millward, Larry
 Modlin, Ronald
 Moellmer, John
 Monson, Craig
 Monson, Sandra
 Moore, Rich
 Moreno, Trish
 Morfin, Roger
 Moss, Neil
 Mott, Dan
 Mott, Susan
 Munoz, Erasmo
 Murphy, Janard
 Newman, Patrice
 Nez, Andrew
 Nicol, Marjorie
 Nielsen, Deborah
 Nielsen, Lori
 Norton, Diana
 Norton, Keith

Ocha, Andrew
 Olsen, Marilyn
 Oscarson, Gary
 Ouellette, Carol
 Pace, William
 Palkovich, James
 Parker, Paul
 Parkin, Terry
 Parrish, Carolyn
 Passey, Nadine
 Payne, Donna
 Payne, Rosalie
 Pearson, James
 Peremarty, Nathalie
 Perkins, Derek
 Peterson, Carol
 Platt, Richard
 Porter, Lynn
 Potter, Russell
 Powlas, Catherine
 Pressett, Gene
 Price, Linda
 Pugmire, Kim
 Randolph, Joseph
 Ray, Karen
 Read, Margaret
 Reib, Carol
 Reynard, Earl
 Reynard, Linda
 Richardson, Kelly
 Rieb, Carol
 Roberts, Wendy
 Rock, Katherine
 Rodriguez, Lidia
 Rogers, Jan
 Rouska, Lois
 Scardino, Cheryl
 Schaffer, Emma
 Scott, John
 Seeley, Fran
 Senekjian, Becky
 Senekjian, Harry
 Sensenbaugh, Margo
 Sheen, Peggy
 Shosted, Cherry
 Shumway, Kevin
 Shutt, Esther
 Simmons, June
 Simpson, Delmer
 Skaggs, Jim
 Slater, Tamera
 Smedley, Ross
 Smith, Franklin
 Smith, Irene
 Smith, Ruth
 Smoot VI, Abraham
 Smoot, Elizabeth
 Speth, Donette

Stapp, Lynda
 Starkey, Paul
 Stephens, Terri
 Stewart, Marsha
 Stewart, Patsy
 Stoddard, Gary
 Strange, Jean
 Streeter III, Stephen
 Streeter, Christine
 Sturdevant, Sheri
 Taggart, Lyn
 Tanzie, Roger
 Taylor, Kris
 Tharp, Jolynn
 Thompson, Jean
 Thorne, Lani
 Thorne, Timothy
 Thurgood, Brent
 Toole, Tauna
 Udy, Calvin
 Unopulos, Stephen
 Valentine, Dallas
 Van Dyke, Dorothy
 VanNoy, Kelly
 Vastardis, Karen
 Villanueva, Alex
 Vivian, Susan
 Walker, John
 Walkowski, Cary
 Walters, MaryAnn
 White, Charles
 Whitehead, Jeri
 Wignall, Sharolyn
 Wilberg, Carolyn
 Williams, Bonnie
 Williams, Martina
 Williams, Scott
 Wilson, Barbara
 Womack, Patsy
 Wood, Eileen
 Workman, Joan
 Yorgason, Keith
 Young, Ann
 Zito, Kathleen

New Staff

Tasha Baugh - Food Service Coordinator
 Candace Woodbury - Registered Dietician
 Michael Draper - Driver
 Caleb Stroh - Driver
 Emmylou Josephson - Food Service Worker

Staff Movement

Amy Richman - Office Specialist transferred from DCHD

Retirements

Robin Ritch
 Matt Brady
 Bob Cook
 Rizyl McKay

Career Service Milestones

Diana Fenn - 10 Years
 Marissa Black - 5 Years
 Matt Brady - 5 Years

Division Staff



By the Numbers

Nutrition	TOTAL
Meals Served	
Number of Meal Assessments	461
Number of Initial Meal Assessments	604
Number of Meal Reassessments	156
Home Delivered Meals	
Home Delivered Meals Served	90,215
Home Delivered Nutrition Clients	668
Clients at Nutritional Risk (Year AVG.)	59%
Congregate Nutrition	
Congregate Nutrition Served	30,079
Congregate Nutrition Clients	1,365
Clients at Nutritional Risk (Year AVG.)	
Senior Activity Centers	TOTAL
Senior Center Participants	10,568
Participation (units)	59,806
Group Socialization (units)	58,674
Non-Medical Transportation-One Way Trips	20,859
Health Promotion	TOTAL
Evidence Based Total Participants	
EnhanceFitness	83
Tai Chi for Arthritis	69
Arthritis Foundation Exercise	0
Living Well with Chronic Conditions	8
Walk with Ease	1
Bingocize	90
Non-Evidence Based Total Participants	97
Non-Evidence Based Participation (units)	8,725

Medical Transportation	TOTAL
One-Way Trips	4,002
Clients Transported	129
Trips Not Provided (unable to serve)	409
Cancellations	190
Vouchers Distributed	153
Vouchers Redeemed	19
SHIP Performance Measures	TOTAL
Beneficiary Contacts	2,168
Under 65	77
Enrollment Contacts	1,647
Group Outreach Contacts	2,858
Underserved Populations Contacts	896
SMP Performance Measures	TOTAL
Counselors	12
Counselors Hours	720
Group Outreach & Educational Events	55
MIPPA Performance Measures	TOTAL
Overall MIPPA Contacts	2,132
Contacts Under 65	75
Native American Contacts	78
English as Second Language Contacts	250
Contacts with Applications Submitted	45
Persons Reached Through Outreach	2,858
Retired Senior Volunteer Program	TOTAL
Volunteers	306
Volunteer Hours	41,421
Total Volunteer (Host) Sites	57
Volunteer (Host) Sites w/Vols.	32

Ombudsman	TOTAL
Total Open Cases	134
Total Complaints Investigated	268
Total Complaints Closed	230
Consultations	1,522
Individuals (Client) Consultations	928
Facility Staff Consultations	594
Facility Visits	247
Routine Visits	171
Non-Routine Visits	76
Resident Council Meetings Attended	52
Resident Council Participants	762
Discharge Interviews	11
Facility Staff Trained	10
Total Volunteer Hours	1,069
In-Home Services	TOTAL
The Alternatives Program	
Clients Served	132
Contact Units	4,345
Quarterly & Monthly Visits	528
New Clients	45
Average Client Cost per Month	334
Average Time on Program	3 Years
Veterans Directed Program	
Clients Served	26
Contact Units	1,008
Quarterly Visits & Monthly Visits	104
New Clients	8
Medicaid Aging Waiver Program	
Clients Served	39
Contact Units	2,459
Quarterly Visits & Monthly Visits	66
New Clients	9
RN Assessments	22

New Choice Waiver Program	
Clients Served	9
Contact Units	2,459
Quarterly Visits & Monthly Visits	66
New Clients	9
RN Assessments	22
Caregiver Support Program	
Total Clients Served	18
New Clients	46
Average Cost Spent per Caregiver	1,1500
Average Time on Program	n/a
Caregiver Academy Classes	0
Caregiver Academy Participants	0
Dealing with Dementia Classes	2
Dealing with Dementia Participants	11
Dementia Dialogs Classes	2
Dementia Dialogs Participants	12
Caregiver Talking Points Encounters	49
Dementia Live Workshops	4
Support Services	TOTAL
Information & Assistance Units	77,272
Information & Assistance Clients	48,455
Outreach Units	781
People Reached	411
Case Management	605
Adult Protective Services (APS)	TOTAL
Number of Calls to APS Intake	931
Opened Cases	457
Number of cases supported	24
Average Age of Victim	67
Victim's Gender (male)	36%
Victim's Gender (female)	61%

Community Outreach	TOTAL
Total Community Outreach Events	30
Total Social Media Posts	147
Total Reach of Social Media	39,903
Total Newsletters Distributed	30,132
Center Distribution	6,000
Public Distribution	950
Physical Mail	0
E-mail	23,182
MailChimp Total Campaigns	12
MailChimp Total Recipients	23,182
Successful Deliveries	21,957
Average Open Rate	34%
Average Clicks per Unique Open	28%
Coalition for Abuse Prevention of the Elderly (CAPE)	TOTAL
Total Cases Staffed	20
Total Active Participates	41
Average Meeting Attendance	17
Training Presentations Given	4
Fleet Vehicles	TOTAL
Maintenance Events:	120
Preventative	53
Other Maintenance	67
Accidents	2
Miles Driven	195,176
SNAP	TOTAL
Target Enrollment for Grant	650
Enrollment (Nov-Dec 2024)	4
Successful enrollments (receiving benefits)	1
EST Value of SNAP Application Submitted	\$7,584

SFMBP	TOTAL
Total Enrolled	73
Total That used Vouchers	58
Total Vouchers Distributed	1,320
Total Vouchers Redeemed	545
Total Dollar Amount	\$2,725
Legal Services	TOTAL
Clients Served	
Legal Service Units Provided	