

HUMAN SERVICES

DEPARTMENT



Aging & Adult Services • Behavioral Health Services • Criminal Justice Services
Health Department • Indigent Legal Services • USU Extension Services • Youth Services



Our Vision: Salt Lake County's unique and varied communities are healthy, vibrant, and safe places to live, work, and thrive.

Salt Lake County Human Services Goals

We take bold steps to ensure all people and communities:

- ❑ Achieve their optimal physical and mental well-being
 - By ensuring access to affordable and culturally appropriate physical and behavioral health opportunities, as well as community spaces that encourage interpersonal connections.
- ❑ Are safe from trauma, violence, and environmental injustice
 - By focusing on upstream prevention—working to prevent trauma, substance use, violence, criminal activity, and negative environmental impacts.
- ❑ Live successfully in safe, affordable, and accessible housing
 - By ensuring housing meets livability standards and partnering to increase access to housing through funding and coordinated housing services.
- ❑ Have employment opportunities that allow for economic security
 - By building and strengthening workforce partnerships
- ❑ Are resilient
 - By building up community capabilities and enhancing safety via robust emergency preparedness, increased operational readiness, and stronger interpersonal and intercommunity connections.



Aging and Adult Services

WHAT IS AGING?

HOW OLD IS OLD?



Aging & Adult Services

Promoting independence through advocacy, engagement, and access to resources.



- *The images in this report are a part of Salt Lake County Aging & Adult Services' award-winning "Portrait of a Caregiver" exhibit that opened at the Salt Lake County Government Center in August 2023.*

Agency Overview

Aging & Adult Services is a division of the Salt Lake County Department of Human Services and a federally designated Area Agency on Aging (AAA). We offer a variety of services to meet the needs of older adults and those who care for them through our four major sections: Active Aging, Community Engagement, Independent Aging, and Supported Aging.

- *An area agency on aging (AAA) is a public or private nonprofit agency designated by a state to address the needs and concerns of all older persons at the regional and local levels.*
- *AAAs coordinate and offer services that help older adults remain in their homes, if that is their preference, aided by services such as home-delivered meals, homemaker assistance, and whatever else it may take to make independent living a viable option.*



Key Programs

- **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. Membership is free and open to adults age 60 and over.



Key Programs

Community Engagement connects older adults with vital services and volunteer opportunities.

- The Outreach team answers calls, provides information and referrals, and conducts intakes for AAS.
- The Ombudsman program protects the rights of residents in long-term care facilities.
- Medicare Counseling helps older adults (or beneficiaries) understand their Medicare Options.
- Volunteer opportunities provide people of all ages the chance to make a difference in our community by serving in a variety of ways that help support older adults.



Key Programs

Independent Aging helps extend older adults' ability to age at home through transportation and nutrition services.

- Congregate Meal drivers deliver food to AAS' 15 Senior Centers daily.
- 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.



Key Programs

Supported Aging promotes choice for older adults and caregivers who wish to live independently.

- Eligibility-based programs provide case management and services such as adult day health, medical equipment, homemaking, and companionship.
- Caregiver Support offers free support groups and education to caregivers. Short term respite services and case management can be provided to eligible caregivers.
- Eligible Veterans can receive case management and self-directed services through the Veterans Direct Care program.
- Navigator programs assist older refugees, older adults experiencing homelessness, and wait-listed clients with application assistance, eviction prevention, and resources.



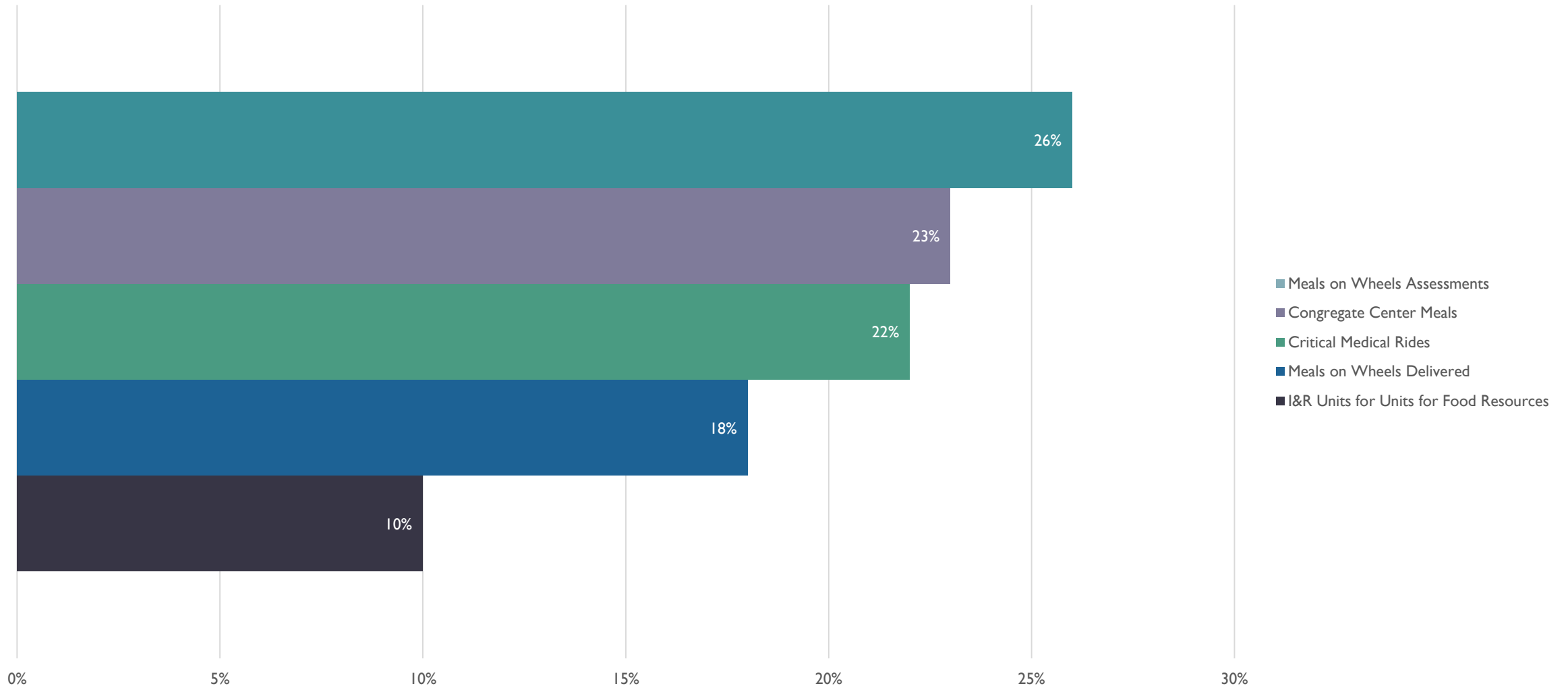
Successes

2023 DIVISION HIGHLIGHTS

- 11,500 people attended senior centers
- 765 people participated in the Virtual Senior Center
- Served 260,353 meals in senior centers
- Served 400,142 meals to homebound seniors, with 43% delivered by volunteers
- Provided 43,485 rides to critical medical appointments
- Provided 630 clients with in-home services
- 1,817 Volunteers helped support older adults through various programs
- Served over 137,000 hours
- Answered 20,970 phone calls from the community seeking services or information

Successes

Key Services Growth Rate Last 5 years



Successes

An increasing need for services amongst eligible aging adults in Salt Lake County, have led to AAS streamlining several programs. These updates allow for AAS to ensure that these services are being received by vulnerable adults who have social and economic barriers.

Program intake changes include prioritizing the following programs for people with disabilities, homebound clients, low-income households, and identifying health and nutrition barriers. This allows for AAS to direct people to the right service based on their current needs.

Meals on Wheels

Rides for Wellness

Chore

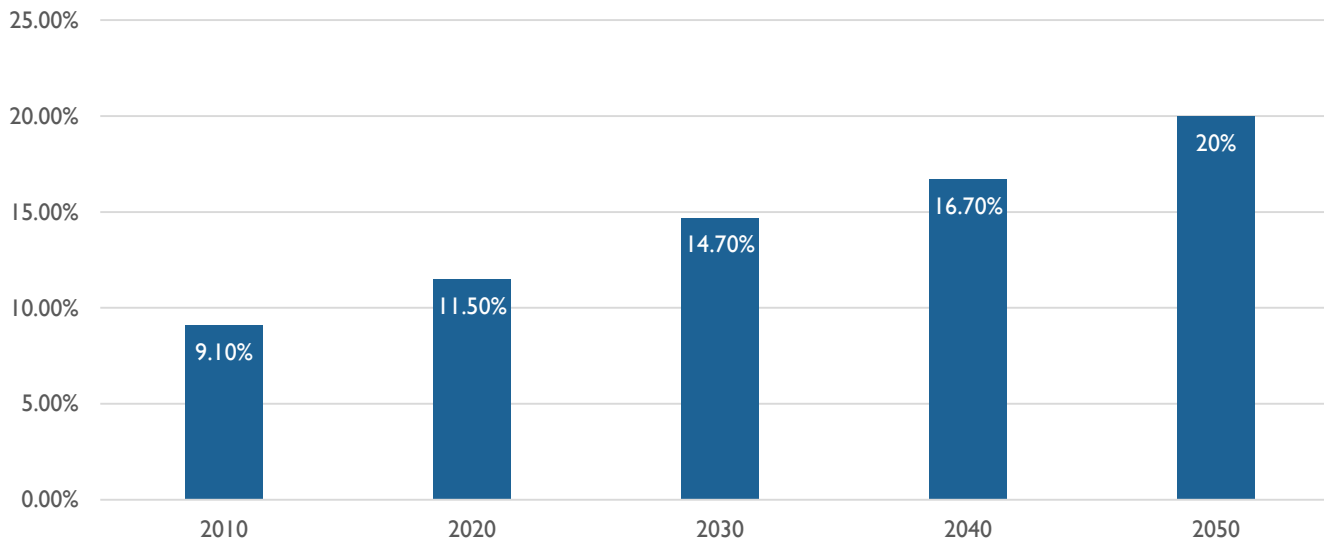
Food Insecurity-
Division Wide

Case Management
In-Home Services

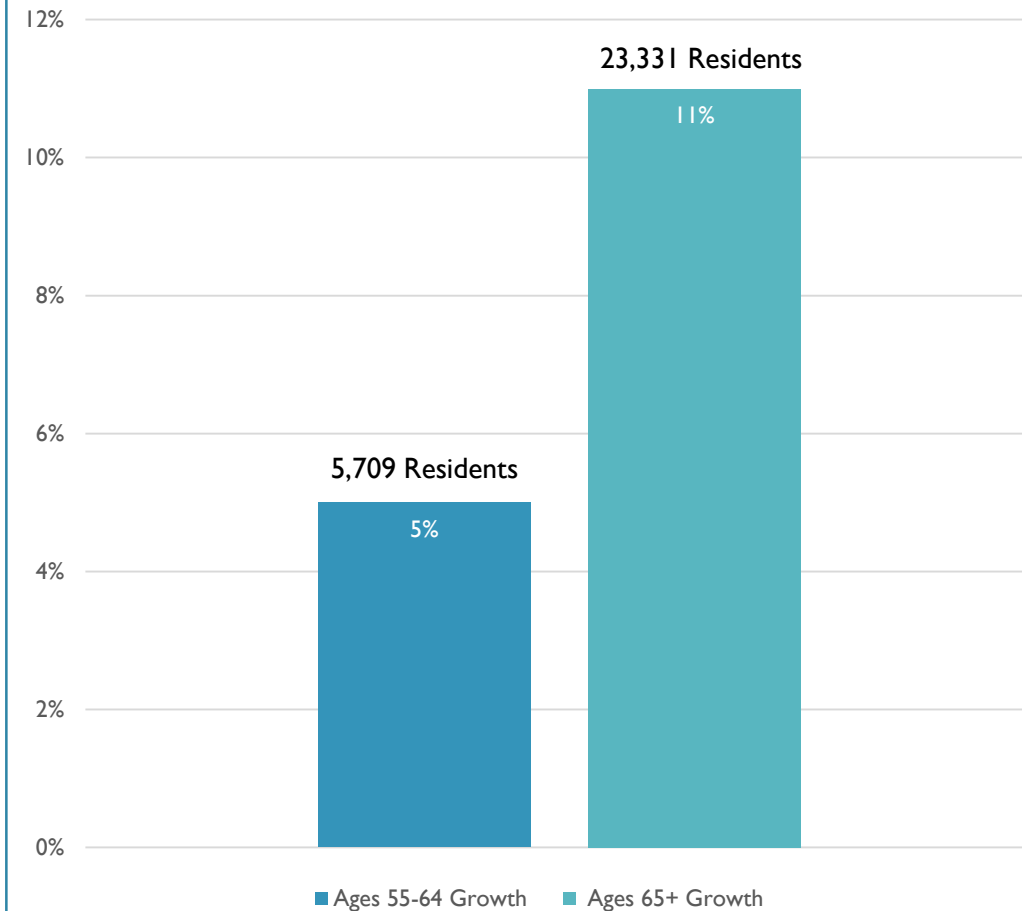
Liquid Meals

Challenges: Population Growth

Utah's population 65 and older is projected to increase from approximately one in ten today to one in five by 2050*



Growth Rate of Aging Adults in Salt Lake County-Past 5 Years**



*Kem C Gardner, The New Utah, 2023

**2023 American Community Survey

Agency Challenges

Nutrition Funding

- \$750,000 one time funding from legislature
- End of ARPA funding (\$1,128,901)
- FY26 projections
- Cost of services
- Utah is the **leading** state in the nation for malnutrition deaths by 65+ residents
- Mortality from nutritional deficiency was the tenth leading cause of death in Salt Lake County between 2018 and 2021

Senior Center Safety

- Increased number of incidents at Senior Centers
- Encampments are prevalent at 3 downtown Senior Centers
- Safety of staff and patrons

Facilities and Fleet

- 2019 Budget \$701,563
- 2024 Budget \$803,908
- 2019 Actuals \$757,141
- 2024 Actuals \$1,158,923

Community Challenges

Housing and Homelessness

- 69% Increase in housing costs over the last 5 years in SLCo – increase house prices and interest rates ¹
- 37% increase in rental cost over the last 5 years in SLCo
- Large and long waitlists - Section 8 is 5-8 years, 1-3 years for LIHTC properties ²
- 29% increase in aged 60+ applicants ³

Social Isolation

- Older adults at high risk due to changes in health and social connections
- Nearly one-fourth of adults aged 65+ are socially isolated ⁴
- 50% increased risk of dementia and other serious medical conditions
- Significantly increases risk of premature death from all causes
- Risk that may rival those of smoking, obesity, and physical inactivity

Aging in Place

- Provider rates are low
 - Lost 10 providers in 12 months
 - Average rate is \$26 per Hour
 - Case Managers time is spent searching for providers and negotiating for services instead of directly helping clients

¹ AMERICAN COMMUNITY SURVEY, 2023

² HOUSING CONNECT, 2023

³ SALT LAKE COUNTY CONTINUUM OF CARE, 2023

⁴ CENTERS FOR DISEASE CONTROL, 2020

Future Focus

Older Americans Act

To ensure AAS is up to date on Federal and State requirements, the division has completed a deep dive into the Older Americans Act (OAA), as well as documented policy changes that AAA's must address. AAS has shared this information with other AAA's in the state and is helping train other staff on the requirements.

This helps AAS confirm we're running programs with the most up to date federal and state policies.

The OAA is currently being reauthorized by Congress with additional changes that AAS will implement. ACL has made changes to the OAA regulations, and those procedures are being implemented now until the deadline of October 1, 2025.



Future Focus



Funding



Increase Awareness



Ask and Listen



Support those most in need

SUPPORT OLDER ADULTS TODAY AND PREPARE TO SERVE TOMORROW'S OLDER ADULTS



THANK YOU

Paul Leggett, Division Director

Criminal Justice Services

Mission Statement:

To provide citizens of Salt Lake County with alternatives to incarceration using evidence-based practices and community collaboration.

We believe individuals have the capacity to change behaviors that led them to criminal justice system, be held accountable, and return safely to community.

- Budget \$17.7M
- 149 CJS employees
- 7 Jail Resource and Reentry employees



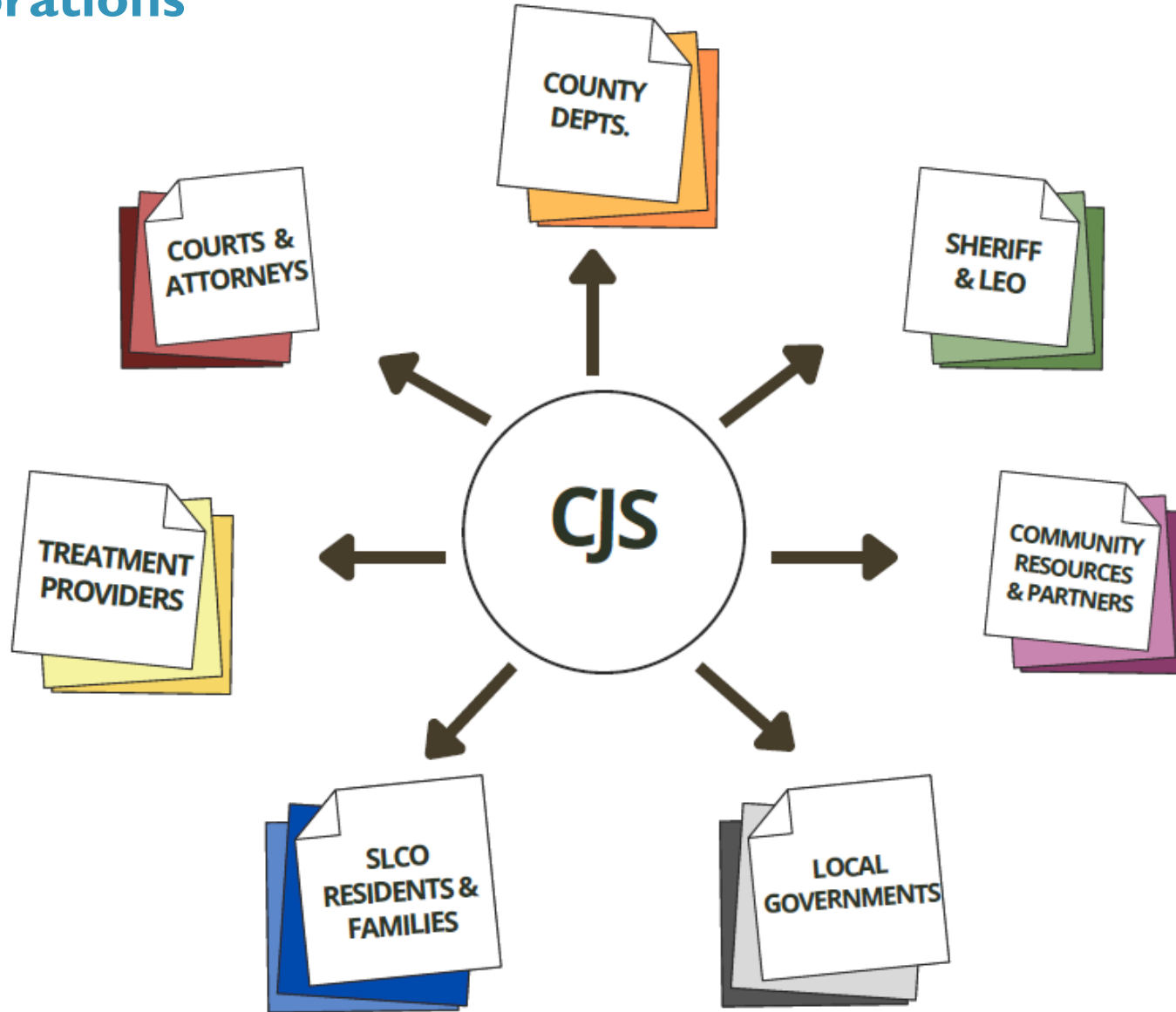
Key Programs

- **Pretrial** – Operates under the premise that individuals are presumed innocent until proven guilty and least restrictive nonfinancial release conditions. Individuals determined eligible for Pretrial Supervision are released and supervised until their court appearance.
- **Presentence Reports and Assessment** – Provide Judges with client information for consideration in sentencing decisions and conduct validated risk assessments.
- **Probation** – Community supervision for misdemeanor offenders, providing evidence-based programming, accountability, access to necessary treatment, education and social services.
- **Specialty Courts** - Provides case management, clinical case management for Drug Court, Mental Health Court and Veterans Court).

Monthly Caseload: 5,500



CJS Collaborations



Successes

Reducing the risk of future criminal behavior and involvement in the criminal justice system.



Level of Service/Case Management Inventory (LS/CMI)



Successes

- County Pre-file Intervention Program
 - 92% success rate (500 successful clients to date)
- Jail Resource and Reentry Program
 - 65% Engagement rate up from 35% the previous year.
 - 2024, over 6,800 people getting information on court hearings, Medicaid applications, treatment referrals, transportation to services, etc.
- Case Managers are trained in trauma informed care and evidence-based practice tools.

Challenges

- Lack of resources to meet requests or needs for new programming
- Increasing caseloads
 - Pretrial 155% caseload increase
 - Probation 26% caseload increase
- Recruiting/retention challenges
- Lack of housing, immediate mental health services, people wanting to work in criminal justice field.



Future Focus

- Partnerships focusing on intersection of homelessness, behavioral health and criminal justice
- Focus on preventing interactions with the criminal justice system
- Proactive focus on diversions
- Person centered planning
- Continue workforce development, attracting and retaining employees



THANK YOU

Kele Griffone, Division Director

Jessica Thayer, Division Associate Director

Madisen Drury, Division Associate Director



CELEBRATING 50 YEARS OF EMPOWERING YOUTH AND FAMILIES IN OUR COMMUNITY

Mission

We strive to be the leader in empowering youth and families by reducing risk factors, providing safe spaces, fostering supportive communities, and creating a pathway to a more positive future.

Vision

We believe that every youth can reach the imaginable.

Key Programs

- Shelter Care
- Crisis Care (Juvenile Receiving Center, Crisis Residential, Runaway & Homeless Youth)
- Afterschool Program
- Prevention Program
- Milestone Transitional Living Program
- Family Peer Support Program
- Mental Health & Substance Use Disorder Program



2024 YOUTH SERVICES BUDGET

EMPLOYEES

158.75 FTE

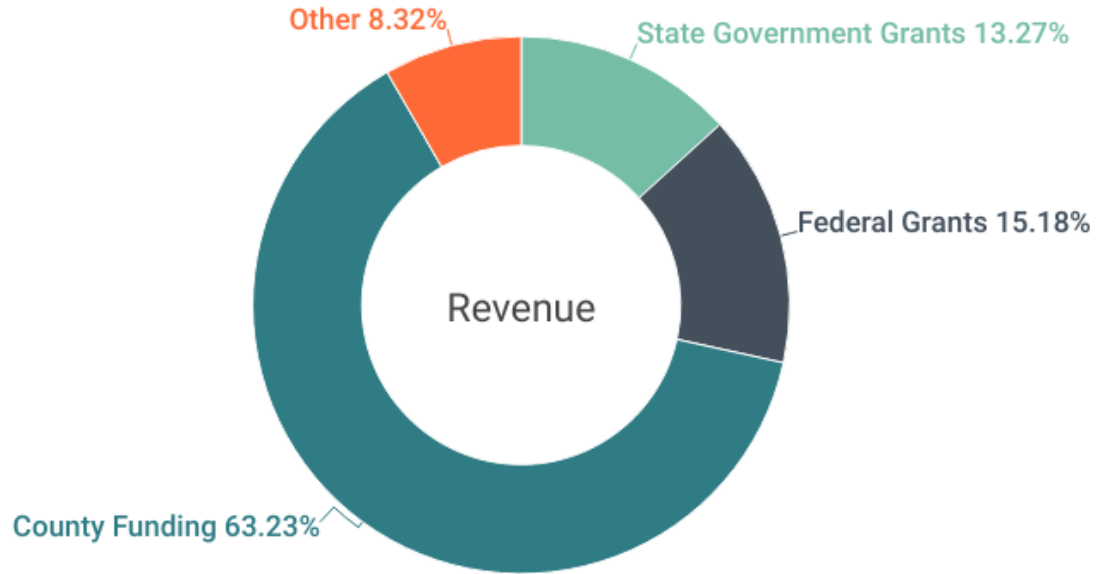
2024 BUDGET

\$19,020,843

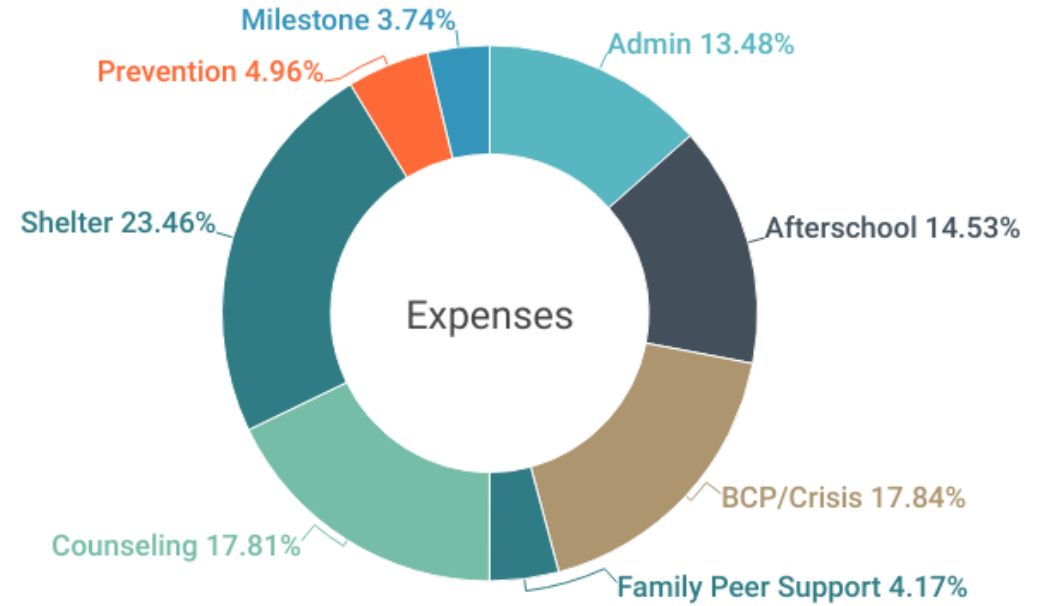
COUNTY FUNDING

\$12,027,394

REVENUE

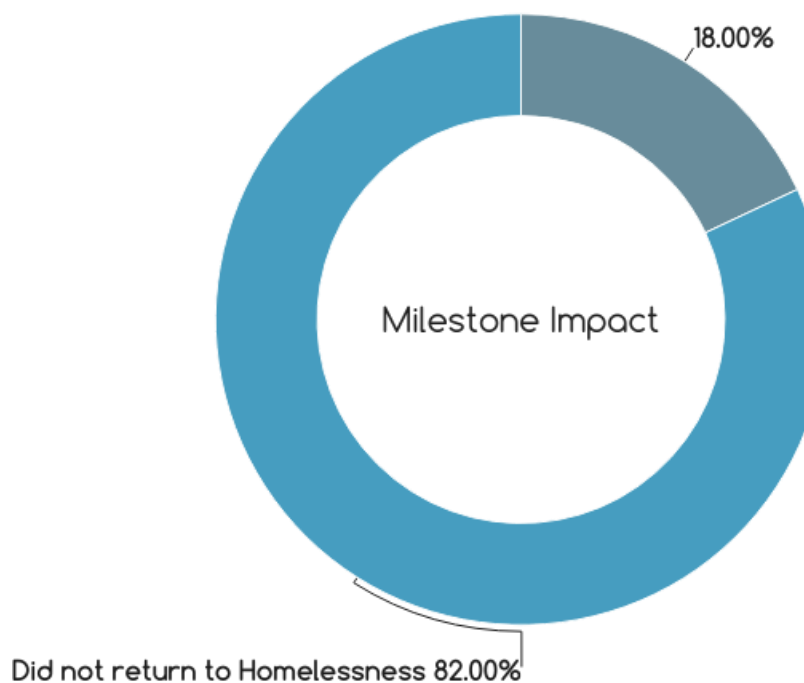
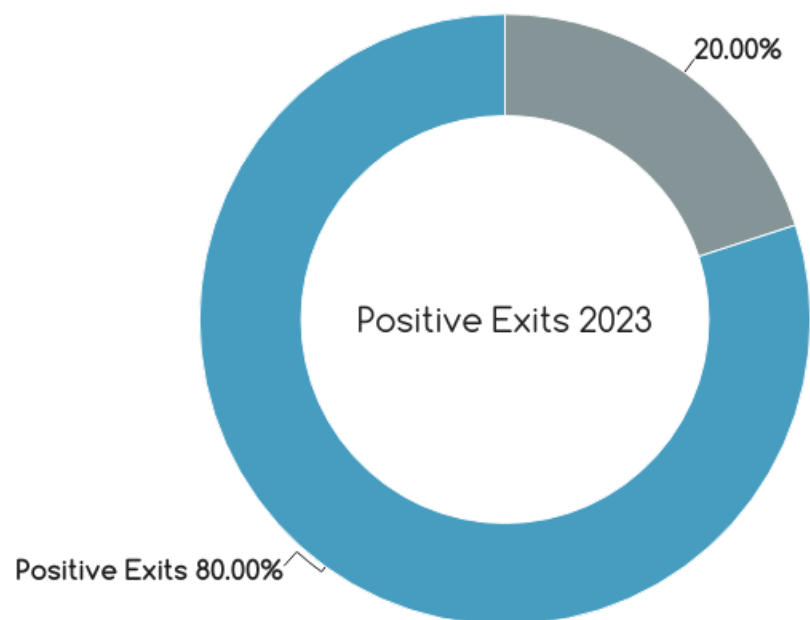


EXPENSES BY PROGRAM



Milestone Transitional Living Program

- For young adults experiencing homelessness
- Served 39 young adults in 2023
- Expanded in 2024 - from 19 beds to 37 beds with the new Millcreek Milestone building.




Prevention

- Evidence-based programs
 - **For youth:**
 - MeTime – A class for teens ages 13-17 focused on managing emotions and increasing positive engagement
 - The Body Project – A class for teens designed to help girls and young women resist pressure to conform to body ideals and reduce the risk of eating disorders
 - Stress Busters – A ten-session class for kids ages 10-12 designed to reduce depressive symptoms and anxiety as well as teach them strategies for coping with stress and problems in everyday life.
 - **For parents/caregivers:**
 - Guiding Good Choices – A class for parents of youth ages 9-14 designed to help strengthen family bonds and prevent risky behaviors
 - Staying Connected with Your Teen – A class for parents of youth ages 12-17 designed to help strengthen family bonds and prevent risky behaviors in children and teens

Served 514 youth and families in 2023



Family Peer Support Specialists (FPSS)

- Work with families with youth ages 5-18
 - Youth must be experiencing mental health and/or substance use challenges
 - FPSS help connect families with needed resources and teach families how to self-advocate
 - All interactions are strength based, family driven, youth guided, and solution oriented
 - Offered at no cost to families
 - Funded by County Behavioral Health - 8 FPSS and 1 supervisor
 - Certified peer support specialist has been trained to provide peer support services, family advocacy, & resource coordination.
- 

Challenges

- Contra Account Impacts
- Milestone – increasing operations costs
- Loss of grant funding
 - \$400,000/year loss in funding for Afterschool Program (ASP)



Successes

- Milestone expansion
- Growth of Prevention Program
- Impact of the section manager positions

Future Focus

- Continue to adapt to the increased need for mental health services for youth since COVID
 - Increase outreach into community
 - Innovative mental health services
- New rec room
- Rebranding of our services

PROGRAM IMPACT



[SLCO.TO/YSIMPACT](https://slco.to/ysimpact)





THANK YOU

Carolyn Hansen, Director

Salt Lake County Indigent Legal Services

Based on the Sixth Amendment right to counsel, individuals who are subject to certain court proceedings have the right to be represented by an attorney if they cannot afford one. In Utah, this responsibility falls on the counties.

Salt Lake County ILS seeks to advocate for indigent people in the court system by providing client-centered services, protecting rights, and promoting just outcomes.



Service Delivery



Adult Criminal Defense



Juvenile Defense



Parental Defense

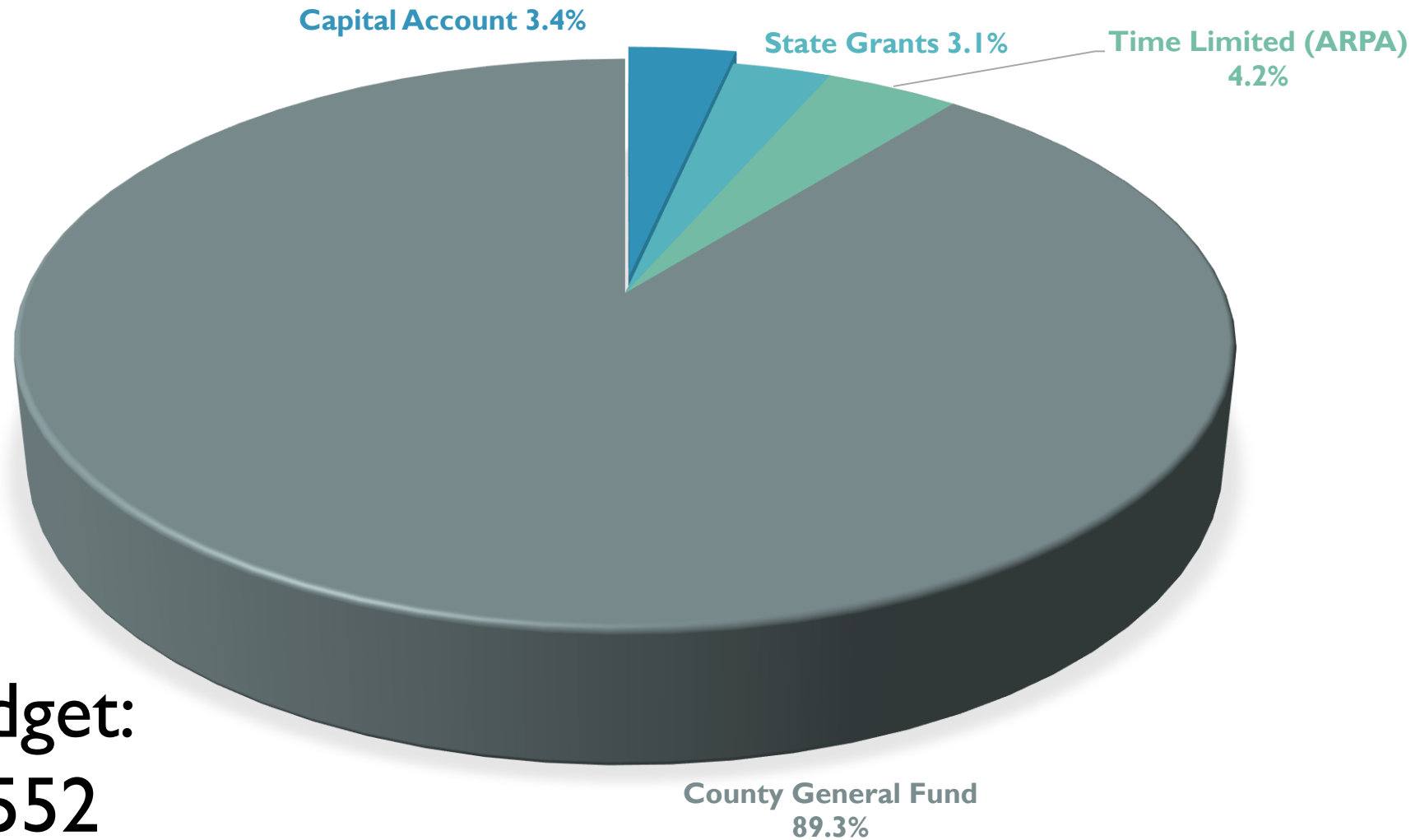


Civil Commitment



Conflict Contracts

Funding Sources



Total Budget:
\$33,438,552

Salt Lake Legal Defender Association

LDA represents indigent adults charged in Salt Lake County with State misdemeanors and felonies- currently averaging 1,000 a month

- 97 Attorneys (Misdemeanor, Felony, and Appellate)
- 33 Legal Assistants and Paralegals
- 18 Social Service Professionals (Mental Health, Substance Use, JRRP Specialists)
- 11 Investigators
- 7 File Administration
- 5 Leadership



Utah Juvenile Defender Attorneys

UJDA represents minors in delinquency proceedings in Salt Lake County Juvenile Courts- currently averaging 124 a month

- 8 Associate and Senior Attorneys
- 2 Appellate Attorneys
- 1 Holistic Attorney (Non-County Funded)
- 3 Social Service Professionals
- 3.5 Office Administration
- 2 Leadership Attorneys



Lokken & Putnam

Lokken represents indigent parents in abuse and neglect proceedings in Salt Lake County – currently averaging 20 petitions a month

- 8 Attorneys
- 3 Social Service Professionals
- 4 Office Administration
- 2 Leadership Attorneys

- Parental Defense appeals are handled by a contract with the State Indigent Defense Commission (IDC)
- 6 conflict contract attorneys/firms



Civil Commitment

Salt Lake County Contracts With the Law Office of Julie George for Civil Commitment Representation

- Civil Commitment proceedings are initiated by law enforcement or medical professionals (pink/blue sheet).
- If a person represents a danger to themselves or others, they are subject to the commitment process. Civil Commitment is a status not a place.
- Court hearings take place in non-traditional settings, often the hospital.
- The unique nature of civil commitment law results in most civil commitment proceedings occurring in Salt Lake County.

Successes

- Expansion of Social Services to Juvenile Delinquency and Parental Defense
 - UJDA and Lokken utilized ARPA funds (Caseload Project) to establish specialized social services departments within their firms.
 - Attorneys focus on legal issues making the firm more efficient.
 - Outcomes are improved and the experience is less traumatic for parents and children.
 - This year social services professionals funded by the Caseload Project worked on an average of 280 cases each month and have logged 3,415 hours of casework.
- Increased Tracking and Utilization of Data
 - With the help of the state IDC, all main service providers are using case management software.
 - LDA added a fulltime data analyst. SLCo is receiving detailed quarterly reports, and a case weighting program is underway
- UJDA was recognized this year by the Gault Center, the nations leading entity on juvenile defense policy, for meeting all its key metrics.
- LDA recently hosted a national trial college.

Challenges

- Sunset of Caseload Project Funding
 - Potential loss of 4 full-time social service professionals and full attorney team
- State Grant Funds Stagnant
 - Only funding approximately 50% of positions they are earmarked to provide
- Erosion/Roll Back of Justice Reinvestment Initiative
 - Expansion of criminal code
 - Lower rates of non-judicial juvenile cases
 - Lesser role for subject matter experts on state boards
- Increase in Private Adoption Cases
 - Complex cases requiring senior attorneys
 - State reimbursement is below market rates

Future Focus

- Continuation of UJDA and Lokken & Putnam Social Services Programs
- Lokken & Putnam Compensation Structure
 - Bring in line with Salt Lake County Attorney Compensation Structure
- Civil Commitment Revisions
 - Ensure SLCo is an active participant in all discussion at the legislature on this subject because the outcomes will have multi-faceted effect on the county
- Capitol Case Conflicts
 - Establish a dedicated fund for these cases to improve service delivery and lessen the need for one-time appropriations
- Support for Additional and Ongoing State Resources for Indigent Defense
 - Currently subject to annual one-time appropriations
- Establish Home Court as required by 2024 Legislation
 - Funding was not provided for legal representation services



THANK YOU

Beth Graham

Human Services Associate Director

Neil Webster

Indigent Legal Services Manager