
AGING & ADULT SERVICES

2020 Year in Review



ABOUT AAS

- **Promoting independence through advocacy, engagement, and access to resources.**
- **In 2019...**
 - 19,401 Clients Served
 - 2,773 Volunteers
 - 264 Staff
 - \$21.8M Budget
 - Funded by State, Federal, and private sources
- **Four sections serving older adults age 60+**
 - Active Aging
 - Community Care Transitions
 - Community Engagement
 - Independent Aging

2020 INNOVATIONS & ACCOMPLISHMENTS

Active Aging

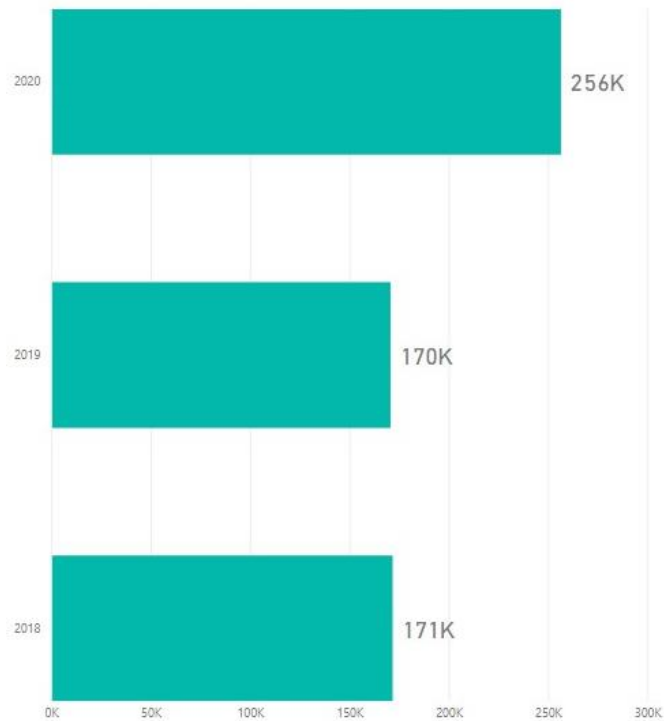
Senior Centers & Health Promotion

- Modeled non-interrupted drive-thru meal services overnight, which were adopted statewide by AAAs
- Completed wellness calls to senior participants, avg. 7,000 clients weekly
- Implemented Healthy at Home daily emails & Senior Scoop division newsletter
- Developed & launched a Virtual Senior Center, an innovation in aging services

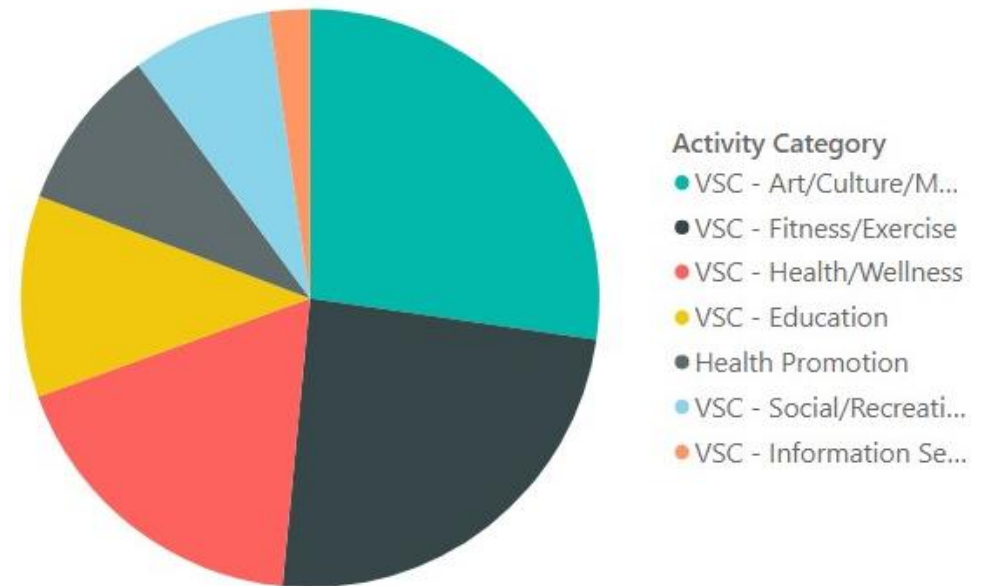


AGING SERVICES BY THE NUMBERS

Meals Served in Senior Centers
3-Year Comparison



Virtual Senior Centers
Client Registrations by Activity



2020 INNOVATIONS & ACCOMPLISHMENTS

Independent Aging

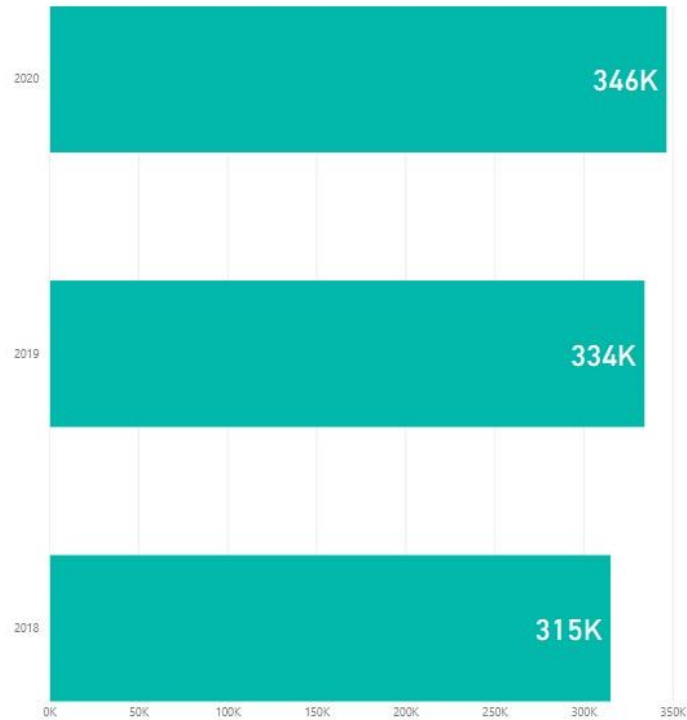
Meals on Wheels & Rides for Wellness

- Modeled non-interrupted socially distanced procedures that were adopted statewide by AAAs – retrofitted vehicles, new rides guidelines, and contactless meal delivery
- Increased meal services and expanded populations served – 20K frozen meals, Q-packs, congregate meal breakfasts, and daily meal delivery to SLCo's hotel for homeless individuals
- Received needed assistance from redeployed staff from Arts & Culture

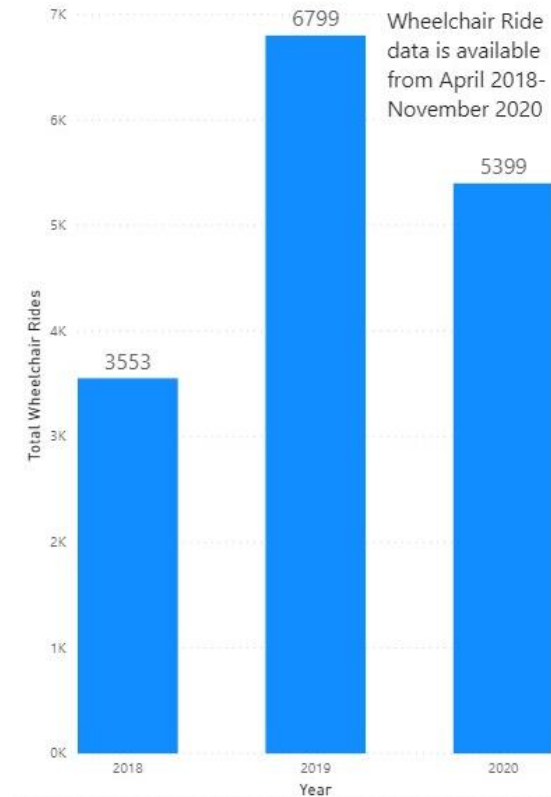


AGING SERVICES BY THE NUMBERS

Home Delivered Meals (MOW) 3-Year Comparison



Wheelchair Rides Provided Annually 3-Year Comparison





2020 INNOVATIONS & ACCOMPLISHMENTS

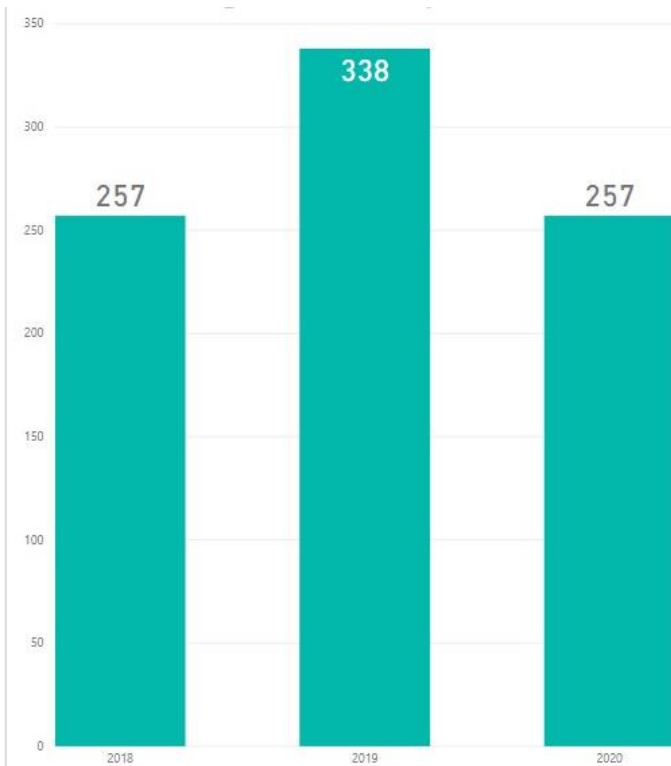
Community Care Transitions

In-Home Services, Caregiver Support & Special Populations

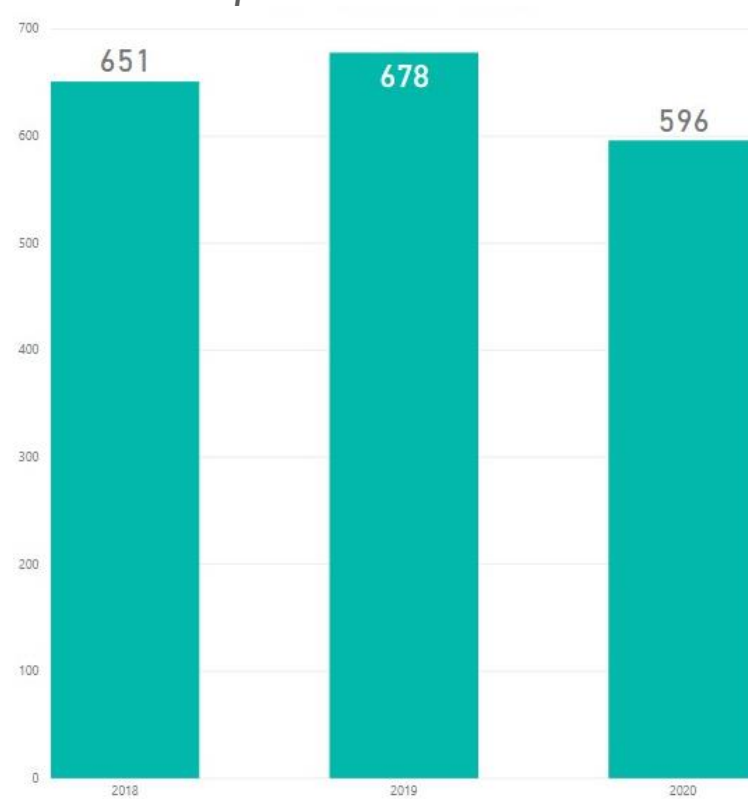
- Transitioned to remote work while taking on new and critical services, resulting in improved internal and client communications
- Transitioned 500 client files to electronic in three days & developed protocols for remote case management
- Key staff redeployed – Chris Butler, Lisa Ruff and Kelly Roemer
- Coordinated countless supply & activity donations to homebound clients – cleaning supplies, brain games, Giving Tree and more

AGING SERVICES BY THE NUMBERS

Caregivers Served
3-Year Comparison



In-Home Services Clients Served
3-Year Comparison



2020 INNOVATIONS & ACCOMPLISHMENTS

Community Engagement

Outreach, Ombudsman, and Volunteer Programs

- Outreach never stopped taking calls and added State Response assistance to their workload, completing 149 wide-ranging requests
- Ombudsman team radically shifted to virtual facility visits during a time when residents, families, and facilities faced uncertainty and requested extra support
- Senior Health Insurance Information Program saved over \$1.1M in prescription drug costs to consumers, despite being understaffed all year
- Volunteer coordinators quickly suspended programming and shifted efforts to wellness calls, meals on wheels, rides, and other critical services

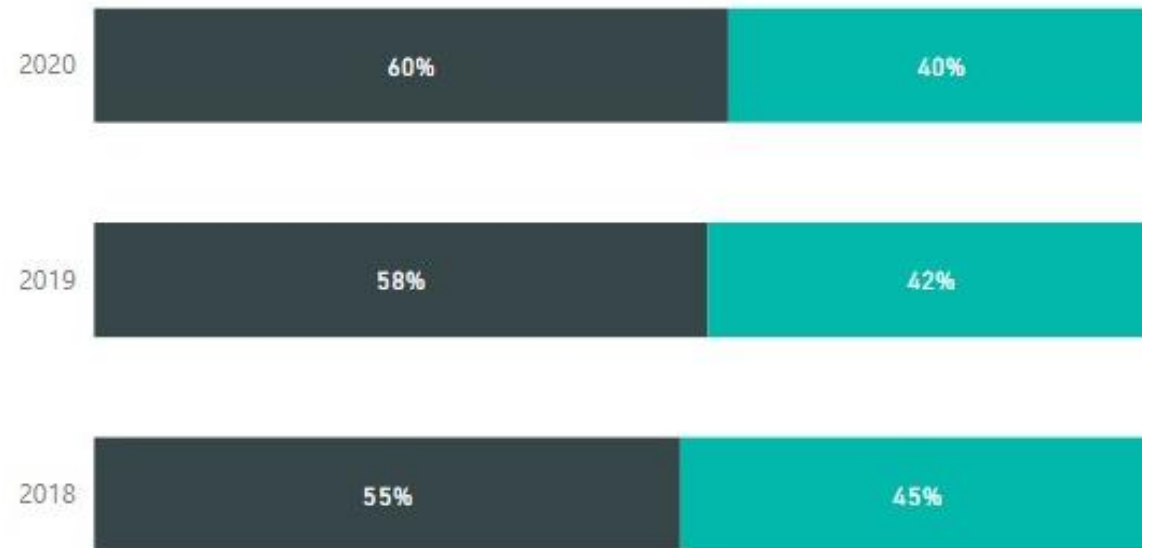


AGING SERVICES BY THE NUMBERS



Hot Meals Served By Staff / Volunteer 3-Year Comparison

● staff ● Volunteer



THANK YOU