YOUR CLIENTS EQUAL YOUR DATA.
YOUR DATA BECOMES YOUR FUNDING.

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SALT LAKE COUNTY AGING AND ADULT SERVICES MISSION

PROMOTING INDEPENDENCE THROUGH ADVOCACY, ENGAGEMENT, AND ACCESS TO RESOURCES.

KEY FIGURES-2022

- 15 BRICK AND MORTAR SENIOR CENTERS (1 VIRTUAL) PROVIDING HEALTH PROMOTION PROGRAMS AND RECREATION PROGRAMMING
- 224,665 SENIOR CENTER MEALS SERVED
- 398,569 HOME DELIVERED MEALS SERVED
- 44,730 MEDICAL APPOINTMENT RIDES PROVIDED
- 2,314 TOTAL VOLUNTEERS
- 18,197 OUTREACH CALLS ANSWERED
- 630 IN-HOME SERVICE CASE MANAGED CLIENTS
Salt Lake County Aging & Adult Service's Data Prior to 2010

- Salt Lake County AAS had multiple data base systems for each individual program
- Division data was inconsistent and unreliable
- Data wasn't a high priority in telling our story
- The division justified funding with feel good stories of how services were improving the lives of older adults
Salt Lake County Aging & Adult Service's Data after 2010

- Between 2010-2013 a new division-wide database and software system was fully implemented

- This helped consolidate client/participant records and brought data together from the same source

- Since 2013 the division has slowly been improving the quality and integrity of data
LAOCOÖN AND HIS SONS

- The statue was discovered in 1506 on Esquiline Hill in Rome by a farmer working in his vineyard. The Laocoön had been abandoned, forgotten, and eventually buried for several hundred years.

- After its unearthing, the Pope invited artisans to help unearth and study the sculpture.

- Due to its style and subject matter, art historians believe that the original Laocoön and His Sons was sculpted around 200 BCE in the Greek city of Pergamon, and later imported to Rome during the height of the Roman empire.

- The artist Michelangelo was one of the first artists to be invited to view it after hundreds of years and said it was “the greatest piece of art in the world”.

The sculpture to some represents information loss. How much technique had to be relearned due to forgetting what had been done before? What great art and inspiration could we have had if artists were able to view Laocoön?

Michelangelo was in awe of the technique, scale, and emotion displayed. He couldn’t believe that this impressive sculpting method had been lost for decades. He had just finished the statue David.

Michelangelo’s future works, The Dying Slave, the marble of Moses, and the figures on the Sistine Chapel ceiling, all were directly influenced by Laocoön.

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Whats Your Laocoön?
Are You Recreating the Wheel?

Every agency has institutional knowledge in long serving or siloed staff that isn't written down or documented.

- Does your agency document data the same way across the entire team?
- Is it standardized amongst all staff?
- If one of your employees leaves, what processes are written down?

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How much technique had to be relearned due to forgetting what had been done before?
The division has focused on increasing resources to data:

- Since 2010, the division has gone from one (1) data team member to three (3) team members focused on data and process improvements.

- Also, more division team members understand the importance of data and are improving individual program data.

- Most program decisions today are made with data as a key component.
How Secure is Your Data?

On July 12, 1973, a fire at the National Personnel Records Center (NPRC) destroyed approximately 16-18 million Official Military Personnel Files (OMPF). The records affected:

**Army**
Personnel discharged from November 1, 1912 to January 1, 1960
80% loss

**Air Force**
Personnel discharged from September 25, 1947 to January 1, 1964
(with names alphabetically after Hubbard, James E.)
75% loss

No duplicate copies of these records were ever maintained, nor were microfilm copies produced. Neither were any indexes created prior to the fire.
This is a snowball rolling down a hill, as funding allocations are tied to reporting, and you cannot advocate effectively to policy makers without showing growth or trends.

Data Equals Human Beings

Every line of data equates to a human being obtaining a necessary service. Almost everything any AAA offers, increases a person's quality of life.

Not keeping track of accurate records, reports, or any historical documentation of service, means you cannot prove how you served your communities.
Several OAA programs saw increases in funding for FY2023 compared with FY2022-enacted levels. Title III programs received a $100.0 million increase for home-delivered nutrition services (10.3% increase), an additional $11.4 million for supportive services and senior centers (2.9% increase), an additional $11.1 million for the National Family Caregiver Support Program (5.7% increase), and an additional $1.5 million for disease prevention and health promotion services (6.0% increase). Title IV programs received an additional $20.8 million (19.5% increase). Title VI grants for services to Native Americans received an increase of $2.7 million for supportive, nutrition, and caregiver services (5.7% increase). The long-term care ombudsman program under Title VII received a $2.0 million increase (10.1% increase).

**Figure 2. Older Americans Act, FY2023 Funding**

Funding as a percentage of OAA total, $2.378 billion

Historical Growth of OAA Funding.

**Figure 3. Total Funding for Older Americans Act Programs, FY2013-FY2023**

<table>
<thead>
<tr>
<th>Year</th>
<th>Funding in Billions</th>
</tr>
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<tbody>
<tr>
<td>FY13</td>
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</tr>
<tr>
<td>FY14</td>
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<td>FY22</td>
<td>$2.22</td>
</tr>
<tr>
<td>FY23</td>
<td>$2.38</td>
</tr>
</tbody>
</table>

**Source:** Prepared by CRS based on appropriations legislation, committee reports, explanatory statements, and agency operating plans. Amounts are nominal dollars (not adjusted for inflation).
While we cannot control the Population increases, we can control how we use data to track and inform ACL, local policymakers, and Legislators.
State legislatures are increasingly turning to evidence and data to assist with decision-making throughout the policymaking and budgeting process.

Across the country, hundreds of bills were introduced this year that requires evidence to be directly embedded into policy.

These actions are intended to incorporate tools and practices that help lawmakers target resources to effective programs and build a culture of continuous improvement and innovation.

In 2019, for the first 5 months of the year, we served 136,575 meals by May.

Currently, we're at 172,887 meals.

As a AAA, we're trying to balance the growing need for services, with the budget reality.

We've been able to identify where our gaps exist, and share those with policy makers.
We are grateful to be awarded for the first time, a one-time award of $508,300 to compensate for the gap in funding for our meals programs.

Our eventual goal is to be awarded ongoing funding as the cost and number of services continue to rise. Evidence-backed data will continue to be our most important tool to show the impact and use of current and future government awards.

We used data to identify where the holes exist. We showed growth, funding increases, and total numbers served and we've proud of the progress we've made.
HOW TO START

What Salt Lake County did to start improving tracking of key point indicators.

Identify your metrics into 3 buckets:
- What data you feel is 99% accurate
- What data is 50% accurate.
- What data can be told Qualitatively

Outline the need for data—Train active staff into data leads for your sections to help with reporting

Outline your data needs, and your data wants

Ability to Hire/Train Analysts
THANK YOU!

QUESTIONS?