

Senior Services Division Annual Report 2023

Healthy Choices.
Healthy People.
Healthy Communities.



Davis
COUNTY
HEALTH
DEPARTMENT

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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

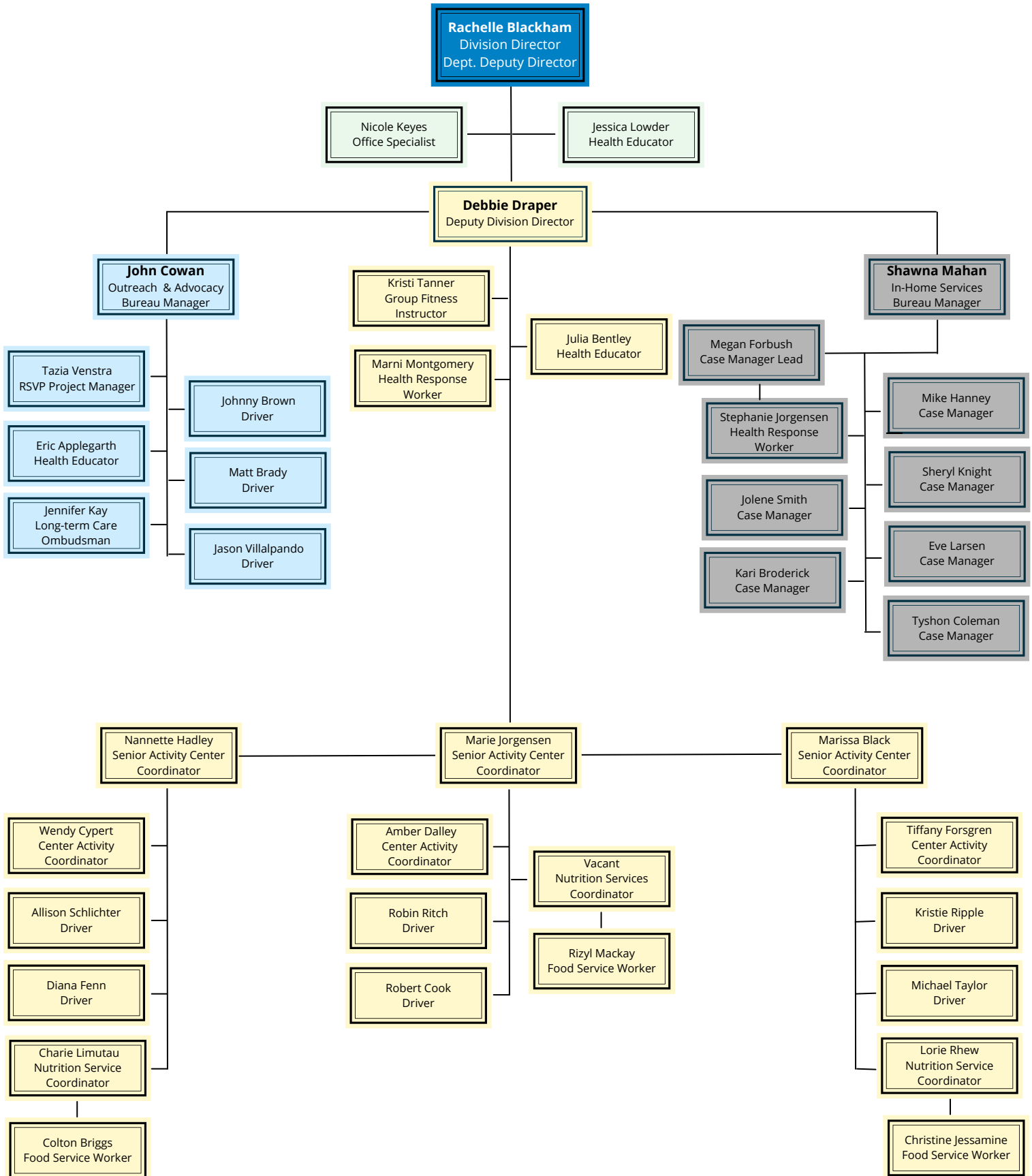
Senior Services Four-Year Plan Alignment

In 2023, the Senior Services Division developed a new 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

Ombudsman Program



The Division expanded the Long-term Care Ombudsman Program to meet the increased need for ombudsman services. Most notably, the number of certified volunteer ombudsmen doubled from five to ten volunteers. Additionally, a staff member was assigned to help with clerical work. This has increased our reach in advocating for Assisted Living and Skilled Nursing facility residents.

Expansion of the Ombudsman Program

2023

Volunteers and staff

2022

Volunteers and staff



Volunteers



Staff

Furthermore, one of the Davis County volunteer ombudsmen was selected to be a state volunteer and now assists in recruiting and training volunteer ombudsmen state-wide. While the number of complaints decreased slightly from 346 in 2022 to 320 in 2023, the level of complexity of cases has increased. Consequently, volunteers remain essential to meeting the ever-increasing needs of our community.



1,287

of Ombudsman volunteer hours in 2023

Health Resource Fairs



Health Resource Fairs were held by the Division to help connect community resources and services to older adults and their caregivers. Two Health Resource Fairs were held at the South Davis and the Central Davis Senior Activity Centers, with over 25 community agencies participating. Each event had agencies representing resources for social security, health insurance, burial services, services for disabled, blind and dementia and nutritional screenings. Transportation to the Centers was also provided, granting additional older adults access to the Health Fairs. As we continue hosting these events, we anticipate an increase in participation from community partners and Senior Activity Center clients.

Agency Participation

23	6
Community Resources	Medical Professionals
5	4
Long-term Care Facilities	Homecare Companies
3	2
Health Screening Services	Disability Resources
2	1
Mortuaries	Education Institution
1	1
Veterans Resource	Legal Representative

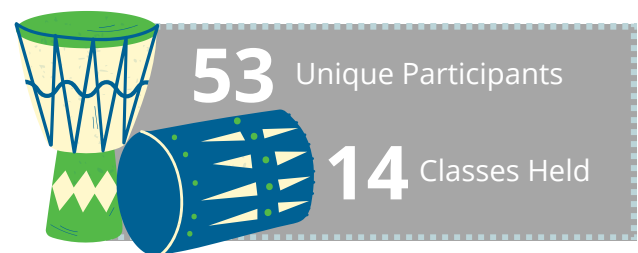
Strengths, Weaknesses, Opportunities, and Threats Analysis (SWOT)

In 2022, the Division received additional funding from the State of Utah to Expand the Public Health Workforce Within Administration for Community Living (ACL) Networks. A portion of this funding was used to develop a framework and then collect qualitative and quantitative data from older adults in Davis County. A Strengths, Weaknesses, Opportunities, and Threats (SWOT) framework was used and completed in 2023. Over 200 staff hours resulted in the successful collection of 145 surveys. This analysis identified the strengths of Division, along with the key areas where the community would like to see services developed. The chart below displays the analysis highlights.

S	<ul style="list-style-type: none"> During the pandemic, older adults felt that they retained self-sufficiency The majority of participants received the COVID-19 vaccine through DCHD and felt the process was easy Participants felt the majority of services they needed continued during the pandemic
W	<ul style="list-style-type: none"> Older adults reported a lack of knowledge about senior centers Participants felt that they lacked access to community education publications Participants felt that they sometimes lacked access to transportation
O	<ul style="list-style-type: none"> DCHD will address participants' top health concerns by increasing educational opportunities and resources related to mental health/stress, chronic disease, and mobility DCHD will also increase methods/avenues to get and share information about community resources
T	<ul style="list-style-type: none"> Participants reported feeling a lack of confidence in doctors Older adults reported that their insurance will not cover their needs or medical costs During the pandemic, participants felt forced to use technology

Music Therapy

The Division partnered with Segue Expressive Therapies to provide music therapy within the Senior Activity Centers. Monthly music therapy sessions were held within all three Centers from August through December. These events were a big hit and, in only a few months, showed potential in improving the health and quality of life of older adults who attended. Music therapy has also been incredibly beneficial to non-English speaking clients, encouraging them to get involved regardless of their primary language.



Combined Senior Center Activities

Combined Senior Activity Center events were held to enhance socialization of older adults. Three events were held; one at each Center. South Davis held a St. Patrick's Day event, Central Davis hosted a Cinco de Mayo celebration, and North Davis held a Fall Barbeque at a local park. Multiple community sponsorships were generously offered for each combined activity, providing food, games, and prizes. Each event brought together over 100 participants, encouraging socialization among clients from different backgrounds, cultures, religions, and geographical areas who otherwise may not have the chance to interact with one another.

Partnerships and Collaboration

University of Utah



The Division, in partnership with the University of Utah, is conducting a malnutrition study over five years; this year was our first year of participation. The University of Utah provides a registered dietician who conducts malnutrition screenings, presents food demonstrations, and provides individual and group nutritional counseling and education with our three Senior Activity Centers.

24

Participants



250.5

Hours of Nutrition Counseling

The seniors who have previously participated in this study state that they learned how to be more aware of malnutrition, how malnutrition affects them, and how to improve their nutrition.

Malnutrition Highlights

2.5x

Davis County's malnutrition death rate is 2.5x the national rate



2 out of 3 people effected by malnutrition are women

Davis School District

Ensuring the safety of our clients, drivers, and vehicles is of utmost importance. Recent changes in federal Commercial Drivers License (CDL) requirements led to increased education and training required (ELDT or Entry Level Driver Training) for our Division drivers seeking to obtain their first CDL license. In response to these changes, the Division developed a partnership with the Davis School District (DSD). DSD has a robust driver training program that meets ELDT requirements and will allow our staff to participate in these training sessions.

Davis Behavioral Health



In partnership with Davis Behavioral Health, a mental health professional visited one of the Senior Activity Centers every month this year. This mental health professional provided education and/or held discussions on mental health topics such as managing stress, anxiety, and dealing with grief. They also provided referrals for additional care and services when needed.



17%

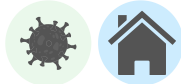
of Davis County residents aged 60+ experienced 7+ poor mental health days in the past 30 days

Davis Arts Council



Davis Arts Council, as well as partnerships with Heart & Soul and Plan-B Theatre, provided entertainment within the three Senior Activity Centers. Heart & Soul musicians performed a series of concerts featuring a wide range of musical genres. Plan-B Theatre brought short plays to each Center, with every play including a brief discussion after the performance. These events have been a big hit and Center clients are looking forward to future performances.

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 gave us a great opportunity to dispense the newly approved respiratory syncytial virus (RSV) vaccine. This funding also helped expand our in-home vaccinations services for homebound and medically compromised clients.

At the end of 2023, we have nearly reached our goal of providing 4,700 flu and COVID-19 vaccines to seniors within the County. We plan to continue our efforts in order to reach our goals by April of 2024.

USAgging Grant Impact

Vaccinations Given



1,369
COVID-19



2,921
Flu



81
Pneumonia



129
Shingles



98
RSV



271
Other



71
Vaccination Clinics

Outreach



23,863
People Reached

Methods include:

- Social media
- Newsletters
- Flyers
- Email



Notable Events

RSVP Recognition Event

In July, the Davis County AmeriCorps Seniors RSVP program held its annual volunteer recognition event. 115 volunteers attended the event, where they were thanked for providing over 37,000 hours of extraordinary service. Speeches were delivered by Department and County leadership each expressing their gratitude for the exceptional work done by RSVP volunteers. Some of the volunteers' most notable accomplishments included delivering 109,950 meals to homebound seniors, serving meals to 1,007 clients in the Senior Activity Centers, collecting 2.43 million pounds of food for local food banks, assisting 55 elementary school students in increasing their reading scores, and maintaining over 60 miles of trails at Antelope Island State Park.

Website Redesign

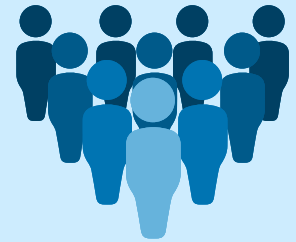
In 2023, the Division redesigned the Senior Services Division website landing pages. The original website was difficult to navigate, but after the redesign, and with the help of our Communications Team, we made the site more functional, accessible, and user friendly. We also updated the content of the website to reflect the most accurate information. We hope that the new website will make it easier for community members and staff alike to access all the services that we have to offer.

About RSVP

Davis County AmeriCorps Seniors RSVP has...

269

Volunteers



who contributed...

39,099

Hours Served



valued at...

1,243,348



Numbers above reflect 2023 calendar year

Healthy Aging



Socialization



Supported Aging



Division Training



Impact at a Glance

13 Individuals in Davis County are
Saying Cheers to

100 YEARS

and more

Davis County has the

3rd highest number of Centenarians in Utah

Food Donated to our Senior Activity Centers

North Davis



Kneaders
360 loaves



Starbucks
5,255 items



Pizza Hut
639 pizzas



Olive Garden
5,846 lbs

South Davis



Cutler's Bread
936 loaves



Cutler's Cookies
1,560 cookies



Crumble Cookies
1,008 cookies

Central Davis



Starbucks
2,572 items



Chick Fil A
8,213 items



Kneaders
4,200 lbs



Bowman's
1,000 lbs

The Food Connection Project is a special way for restaurants in Utah to give back to the community by donating their unused food to those in need. The Senior Services Division has several partners that donated food in 2023. We would like to recognize their accomplishments in preventing hunger for older adults in our community.

Healthy Aging Evidence-Based Classes

Arthritis Foundation Exercise Program

A community-based recreational program specifically designed to teach adults with arthritis how to exercise safely.

10

PARTICIPANTS

33

Units

103

PARTICIPANTS

707

Units

Bingocize

Strategically combines the game of bingo, exercise, and/or health education.

EnhanceFitness

A group exercise and fall prevention program that helps older adults at all levels of fitness become more active, energized and empowered.

120

PARTICIPANTS

6,030

Units

126

PARTICIPANTS

1,103

Units

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.

Walk with Ease

Community based group walking program designed to help individuals start and maintain a safe walking routine.

3

PARTICIPANTS

27

Units

Caregiver Classes



This shows number of caregiver support classes offered in 2023 and number of attendance

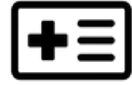
Medicare Open Enrollment

88 Individuals Helped

Primary concerns of those helped during Open Enrollment



Part D Coverage



New to Medicare

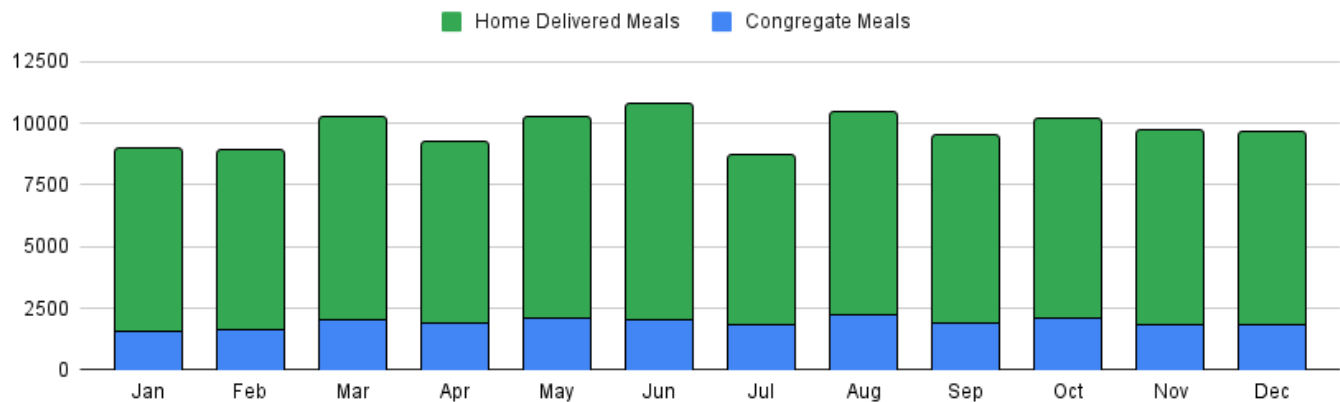


Additional Coverage



Plan Comparison

Congregate Meals and Home Delivered Meals Provided in 2023



In-Home Services

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

Individuals Served by Program

Veteran Directed Care Program

23

Alternatives Program

119

Medicaid Aging Waiver Program

39

New Choices Medicaid Waiver

9

Average Monthly Cost Per Client

\$386

VS

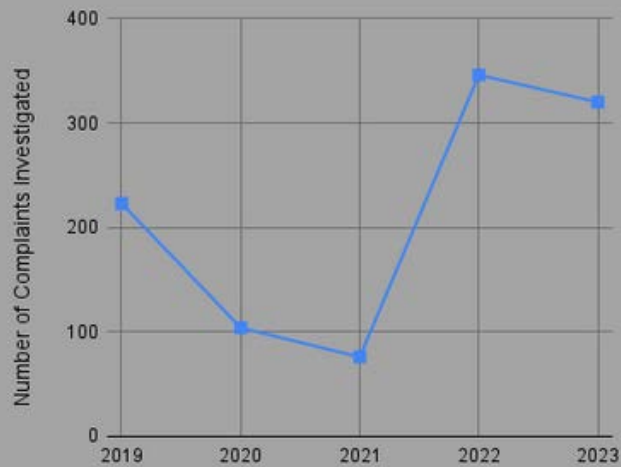
Average Monthly Cost for a Long-Term Care Facility

\$3,350

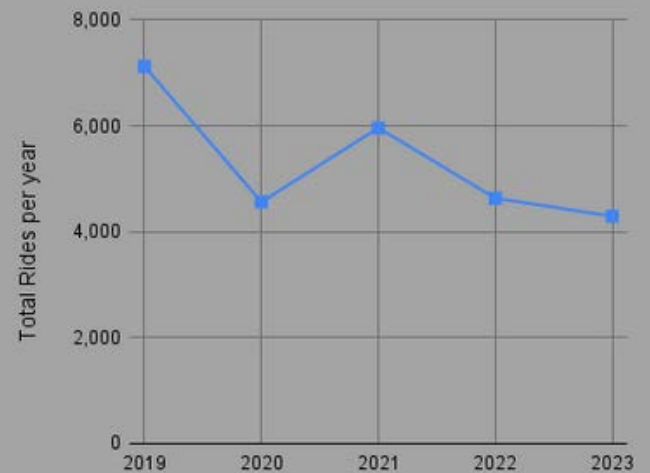
Program Trends

Outreach and Advocacy

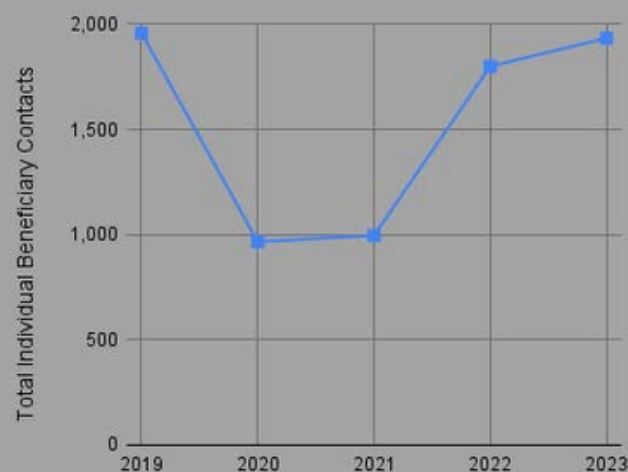
Ombudsman Complaint Investigations



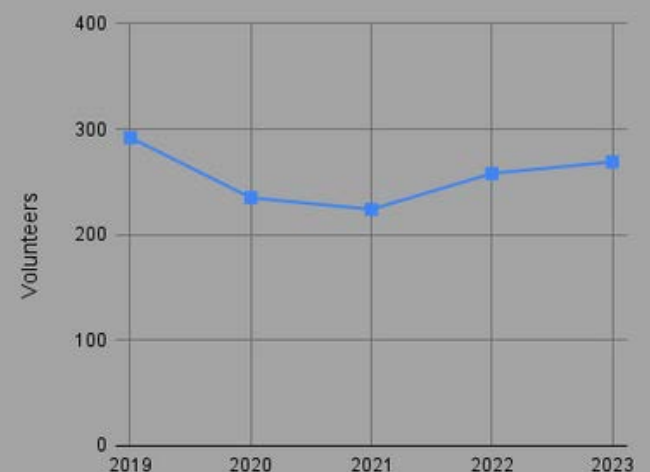
Medical Transportation (Rides4Health)



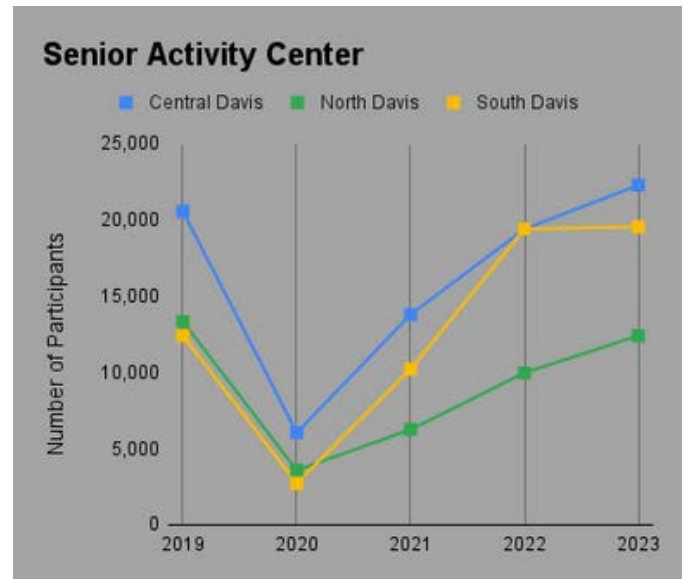
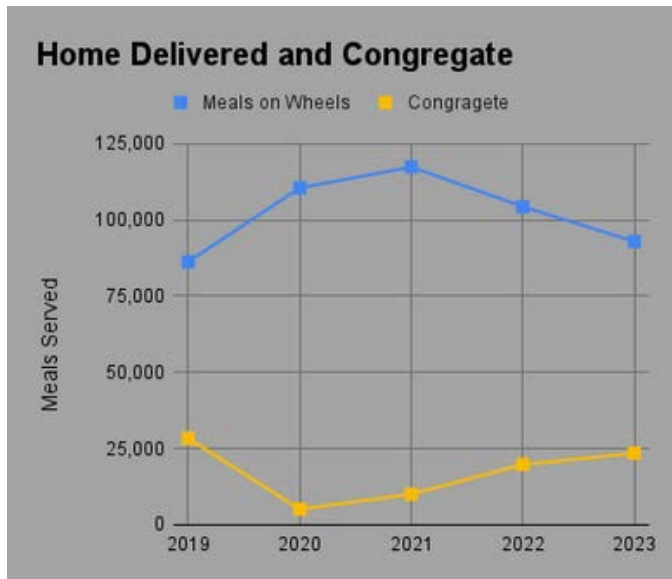
SHIP Beneficiary Contacts



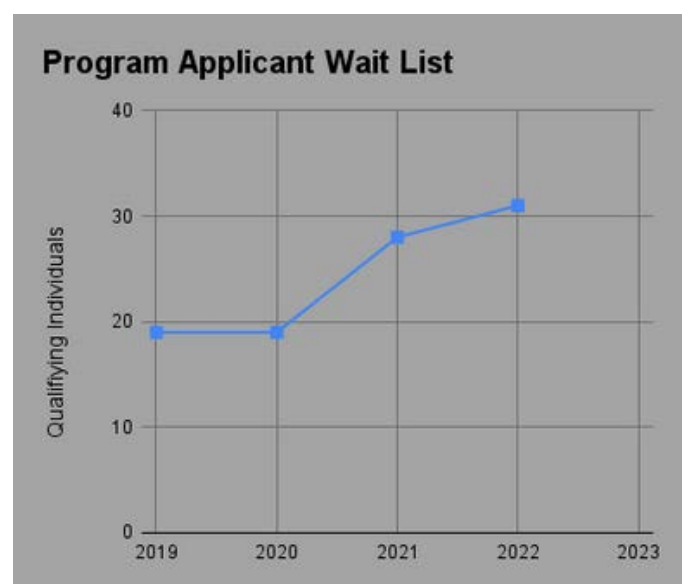
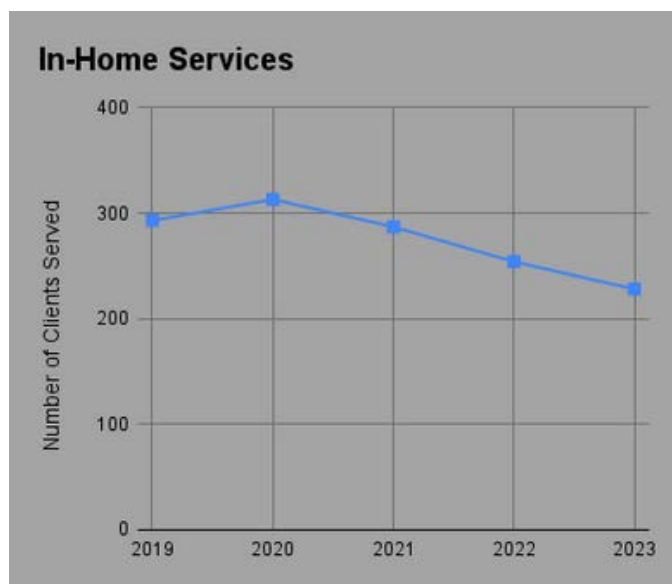
Number of RSVP Volunteers



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
Albiston, Norm
Allen-Metz, Celeste
Allen, Barbara
Allred, Michael
Amos, William Jay
Anderson, Don
Anderson, Gale
Ballou, Patty
Ballstaedt, Diane
Barber, Angela
Barham, Debra
Barker, Sonja
Barrett, Winifred
Bean, James
Beard, Michael
Bennett, Dean
Bentley, Julia
Bertram, Linda
Bird, Vickie
Black, Melanie
Bodily, Patricia
Bodily, Victoria
Bradshaw, Michelle
Bright, Jan
Broadbent, Eleanor
Broadbent, Kent
Broadbent, Meg
Broadbent, Warren
Brown, Mary
Brown, Ruth
Browning, Cheri
Butcher, Kathy
Butler, Keith

Buxton, Mindy
Bybee, Carma
Call, Rex
Call, Ruth
Campbell, Larella
Campbell, Susan
Carroll, Jacquelynn
Carter-Nielsen, Stephanie
Carter, Bonnie
Catoe, Mitchell
Chase, Rita
Chase, Stella
Chase, Wendy
Checketts, Denece
Coe, Janis
Cole, Lori
Connelly, Claudette
Cook, Marsha
Cooper, Katheleen
Cowder, Carolyn
Crispo, Anita
Cummings, Catherine
Cutler, Diane
Daniels, Janus
Davis, John
DeJong, Ana
DeMille, Helen
Devenport, Shauna
Draper, Michael
Drouin, Joelle
DuFour-Thurn, Georgina
Earl, Mary
Earl, Stanley
Elliott, Lynette

Espinoza, Becky
Evans, Thomas
Ewing, Shirley
Farr, Wendy
Ferguson, Brian
Fillmore, Max
Fillmore, Sharla
Fixmer, Connie
Fixmer, William
Forsgren, Ryan
Fraley, Patsy
Freeman, Ronald
Furse, Lorraine
Gardner, Dennis
Garner, Edwin
Garner, Venice
George, Matthew
Gerberding, Mark
Gibbons, Adele
Gibbs, Janet
Gillie, Margaret
Goodson, Brenda
Gover, Nancy
Gregory, Linda
Gridley, Cathi
Grimaldi, Laura
Gubler, Kahl
Hales, Susan
Hall, Steven
Hall, Winon
Hambleton, Larry
Hamblin, Michael
Hanken, Jim
Hartley, Richard

Hartman, William
Harvey, Marci
Henderson, Karen
Hewitt, Jeffery
Hewitt, Paulette
Hewlett, Neal
Hewlett, Robin
Hiatt, Jeanne
Hill, Alan
Hill, Dean
Hill, Richard
Hirst, Holly
Hole, Christie
Holmes, Chad
Holmstead, JoAnn
Holmstead, Randy
Hooper, Gary
Howard, Darlene
Howe, Darlene
Hubbard, Ronald
Hubbard, Sandra
Huffaker, Lauralyn
Hughes, Elaine
Hughes, Roger
Hunsaker, Spencer
Hunt, Barry
Hunt, Bruce
Hunt, LeAnn
Husak, Jacklyn
Inman, Sandra
Jamison, Steve
Jensen, Barbara
Johnson, David
Johnson, Donna
Johnson, Dorothy
Johnson, Grant
Johnson, Rachel
Johnson, Scott
Jordison, Gail
Kapp, Rebecca
Kearns, Joyce
Kearns, Ray
Keck, Gary

Kelley, Michael
Kelley, Monica
Kettell, Maurice
Knight, June
Koci, Lorna
Krumpos, Linda
Lamb, Julia
Lange, Diane
Langevin, Sharon
Lapine, Robert E.
Larrabee, Mary
Larsen, Alene
Larson, Kathleen S.
Lazarz, Caren
Leary, Glen
Leonhardt, Don
Lewis, Carol
Lopez, Carmen
Lowrie, Chris
Lund, David
Major, Susan
Malaska, Debra
Marino, Patricia
Markoch, Cynthia
Martin, Jama
Martinez, Laurell
Martinez, Leonore
Martinez, Manuel
Maxwell, Charlotte
McClurg, Larry
McIntyre, Joel
Menacker, Ira
Mikkelsen, Scott
Miller, Mark
Miller, Shelley
Mills, Brent
Millward, Larry
Modlin, Ronald
Moellmer, John
Mohlman, Deborah
Monson, Craig
Monson, Sandra
Montgomery, Ralene

Moore, Rich
 Moreno, Pat
 Moss, Neil
 Mott, Dan
 Mott, Susan
 Munoz, Erasmo
 Murphy, Buddy
 Naprestek, Cynthia
 Newman, Patrice
 Nicol, Marjorie
 Nielsen, Lori
 Norton, Diana
 Norton, Keith
 Nussbaum, Larry
 Nussbaum, Sherry
 Nyman, Michelle
 Olsen, Marilyn
 Oscarson, Gary
 Ouellette, Carol
 Pace, Beverly
 Pace, William
 Parker, Paul
 Parkin, Terry
 Partridge, Ronald
 Passey, Nadine
 Payne, Donna
 Payne, Rosalie
 Perkins, Derek
 Perry, Mark
 Peterson, Carol
 Phillips, Kent
 Platt, Richard
 Porter, Lynn
 Potter, Russell
 Pressett, Gene
 Pribble, Clair
 Price, Linda
 Pugmire, Kim
 Randolph, Joseph
 Read, Margaret
 Reynard, Earl
 Reynard, Joe
 Reynard, Linda
 Rieb, Carol
 Roberts, Wendy
 Rogers, Jan
 Romero, Linda
 Scardino, Cheri
 Schaffer, Emma
 Scott, John
 Seeley, Fran
 Senekjian, Becky

Senekjian, Harry
 Sensenbaugh, Margo
 Settles, Shelley
 Sheen, Peggy
 Shutt, Esther
 Simmons, June
 Simpson, Delmer
 Slater, Tamera
 Smedley, Ross
 Smith, Franklin
 Smith, Irene
 Smith, Ruth
 Smoot, Abraham
 Smoot, Elizabeth
 Snow, Kathleen
 Speth, Donette
 Starkey, Paul
 Stewart, Patsy
 Strange, Jean
 Streeter III, Stephen
 Streeter, Christine
 Sturdevant, Sheri
 Taggart, Lyn
 Terheggen, Patricia
 Tharp, Jolynn
 Thorne, Lani
 Thorne, LeeAnn
 Thorne, Timothy
 Thurgood, Colleen
 Toole, Tauna
 Udy, Calvin
 Uno, Tab Lyn
 Unopulos, Stephen
 Valentine, Dallas
 Van Dyke, Dorothy
 Van Noy, Kelly
 Vastardis, Karen
 Villanueva, Alex
 Wainwright, Camille
 Walkowski, Cary
 Walters, Mary Ann
 Wheadon, Sydney
 White, Charles (Chuck)
 Williams, Bonnie
 Williams, Martina
 Wilson, Barbara J.
 Womack, Patsy
 Wood, Eileen
 Workman, Joan
 Yorgason, Keith
 Young, Ann

Promotions

Marissa Black - Senior Activity Center Coordinator
 Tazia Venstra - RSVP Project Manager
 Debbie Draper - Senior Services Deputy Director
 Jason Villalpando - Driver

New Staff

Nicole Keyes - Office Specialist
 Jessica Lowder - Health Educator
 Julia Bentley - Health Educator
 Kari Broderick - Case Manager
 Tyshon Coleman - Case Manager

Retirements

Ann Workman - Office Manager (Rides4Health)
 Jennifer Whitesides - RSVP Volunteer Coordinator

Career Service Milestones

Tiffany Forsgren - 25 Years
 Rachelle Blackham - 15 Years
 Tazia Venstra - 10 Years
 Amber Dalley - 10 Years
 John Cowan - 10 Years
 Charie Limutau - 5 Years

By the Numbers

Nutrition	TOTAL
Meals Served	118,047
Number of Meal Assessments	549
Number of Initial Meal Assessments	337
Number of Meal Reassessments	227
Home Delivered Meals	
Home Delivered Meals Served	92,841
Home Delivered Nutrition Clients	693
Clients at Nutritional Risk (Year AVG.)	54%
Congregate Nutrition	
Congregate Nutrition Served	25,206
Congregate Nutrition Clients	1,241
Clients at Nutritional Risk (Year AVG.)	23%
Senior Activity Centers	TOTAL
Senior Center Participants	10,431
Participation (units)	54,273
Senior Activity Center Clients	3,188
Group Socialization (units)	49,966
Non-Medical Transportation-One Way Trips	19,078
Health Promotion	TOTAL
Evidence Based Total Participants	1,445
EnhanceFitness	829
Tai Chi for Arthritis	332
Arthritis Foundation Exercise	12
Living Well with Chronic Conditions	2
Walk with Ease	7
Bingocize	257
Non-Evidence Based Total Participants	2,082
Non-Evidence Based Participation (units)	9,209

Medical Transportation	TOTAL
One-Way Trips	4,313
Clients Transported	174
Trips Not Provided (unable to serve)	255
Cancellations	154
Vouchers Distributed	34
Vouchers Redeemed	2
SHIP Performance Measures	TOTAL
Beneficiary Contacts	1,934
Under 65	48
Enrollment Contacts	1,197
Group Outreach Contacts	2,909
Underserved Populations Contacts	718
SMP Performance Measures	TOTAL
Counselors	14
Counselors Hours	611
Group Outreach & Educational Events	65
MIPPA Performance Measures	TOTAL
Overall MIPPA Contacts	1,842
Contacts Under 65	45
Native American Contacts	43
English as Second Language Contacts	207
Contacts with Applications Submitted	30
Persons Reached Through Outreach	2,831
Retired Senior Volunteer Program	TOTAL
Volunteers	269
Volunteer Hours	39,099
Total Volunteer (Host) Sites	53
Volunteer (Host) Sites w/Vols.	32

Ombudsman	TOTAL
Total Open Cases	114
Total Complaints Investigated	320
Consultations	903
Individuals (Client) Consultations	565
Facility Staff Consultations	338
Facility Visits	314
Routine Visits	174
Non-Routine Visits	140
Discharge Interviews	0
Training given to Facility Staff	6
Total Volunteer Hours	1287
In-Home Services	TOTAL
The Alternatives Program	
Clients Served	119
Contact Units	3,997
Quarterly & Monthly Visits	476
New Clients	32
Average Client Cost per Month	\$386.00
Average Time on Program	4 Years
Veterans Directed Program	
Clients Served	23
Contact Units	945
Quarterly Visits & Monthly Visits	92
New Clients	1
Medicaid Aging Waiver Program	
Clients Served	39
Contact Units	2,379
Quarterly Visits & Monthly Visits	156
New Clients	9
RN Assessments	39
New Choice Waiver Program	
Clients Served	6
Contact Units	620
Quarterly Visits & Monthly Visits	36
New Clients	0
RN Assessments	6

Caregiver Support Program	
Total Clients Served	47
New Clients	22
Average Cost Spent per Caregiver	\$1,500
Average Time on Program	1 Year
Caregiver Academy Classes	2
Caregiver Academy Participants	45
Dealing with Dementia Classes	4
Dealing with Dementia Participants	52
Dementia Dialogs Classes	4
Dementia Dialogs Participants	34
Caregiver Talking Points Encounters	65
Support Services	TOTAL
Information & Assistance Units	13,476
Information & Assistance Clients	672
Outreach Units	2,651
People Reached	746
People Served	1446
Case Management	28
Community Outreach	TOTAL
Total Community Outreach Events	11
Total Social Media Posts	132
Total Reach of Social Media	43,658
Total Newsletters Distributed	29,079
Center Distribution	6,375
Public Distribution	1,020
Physical Mail	1,120
E-mail	22,964
MailChimp Total Campaigns	16
MailChimp Total Recipients	30,285
Successful Deliveries	29,887
Average Open Rate	34%
Average Clicks per Unique Open	25.84%

Coalition for Abuse Prevention of the Elderly (CAPE)	TOTAL
Total Cases Staffed	25
Total Active Participates	53
Average Meeting Attendance	19
Training Presentations Given	7
Adult Protective Services (APS)	TOTAL
Number of Calls to APS Intake	1128
Opened Cases	357
Average Age of Victim	65
Legal Services	TOTAL
Clients Served	114
Legal Service Units Provided	147