

**AREA PLAN ON AGING**  
**FOR THE PERIOD**  
**JULY 2018 THROUGH JUNE 2021**



**AREA AGENCY ON AGING, REGION VI**

300 COLLINS ROAD  
BISBEE, AZ 85603  
(520) 432-5301, ext. 208  
Web site: [www.seago.org](http://www.seago.org)  
e-mail: [aging@seago.org](mailto:aging@seago.org)

SEAGO Area Plan on Aging July 2018 – June 2021

**VERIFICATION OF INTENT**

The Area Plan on Aging is hereby submitted for Region VI for the period SFY 2018 through SFY 2021. It includes all assurances and plans to be followed by the SouthEastern Arizona Governments Organization, under provisions of the Older Americans Act, as amended during the period identified. The Area Agency identified will assume full authority to develop and administer the Area Plan on Aging in accordance with all requirements of the Act and related State policy. In accepting this authority the Area Agency assumes major responsibility to develop and administer the Area Plan for a comprehensive and coordinated system of services and to serve as the advocate and focal point for older people in the planning and service area.

The Area Plan on Aging has been developed in accordance with all rules and regulations specified under the Older Americans Act, and are hereby submitted to the State Agency on Aging for approval.

Date \_\_\_\_\_ (Signed) \_\_\_\_\_  
Laura Villa, Program Manager

The Area Agency Advisory Council on Aging has had the opportunity to review and comment on the Area Plan on Aging. Comments are attached.

Date \_\_\_\_\_ (Signed) \_\_\_\_\_  
Jaime Aguilar, President  
SEAGO Advisory Council on Aging

The governing body of the Area Agency has reviewed and approved the Area Plan on Aging.

Date \_\_\_\_\_ (Signed) \_\_\_\_\_  
Gerald 'Sam' Lindsey, Chairman of Executive Board

## TABLE OF CONTENTS

<b>Part I</b>	Introduction to the Area Plan on Aging	<b>4</b>
<b>Part II</b>	Description of the Area Agency on Aging	<b>6</b>
<b>Part III</b>	Needs Assessment	<b>12</b>
<b>Part IV</b>	Goals, Objectives, and Action Plans	
<b>Part V</b>	Preference to Older Persons with Greatest Economic or Social Need	
<b>Part VI</b>	Key Changes to Service Delivery	
<b>Part VII</b>	Approved Waivers	
<b>Part VIII</b>	Budget	
<b>Part IX</b>	<b>Area Agency Services to be Funded by Geographic Area</b>	<b>7</b>
<b>Part X</b>	Appendix	
	<ul style="list-style-type: none"><li>• <b>Appendix A: AAA Organizational Chart</b></li><li>• <b>Appendix B: Advisory Council Membership</b></li><li>• <b>Appendix C: List of Programs and Services</b></li><li>• <b>Appendix D: Area Plan Assurances (not sure)</b></li><li>• <b>Appendix E: Needs Assessment</b><ol style="list-style-type: none"><li>1. <b>Summary of Key Informant Survey</b></li><li>2. <b>Needs Assessment Questionnaire</b></li><li>3. <b>Results of Needs Assessment Questionnaires</b></li><li>4. <b>Service Utilization for SFY 2016-2017 service spreadsheet needs TSP</b></li><li>5. <b>Client Demographics for Case Management in SFY 2016 - 2017</b></li></ol></li><li>• <b>Appendix F: Funding Formulas</b><ol style="list-style-type: none"><li>1. <b>SEAGO State Funding Formula Based on 2010 Census</b></li><li>2. <b>SEAGO OAA Formula Based on 2010 Census</b></li></ol></li><li>• <b>Appendix G: Comments from Advisory Council on Aging</b></li><li>• <b>Appendix H: Public Hearings Press Release and Comments</b></li></ul>	

**PART I**  
**INTRODUCTION TO THE AREA PLAN**

***PART I - INTRODUCTION TO THE AREA PLAN***

An Area Plan is the document submitted by an Area Agency on Aging to the State Agency on Aging in order to receive awards or contracts from the State Agency's grant provided under the Older Americans Act, as amended. The Area Plan contains provisions required by the Act, the federal rules and regulations, state policies, procedures, and assurances and commitments that the Area Agency will administer activities funded under the plan in accordance with all federal and state requirements. The plan is the blueprint by which the Area Agency develops and administers a comprehensive and coordinated system of services and serves as the advocate and focal point for older people in the Planning and Service Area.

Conceptually, the plan must represent a process, which translates needs assessment information into the establishment of priorities for funding and services.

The Area Plan on Aging, as a planning document, has three major purposes, as follows:

- 1) The Area Plan serves as the planning document which identifies needs, goals, objectives, and the activities that will be undertaken by the Area Agency on Aging relative to programs for the older persons in the Planning and Service Area.
- 2) The Area Plan represents a formal commitment to the State Agency, which describes the manner in which the Area Agency on Aging plans to utilize the Older Americans Act funds, and how it will carry out its administrative responsibilities.
- 3) The Area Plan is viewed as "the blueprint for action" which represents a commitment by the Area Agency on Aging that it will fulfill its role as the planner/catalyst/advocate on behalf of older persons in the Planning and Service Area.

## PART II

# DESCRIPTION OF THE AREA AGENCY ON AGING AND ITS NETWORK

**PART II – DESCRIPTION OF AREA AGENCY ON AGING AND ITS NETWORK**

**The Planning and Service Area**

The Planning and Service Area designated as Region VI consists of the four rural counties of Cochise, Graham, Greenlee, and Santa Cruz, which covers a territory of approximately 14,000 square miles. It is bordered on the east by New Mexico and on the south by Mexico. The region has fourteen incorporated cities and towns ranging from a population of 696 in Duncan to 43,888 in Sierra Vista, based on the 2010 Census. The total census population for the entire region is 224,423, for a density of around 16 people per square mile. The economic base varies from one community to another, but most communities have been dependent on one major employer and little economic diversity; mining, ranching, border trade, agriculture, military, prisons, and tourism are the major industries.

According to the 2010 Census 21.2 percent of the population was aged 60 or older, with the highest concentration of 23.84 percent in Cochise County, the lowest of 15.99 percent in Graham County, 17.04 percent in Greenlee, and 18.71 percent in Santa Cruz County. The percentage of elders aged 60 or older who were minority was 24.11 percent in Cochise, 25.74 percent in Graham, excluding San Carlos Apache Nation, 44.17 percent in Greenlee and 59.78 percent in Santa Cruz. Of those aged 60 or older, 11.97 percent were below the federal poverty level, with the highest poverty rate among elders of 15.54 percent in Cochise, and the lowest in Graham with 9.55 percent. These figures could be slightly higher or lower based on in and out-migration experienced in the different areas in our region since the 2010 Census was conducted.

**The SouthEastern Arizona Governments Organization**

The SouthEastern Arizona Governments Organization (SEAGO) is a Council of Governments (COG). The member governments are the four counties of Cochise, Graham, Greenlee, and Santa Cruz, the 14 incorporated cities and towns of Benson, Bisbee, Clifton, Douglas, Duncan, Huachuca City, Nogales, Patagonia, Pima, Safford, Sierra Vista, Thatcher, Tombstone, and Willcox, and the San Carlos Apache Tribe. SEAGO is a regional planning agency which performs and coordinates a variety of functions. Established in 1972, SEAGO is a 501(c) 3, nonprofit organization whose core function is to assist local governments in seeking cooperative solutions to area wide problems; SEAGO provides a forum for regional policy development; and to serve as a coordinating link between municipal, county, tribal, state, and federal agencies. SEAGO's programs focus on issues that often cross jurisdictional boundaries, such as water quality, community and economic development initiatives, transportation, aging and social service issues. Originally a planning entity, SEAGO's operational scope has expanded considerably since its inception to include project programming and implementation activities in the areas of, economic development, social services, transportation, the environment, and public transit.

**The SEAGO Area Agency on Aging**

The SouthEastern Arizona Governments Organization (SEAGO) was designated as an Area Agency on Aging (AAA) in 1974. As with many of SEAGO's program areas, the AAA is a separate organizational unit within SEAGO. Over the years AAA staff has worked with a variety of community organizations as partners, as well as with service providers in order to develop, and maintain community based systems of service that meet and fit the needs of the communities within the planning and service area. As the years go by, AAA strives to develop new partnerships with other agencies serving the communities within our region.

Every five years, the AAA issues a competitive Request for Proposals in order to select the best qualified service providers and to ensure competition in arranging for services for elderly individuals

## SEAGO Area Plan on Aging July 2018 – June 2021

and their caregivers. The SEAGO AAA currently issues subaward agreements with the agencies identified in Appendix C. The AAA combines Older Americans Act, federal Social Service Block Grants, and state appropriations into one line in the providers' subaward operating budgets. Service Providers identify all other funding sources that are not administered by the AAA, and these are also included in the subaward budgets. In their proposals, prospective service providers are asked to describe how services will be coordinated with any other programs that serve the elderly or disabled, how activities will be coordinated with county long-term care programs, Medicare and ALTCS, and how the provider will ensure that these fund sources are maximized in order to use AAA funding only when no other source is available, in order to ensure coordination of services and integration of multiple funding sources.

### **Organizational Structure of SEAGO AAA**

The SEAGO Organizational Chart is included as Appendix B. All policy decisions related to the AAA are presented to the Advisory Council on Aging and to the Administrative Council for input before being presented to the Executive Board, which is the policy making body of SEAGO. The AAA Program Manager reports directly to the executive director of SEAGO on a regular basis. (See staff table below.)

The Advisory Council on Aging (ACOA) meets quarterly in order to address issues arising in the communities and or discuss AAA alerts and information within the agency. Action Plans relating to the Area Plan will be a regular agenda item at the January and July meetings of the ACOA. In this way, the Action Plans will be used as a tool to track progress on meeting the Area Plan Goals and Objectives. Should changes to any goals or objectives be identified, the Advisory Council will revise the Area Plan and seek Executive Board approval for these changes.

*Positions and duties within the SEAGO AAA are as follows:*

<b>Position</b>	<b>Duties</b>
<b>AAA Program Manager</b> Full-Time	Plans, organizes and directs the operations and staff of the Area Agency on Aging for the SEAGO region; develops and implements the agency plan; negotiates awards with provider agencies; monitors performance under these awards; and ensures compliance with all federal and state laws and regulations.
<b>Office Specialist</b> Full-Time	Sets up and maintains computer records on clients by using DAARS reporting system, maintains program administrative files, responds to questions from service providers and clients, assists with programmatic monitoring of all service providers and delivers administration support.
<b>Health Insurance Coordinator</b> Full-Time	Provides counseling to seniors on Medicare and other health insurance programs. Recruits, trains, and supervises volunteers to ensure greater geographic coverage for this program. Conducts community training events on topics such as new to Medicare, long term care insurance, fraud, scam jams and benefits for low income individuals.
<b>Ombudsman Coordinator</b> Part-Time	Coordinates the ombudsman program that represents and advocates for residents in nursing homes and assisted living facilities in the SEAGO region. Represents the Area Agency on Aging program with these facilities; recruits, trains, and oversees volunteers for each facility. Participates in the Elder Abuse Prevention Taskforce Coalition. Maintains a close relationship with DHS in order to assist with facility survey exits.

## SEAGO Area Plan on Aging July 2018 – June 2021

<b>Accounts Manager</b> AAA supports part of this position	Establishes and maintains the central accounting system, all accounting records and financial controls; reconciles bank statements to general ledger and maintains agency cashbook; prepares monthly financial statements; ensures that financial system is in compliance with applicable regulations.
<b>Health and Nutrition Coordinator</b> Part-Time	The health and nutrition coordinator is certified by ServSafe and is responsible for monitoring the meals programs and for nutrition related provider training. She is a Matter of Balance (AMOB) master trainer. She is responsible to developing a network of CDSMP lay-leaders and coaches for AMOB and for seeing that classes are provided periodically throughout the region.
<b>Transit Coordinator</b> AAA supports 1/10 of this position	The transit coordinator is SEAGO’s mobility manager under a contract with ADOT. In order to have transit programs and their funding integrated, this individual monitors all of the AAA funded transportation programs though out the SEAGO region.

### **The SEAGO AAA Network:**

The SEAGO AAA is tiny with approximately four full-time equivalent staff. Without partnerships very little could be accomplished. Because SEAGO’s focus over the years has been on in-home services, senior centers are not effective in reaching seniors, especially since participation in nutrition sites in some centers has declined over the years. A variety of agencies have been willing to provide space for SEAGO staff to meet with clients, or have agreed to co-host training events.

The AAA currently has subawards with 18 different qualified service providers, one of which is SouthEastern Arizona Community Unique Services (SEACUS). Headquartered in Safford, SEACUS has gone beyond the scope of its award to schedule appointments for Medicare beneficiaries needing assistance from SEAGO’s insurance counselor, and to sponsor the Senior Expo and Caregiver Conference year after year. The insurance counselor also has established partnerships with libraries, senior housing complexes, and other community organizations in Nogales, Tubac, Willcox, Sierra Vista, Huachuca City, and Clifton to serve as counseling sites.

Health fairs and resource fairs sponsored by hospitals, high schools, Eastern Arizona College, and senior and disability expos sponsored by the City of Sierra Vista have provided opportunities to inform the community of AAA services, and distribute elder resource directories, and Medicare information. For two consecutive years, the SEAGO-AAA has hosted the Region VI Conference of Aging in Bisbee, AZ. The Canyon Vista Medical Center’s (CVMC ) thrive Wellness Depot has hosted workshops on Medicare, advanced directives, and selecting LTC policies as well as scam jams in Cochise county. Senator Andrea Dalessandro works with our insurance counselor to speak at her yearly Senior Scam Prevention event in Nogales.

Working with these partners and a growing list of agencies can attract participation from a different audience than the AAA would reach on its own. For example, Cochise College and the United Way of Cochise County host an annual social service “Synergy” event to promote networking and to provide training on topics of mutual interest such as grant writing. In Santa Cruz, the Desert Southwest Chapter of the Alzheimer’s Association has also been a partner for an annual mini-conference in Nogales along with the SouthEastern Arizona Health Education Center (SEAHEC). The AAA Program Manager collaborates with Cenpatico for their distribution list that shares information regarding benefits and other items of interest in the field of aging.

## SEAGO Area Plan on Aging July 2018 – June 2021

Region VI also has a Facebook page which is updated regularly. The AAA meets with its Advisory Council on Aging once per quarter to keep them informed on updates and changes within the agency as well as to discuss issues arising in the four-county region. The AAA Program Manager keeps current on national and state legislative issues and policies affecting seniors by participating as a member of the AZ4A, Arizona Association of Area Agencies on Aging on a bi-monthly basis.

AAA staff coordinated activities and long-range emergency preparedness by working with each of the four counties, as each county was developing their emergency response plans. The health and nutrition coordinator works with service providers to keep their emergency plans updated and participates in the county planning processes as needed. Since Cochise, Greenlee, and Santa Cruz Counties each have case management contracts with SEAGO AAA, these counties have integrated systems for contacting clients who need assistance to evacuate into their emergency response plans. In Graham County, SEACUS is the case management provider and has participated in the county's emergency planning meetings. SEAGO AAA works directly with case managers in keeping a current list of clients so in case an emergency occurs, it can be pulled out immediately.

The SEAGO AAA has partnered with faith-based and community organizations to assist older individuals and their families meet home and community based needs by co-sponsoring training. As described above, training for caregivers dealing with dementia has been provided with the assistance of the Alzheimer's Association and SEAHEC. SEAGO AAA formally contracts with Catholic Community Services and Lutheran Social Services for Home and Community Based Services in Cochise and Santa Cruz County. In addition to Santa Cruz County, Cochise County will be hosting four events throughout the county annually and Graham and Greenlee Counties are now providing caregiver workshops or conferences once per year.

The development of evidence based health promotion programs has brought a special focus to the need for community partnerships in order to recruit coaches/lay leaders, conduct outreach to reach potential participants, and to secure facilities and other resources. Matter of Balance participation declined minimally in recent throughout the years, but our new Health and Nutrition Coordinator is determined to revitalize program participation. In order to establish a network of lay leaders/coaches for evidence based prevention programs, SEAGO is working with the Fire Districts in Cochise and Santa Cruz Counties with the goal of doing the same in Graham and Greenlee Counties, to train the fire fighters to become coaches and to promote the programs through their organizations. SEAGO AAA is also working closely with assisted living facilities to promote the program in order to increase awareness and recruit prospective coaches.

For the past several years SEAGO AAA has partnered with the Diaper Bank in order to help individuals in our four counties to receive incontinence supplies on a quarterly basis. Clients are assessed by case managers and orders are sent to our office specialist for ordering and distribution.

Transportation continues to be identified by elders in this region as a priority because of the vast distances between communities. Therefore, the AAA will continue to work closely with SEAGO's transportation planner, and has become knowledgeable about transit funding mechanisms. Transportation providers are encouraged to transport multiple population groups, because it is inefficient to only transport the elderly. Due to efforts at a state level to improve coordination of transit services, the AAA continues to be actively involved, along with its transportation service providers, in state and regional planning efforts initiated by the Arizona Department of Transportation (ADOT). Currently, SEAGO AAA is partnering with a social services organization in Sierra Vista

## SEAGO Area Plan on Aging July 2018 – June 2021

known as the Volunteer Interfaith Caregiver Program in order to expand transportation services to the rural areas of Willcox and Sunsites where no transportation services currently exist.

**PART III**  
**NEEDS ASSESSMENTS**

***PART III – NEEDS ASSESSMENT***

It is important to understand that each area plan is based on plans that were developed in the past. Drastic changes as to what services are funded will not be made solely on the results of a needs assessment questionnaire. Services will continue to be funded based on utilization, and clients can expect some consistency despite budget cuts. The SEAGO Advisory Council on Aging (ACOA) reviews all proposed funding allocations in detail, comparing them with those most recently approved. For this Area Plan, the ACOA reviewed the minimum goals and objectives that the state unit on aging and the Area Agencies on Aging had agreed to include in their respective plans, and during the October and January 2016 meetings brainstormed activities that the SEAGO AAA should undertake. At the April 2017 meeting, the results of the needs assessment questionnaires were also reviewed.

The AAA needs assessment included a review of:

- A. Needs assessment questionnaires.
- B. Key informant Questionnaires
- C. Demographic and census data for the region.
- D. Service utilization.

**A. Needs Assessment Questionnaires:**

The AAA reached out to service providers, local senior service programs, hospitals, health clinics, Key informant groups, Long Term Care and assisted living facilities and our partners to distribute surveys in both English and Spanish throughout the region in the last quarter of calendar year 2016. SEAGO contracted with U.S Economic Research (USER) to assist with the distribution and data analysis of a region wide needs assessment. USER also created an electronic version of the questionnaire which was put on the SEAGO website, AAA Facebook page as well as Cenpatico's extensive e-mail server list in Cochise County. The questionnaires were distributed at senior housing complexes, nutrition sites, and other senior group meeting places. SEAGO staff, case managers, home delivered meals staff as well as ACOA board members helped provide questionnaires to those who were homebound and helped individuals fill them out. AAA mailed out approximately 1,800 surveys to all existing clients in the region who receive services through our agency. By targeting individuals who are case managed, the views of individuals 60 years of age or older with the greatest social and economic need with particular attention to older individuals who are low-income minority, older individuals residing in rural areas, older individuals with severe disabilities, older individuals with limited English speaking abilities and any individuals with Alzheimer's disease or related dementias were considered. This is the fourth time that virtually the same questionnaire has been collected and analyzed by the U.S Economic Research, thereby allowing for comparisons over the years.

As stated in the report produced by the U.S. Economic Research "The survey indicated the most important need of the elderly in Southeastern Arizona is affordable dental care. This was rated a serious problem by 37.5 percent of survey respondents across the region and was the number one serious problem in three of the four counties (in Greenlee County it ranked second to maintenance and repair of the home). In addition to being rated the top serious problem, affordable dental care was also perceived as a problem ("some problem" or "serious problem") by 64.8 of those surveyed across Southeastern Arizona. It was perceived as a problem by more respondents than any other issue in three of the four counties (again ranked second in Greenlee County).

## SEAGO Area Plan on Aging July 2018 – June 2021

The second most important need of the elderly in Southeastern Arizona is affordable assistive devices (hearing aids, glasses, canes, etc.). This was rated a serious problem by 24.6 percent of survey respondents across Southeastern Arizona. Affordable assistive devices ranked second on the list of serious problems in Cochise and Santa Cruz counties, fifth in Graham County, and seventh in Greenlee County. In addition to being rated a top serious problem, affordable assistive devices were also perceived as a problem (“some problem” or “serious problem”) by 57.4 percent of those surveyed across Southeastern Arizona. It was second on the list of problems in Graham County, third in Cochise County, and fourth in both Greenlee and Santa Cruz counties.

Other important concerns at the regional level include maintenance and repair of home, income (having enough money for basic needs), and cost of energy/utilities. Maintenance and repair of home was rated a serious problem by 23.2 percent of survey respondents across Southeastern Arizona and was in the top five most serious problems in three of the four counties (it was ranked eighth in Santa Cruz County). Income was rated a serious problem by 20.2 percent of all respondents in Southeastern Arizona; however, this was skewed by a disproportionately large number of survey respondents in Santa Cruz County where it was ranked third. Income was ranked sixth on the list of serious problems in Greenlee County, ninth on the list in Cochise County, and 10th in Graham County. The cost of energy/utilities was rated a serious problem by 19.8 percent of all respondents across Southeastern Arizona. It was fourth on the list of serious problems in Greenlee and Santa Cruz counties, seventh on the list in Graham County, and 12th in Cochise County”.

The needs assessment questionnaire was modified to specifically ask where individuals go for advice about their health insurance or Medicare. In Southeastern Arizona, insurance agent was the most popular source (14.7 percent of survey respondents) followed by SEAGO AAA (14.2 percent). Popular write-in responses were doctors, family members, friends, and Veterans Administration. See Appendix D in the needs assessment results for a complete list of responses regarding other sources contacted. The Needs Assessment Questionnaires and analysis by the U.S Economic Research are attached in Appendix B.

### **B. Key Informant Surveys**

Electronic mailing lists were used to distribute surveys, but despite reminders, only a few were returned. Program Manager went out to the different counties and met with different community leaders working closely or directly with elderly and disabled. Amongst the different key informants that were reached the following were results of the interviews: Of the Home Community Based Services home delivered meals ranks the highest (17%) followed by case management (16%). Of Health Promotion services, Chronic Disease Self-Management ranks the highest (39%) followed by A Matter of Balance (35%). Of the Family Caregiver Support Program, Caregiver Training ranks highest (29%) followed by Caregiver Case Management (26%). For Elder Rights, Assistance with Medicare and Insurance ranks highest (43%) followed by Long Term Care advocacy (32%).

The economy has reduced the ability of family members to provide support for their elders. Many have had to move to find work and leave their elderly family members. There are significant increases in the number of elders needing services, and the acuity level of these elder is higher. Questions contained in the Key Informant Survey addresses changes to clientele, changes in the community that affect older and disabled clients, emerging unmet needs, future changes affecting the service delivery, recommendations for evidence based programs, what is inadequate about the current system and changes recommended to the current system. A total of sixteen (16) respondents addressed the need for more presentations or education of available services. A total of twelve (12) indicated that loss of funding are the changes

## SEAGO Area Plan on Aging July 2018 – June 2021

affecting the service delivery and ten (10) respondents state that an unmet need would be transportation as well as lack in service availability.

Respondent's ranked case management, transportation and home delivered meals as the top three home and community based services in that order. It was clear that the concept of the Aging Mastery program is not yet understood as this is a goal and pilot program that has not yet been introduced. Assistance with Medicare and insurance was the top ranked elder rights issue.

### **C. Demographic Data**

The 2010 Census and the American Community Survey were used to develop funding formulas for state funding and for Older Americans Act funding for county allocations. These same formulas will be used for the term of this plan and are included in the Appendix F.

The demographic pattern of individuals receiving services is compared at least annually to each county's census profile to ensure that minority and low income individuals are being served appropriately.

### **D. Service Utilization**

Service utilization for case managed services is reviewed on a monthly basis to ensure that awarded services are being used, and that case managers are authorizing service levels as budgeted. Where productivity and utilization have declined, a more in-depth review is made to determine whether the service in question is still relevant or whether a change in the service delivery process is needed. In recent years the utilization data has helped determine where cuts can be made. Congregate meals utilization has improve in the Tombstone, Patagonia and Nogales sites due to improved meals and personnel.

SEAGO Area Plan on Aging July 2018 – June 2021

**E. Action to be Taken to Address Needs Identified**

<b>Comment or Issue</b>	<b>Source</b>	<b>Action to be taken</b>
Affordable Dental Care	Needs Assessment Questionnaire	Ship counselors will have information about Medicare plans and clinics or service clubs that provide dental or vision services. Enrollment of dual eligible into Special Needs Plans by getting QMB coverage for both Parts A & B of Medicare will be reviewed carefully. Increases of SHIP volunteers are being trained and those numbers will decrease significantly.
Affordable assistive devices	Needs Assessment Questionnaire	Ship counselors and case managers will have information about insurance coverage for assistive devices and a list of loan closets. Case Managers will be providing more advocacy in their areas and inform of available options.
Maintenance and repair	Needs Assessment Questionnaire	Potential sources of assistance will be catalogued.
Lack of Transportation	Needs Assessment Questionnaire Key Informant Survey	Continue to address transportation needs by working with ADOT funded mobility management activities and continue to cover gaps in the areas.
Telemarketing or In-Home Sales	Needs Assessment Questionnaire	Increase public information forums on fraud prevention.
Finding Legal Assistance	Needs Assessment Questionnaire	Continue to work closely with SALA in order to assist those clients currently under the AAA program.
Access to information and knowledge about services	Needs Assessment and Key Informant Survey	Improve and increase marketing, and strengthen partnerships.
Paying for prescription drugs	Needs Assessment and Key Informant Survey	Will increase SHIP volunteer base to assist potential Medicare clients in obtaining appropriate drug plans. Currently, AAA has three trained volunteers and 8 more lined up to receive training.

## SEAGO Area Plan on Aging July 2018 – June 2021

Revise county level allocations	2010 Census	Funding levels will stay the same based on need and utilization.
Need to continue to provide existing services	Utilization Data	Maintain funding levels as best as possible.

**PART IV**

**GOALS STRATEGIC AND OPERATIONAL  
OBJECTIVES**

***PART IV – GOALS, OBJECTIVES***

**GOAL I** To increase awareness and understanding of aging issues and help prepare Arizona for an aging population through partnerships and collaborating with existing organizations within the region.

Operational Objectives:

O-1-1 To recruit and train volunteers in every major community in the region to be Medicare/health insurance counselors.

O-1-2 To schedule new to Medicare presentations in every major community on a consistent basis, including scam jams in order to raise awareness.

Output: Number of volunteer counselors and the number of hours that they work.

Outcome: Medicare beneficiaries and baby boomers will better understand their benefits. AAA SHIP will be better prepared to meet the needs of those turning 65.

Strategic Objectives:

S-1-1 To identify new opportunities for partnerships and collaboration.

S-1-2 To increase visibility of SEAGO AAA by increased use of electronic communications, including website and Facebook page

## SEAGO Area Plan on Aging July 2018 – June 2021

**GOAL II** To increase the ability of older adults to remain active, healthy, and living independently in their communities.

### Operational Objectives:

O-2-1 To initiate the Aging Mastery Program in Cochise county and establish a framework to expand it to other areas of our region.

Output: Number of Aging Mastery classes held.

Outcome: Change in societal expectations about aging, higher levels of physical and emotional well-being, increased civic engagement, and stronger social connectedness among aging adults throughout the region.

O-2-2 To enhance and maintain home and community based programs that enable elders to remain at home which helps decrease long term care institutionalization costs.

Output: Number of home delivered meals and hours of Home Care and In-Home Respite provided to eligible individuals.

Outcome: Elders and their families will receive services that enable them to remain active in their homes and communities.

O-2-3 To continue to fund transportation programs and work cooperatively with the SEAGO mobility manager on 5300 programs.

Output: Participation in coordination meetings and planning efforts.

Outcome: Transportation will continue to meet the needs of elders who would otherwise be isolated.

### Strategic Objectives:

S-2-1 To develop partnerships throughout the region in order to implement evidence based prevention programs, specifically A Matter of Balance, and Chronic Disease Self-Management and the pilot of the Aging Mastery program.

S-2-2 To establish relationships with hospital discharge planners that will focus on care transitions for elderly patients from hospital back to home settings.

S-2-3 To expand relationships with church based organizations and Fire Districts in order to reach a broader sector of the senior population.

**GOAL III To increase the safety and well-being of older Arizonans.**

Operational Objectives:

O-3-1 To identify existing safety programs that law enforcement or fire departments have in operation, and encourage seniors to enroll in these programs.

Output: Enrollment and participation in existing safety programs will increase.

Outcome: Elders will benefit from safety training and wellness check programs that already exist.

O-3-2 To promote fall prevention, including A Matter of Balance.

Output: Fact sheets on fall prevention and number of individuals who complete A Matter of Balance class.

Outcome: Elders will have fewer falls.

O-3-3 To improve care for residents in long term care facilities and increase awareness of abuse, neglect and crimes against seniors.

Output: Increased in number of Ombudsman volunteers involved in resident council meetings.

Outcome: Decrease in victims of elder abuse, neglect and crimes against seniors.

Strategic Objectives

S-3-1 To establish and expand relationships and collaborative efforts with public safety personnel throughout the region.

S-3-2 To reduce the costs associated with public safety responses to senior-related crimes or injuries.

**PART V**

**PREFERENCE GIVEN TO OLDER PERSONS WITH  
GREATEST ECONOMIC OR SOCIAL NEED**

***PART V - PREFERENCE TO OLDER PERSONS WITH GREATEST ECONOMIC OR SOCIAL NEED***

Hispanics and Non-Hispanic whites constitute the largest minority group in this region. Demographic analysis report generated through DAARS data base is what SEAGO uses to track home and community based services, congregate meals and transportation needs. During SFY 2014-15 data on household composition in the four-county region indicates 29% of congregate meals and transportation clients live alone and 27% live with their spouse. For HCBS clients, 47% live alone and 18% with their spouse.

In order to meet the service needs of our target population, providers employ individuals who are bilingual and bicultural in Spanish and English. They also use flyers and/or publications in both Spanish and English to reach elders and their families throughout the region. In addition, provider staff is trained to recognize cultural or religious customs that need to be taken into account when providing service. In order to identify individuals who are eligible for assistance, individual client assessments are completed by case managers on anyone who might qualify to receive home and community based services (HCBS). Through this assessment, services are targeted to those who lack a support system, those who are low income, and those who are most vulnerable, including adult protective service referrals. Many of the individuals who are case managed are at risk of institutionalization. A waitlist is kept and is being monitored on a monthly basis in order to help keep it to a minimal and to allocate funds where they are needed.

A variety of different forms of outreach have to be used. Word of mouth, personal contact, posting ads or program information on the SEAGO website and AAA Facebook page as well as being present at the many events in the different communities are important ways to find individuals who are eligible for our services. Each member of the Advisory Council on Aging represents a different community in the SEAGO region and serves as an ambassador for the AAA. These members are individuals who work closely with their communities and they share information and resource directories with their family and friends, and within the organizations in which they participate.

Presentations at community meetings, to faith based groups, trainings and board meetings that SEAGO AAA Program Manager participates in on a quarterly basis are used to help get the word out about our services. Health and Resource fairs have also been a way to reach those who would not learn about our services otherwise. Many times it is younger family members at these fairs who take the information back to their elders. Networking with other participants at these fairs has also been useful. Home care agencies, hospitals, fire departments, long term care facilities, senior housing complexes, disability organizations, and elder law attorneys are some examples of health fair exhibitors that have taken copies of resource directories and later referred individuals for services.

SEAGO's 18 contracted service providers plus its many community partners enable a very tiny Area Agency on Aging to function and to implement this Area Plan by collaborating, by making referrals, by jointly providing training opportunities, by sharing facilities, and most importantly by communicating and problem solving. Under "Part II" of this plan specific examples of the how community based organizations have been involved in providing services as discussed. These services are planned and implemented with input from these partners.

## PART VI

# KEY CHANGES TO SERVICE DELIVERY

**PART VI – KEY CHANGES TO SERVICE DELIVERY**

**Aging Mastery Program**

SEAGO AAA Region VI along with the rest of the regions in the state is working closely with National Council on Aging (NCOA) on implementing the Aging Mastery program. SEAGO AAA is reaching out to potential partnering organizations such as the University of Arizona, Cochise Health and Social Services, Cenpatico and Chiricahua medical centers in order to solicit support when this program is launched. Our agency has identified an individual to be the certified trainer for the pilot program and will be actively seeking funding opportunities to extend it to all parts of the region. By providing this program we are confident it will change the ways older individuals feel about aging, and inspire them to take better care of their health and help others do the same. Topics to be covered will be exercise and you, sleep, healthy eating, medication management and community engagement among others.

**Community Education and Information**

SEAGO-AAA Region VI has evaluated the Family Caregiver Support Program for a couple of years now and has determined that in order to minimize the lack of information out in the community that it would be wise to hire a Caregiver Case Manager Coordinator starting in 2017 and going forward. This change in our service delivery plan will create awareness and provide information to the community related to support services available to family caregivers and specially an increase demand for respite services throughout the region.

**Health Promotion and Disease Prevention**

In the previous years, SEAGO has focused on providing two evidence-based programs. These two programs are Chronic Disease Self-Management Program (CDSMP) through Cochise Health and Social Services (CHSS), and A Matter of Balance (AMOB). These evidence based programs continue to see demand, and we have begun to ramp up our outreach this current fiscal year. While we have experienced some turnover in part-time coordinators and lay leaders in last couple of years, our part time health and nutrition coordinator has become a master trainer, and since receiving her certification in February 2016, she has provided one AMOB coaches and participant class last fiscal year and two classes thus far in SFY 2017. She has partnered with Fry Fire Department in Cochise County to host a class during the month of October 2016 in Sierra Vista. She has also partnered with Prestige Assisted Living to hold another class in January 2017 in Sierra Vista. Our goal is to be able to promote and expand this program in other parts of the region as well and we will be actively seeking partnerships and working closely with various fire districts in the other areas to be able to accomplish that goal.

**Transportation**

SEAGO AAA mobility manager continues to work closely with our service providers throughout the region in order to monitor the services provided to our clients and provide support and guidance to enable them to comply with Arizona Department of Transportation (ADOT) requirements. This will increase coordination of the ADOT and AAA funding that providers receive. The individual in this position has years of experience in managing transit programs in Cochise County, and will continue to work with providers to increase coordination at all levels and to find efficiencies and potential cost savings. Currently, SEAGO has successfully partnered with Volunteer Interfaith Caregiver Program (VICAP) to implement transportation services in the rural areas surrounding Willcox and Sunsites, which began the first part of November 2016. SEAGO is also working towards closing service gaps that exist in other rural areas of Cochise County and will soon complete an intercity route feasibility study that is hoped will lead to transportation services from Douglas, to Bisbee, Sierra Vista, Benson. SouthEastern Arizona Community Action Program is anticipated to cease transportation services in Graham and Greenlee

## SEAGO Area Plan on Aging July 2018 – June 2021

counties, but SEAGO is working with Easter Seals Blake Foundation on a transition plan for SEACAP clients to be served by Blake Foundation going forward.

### **State Health Insurance Assistance Program (SHIP)**

For the past couple of years our SHIP program has struggled in recruiting volunteers for the four-county region. Currently, we have three valuable volunteers who helps cover the Sierra Vista area by providing counseling at least twice per month. Our office has partnered with Chiricahua Community Health Centers in efforts to use their Outreach and Enrollment coordinators and train them as SHIP counselors and increase access for Medicare beneficiaries to information about their benefits, and help in understanding their many options. We believe that this partnership will make this program become even more successful as it grows and increase our client contacts. This will also help decrease the high percentage of people needing dental care as they will be guided in how to obtain it with available resources. Since Chiricahua primarily serves much rural of Cochise County, we believe this new partnership will also enable our SHIP counselor to focus on Graham, Greenlee and Santa Cruz Counties and our region will be more informed about scams and fraud.

### **Aging and Disability Resource Centers (ADRC)**

The SEAGO AAA currently participates in various committees that meet either monthly or quarterly. SEAGO AAA works closely with Bridgeway Health Systems, United Health Care Community Plan, the Elder Abuse Taskforce Coalition, the Department of Developmental Disabilities, and the Veteran's Association in order to be part of discussion on topics that affect our aging populations and to network to identify solutions and share information of what is working and what is not. Case Managers also work close with a variety of community organizations in order to address the need affecting their communities.

### **Management Information Systems and Case Management**

The new DES-DAAS reporting system - DAARS is in place and case managers have been trained and use the system. Like any new on line system, DAARS experiences occasional glitches, and when this occurs, case manager's contact our office and these issues are reported immediately to DES-DAAS so that the issue can be resolved by their vendor, RTZ. Our office specialist is trained and assigned to assist those who experience problems with this system and help resolve them. The system has a wide variety of reports that are ready to use and these reports will be shared with the service providers to help them track units and other data.

### **Strengthen Programs Providing Protection against Threats to Independence Well-Being and Financial Security**

In addition to the partnerships and initiatives described above, SEAGO-AAA will continue to provide training and information at community events and health fairs. We will continue to collaborate with the Alzheimer's Association in providing training and education to first responders, Adult Protective Services and caregivers as requested. Our agency is a member of the National Association of Area Agencies on Aging (N4A) and Arizona Association of Area Agencies on Aging (AZ4A) in order to be more informed of most current updates on issues, policies and programs regarding seniors and people with disabilities. Home and community based programs help many to remain independent, and despite budget cuts, SEAGO is committed to continue to fund these programs. SEAGO will also assist with the annual Caregiver Conference in Santa Cruz County and with the Region VI Aging Conference in Bisbee. SEAGO-AAA is actively looking for grant opportunities to help supplement the funds that are received though DES in order to enhance or expand services within the region. SEAGO continues to assist Graham County with their Senior Expo and caregiver conference. We will continue working with partners in Greenlee

## SEAGO Area Plan on Aging July 2018 – June 2021

County to host their 2<sup>nd</sup> annual caregiver workshop, as well as and four others in Cochise County. These efforts promote awareness of the scams that exist and how to avoid them. SEAGO-AAA will help promote the efforts that DES and Alzheimer’s Association has outlined for the new Arizona Alzheimer’s State Plan. We will help maximize public awareness and understanding; by continuing to educate caregivers as well as in-house staff and case managers to help expand a dementia-capable workforce in Arizona.

### **Consumer Choice and Choice Care Options**

SEAGO staff and case managers will continue to refer those caregivers interested in respite services through Lifespan Respite Voucher system. SEAGO will continue to encourage providers and case managers to involve consumers in decisions that affect service delivery. SEAGO has at least two service providers for housekeeping, personal care and in-home respite, in most areas of the region and case managers are required to offer clients a choice.

### **Other**

SEAGO has developed another new partnership with Chiricahua Community Health in Cochise County to help consumers be more aware of the changes occurring each year with the Affordable Care Act.

## PART VII

## WAIVERS

**NO WAIVER IS BEING REQUESTED**

**PART VIII**  
**BUDGET**

**PART IX**

**AREA AGENCY'S SERVICES  
TO BE FUNDED BY  
GEOGRAPHICAL AREA**

PART X  
APPENDIX

**PART X - APPENDIX**

- A. AAA Organizational Chart
- B. Advisory Council Membership
- C. List of Programs and Services
- D. Area Plan Assurances
- E. Needs Assessment
  - 1. Summary of Key Informant Survey
  - 2. Needs Assessment Questionnaire
  - 3. Results of Needs Assessment Questionnaires
  - 4. Service Utilization for SFY 2011-12
  - 5. Client Demographics for Case Management in SFY 2011-12
- F. Funding Formulas
  - 6. SEAGO State Funding Formula Based on 2010 Census
  - 7. SEAGO OAA Formula Based on 2010 Census
- G. Comments from Advisory Council on Aging
- H. Public Hearings Press Release and Comments