

**MINUTES OF THE
ADVISORY COUNCIL ON AGING MEETING
UNITED METHODIST CHURCH
124 SOUTH CURTIS AVENUE
WILLCOX, ARIZONA
January 19th, 2017**

MEMBERS PRESENT:

Laurel Stangel, Huachuca City
Gary Clark, Douglas
Jaime Aguilar, Greenlee County Unincorporated
Valadee Crotts, Duncan
Kathy Spangler, Benson
Saundra Gaines, Safford
Royce Hunt, Graham County Unincorporated
Linda Huffstetler-Dearing, Patagonia
Luisa Masee, Nogales
David Duff Chamber, Tombstone
Moe Sinsley, Cochise County Unincorporated
Ed Bagnaschi, Sierra Vista

MEMBERS NOT PRESENT:

Rebecca Phifer, Willcox
Leslie Kramer, Santa Cruz County Unincorporated (Voting by Proxy)
Arnold Lopez, Thatcher (Voting by Proxy)
Barbara Ahmann, Clifton

GUESTS PRESENT:

Eva Harpor
Stephanie Estrada

STAFF PRESENT:

Laura Villa, AAA Program Manager
Carrie Gibbons, AAA Office Specialist

CALL TO ORDER

President Jaime Aguilar called the meeting to order. Introductions were made.

APPROVAL OF MINUTES

Jaime Aguilar addressed council's review of the January 19th, 2017 minutes. No changes to be made to minutes.

MOTION: Valadee Crotts, Duncan

SECOND: Gary Clark, Douglas

ACTION: APPROVED UNANIMOUSLY

DEPARTMENT OF ECONOMIC SECURITY ADULT PROTECTIVE SERVICES

Mrs. Debra Mansker of DES Adult Protective services unit supervisor for Cochise and Santa Cruz Provided the Council a Presentation about APS role in the Southeastern Arizona communities. Educating on Topics such as how, when, and who can make a report. What APS can and cannot do once a report is made.

NOMINATIONS TO VACANT SEATS

Laura Vila informed the council Currently, there are two (2) vacant seats and members are selected to represent incorporated cities, towns and the unincorporated portions of each county. The areas are the incorporated city of Pima and Bisbee. Nominated representatives will commence their term on the date once approved and appointed by the SEAGO Executive Board which is scheduled for May 19, 2017

NOMINATION TO BE MADE TO THE EXECUTIVE BOARD FOR APPROVAL

Laura Villa advised the council does have a new nomination Mr. David “Duff” Chambers. He is nominated by mayor of Tombstone to be acknowledged to fill the vacant seat in Tombstone.

MOTION: Valadee Crotts, Duncan

SECOND: Gary Clark, Douglas

ACTION: **APPROVED UNANIMOUSLY**

ELECTION OF OFFICERS

Laura Villa Advised the Council The revised bylaws. Article V-Elections states “Nominations shall be made from the floor at the April meeting, with the prior consent of the nominee.”

The Council voted unanimously to keep all officers in the same position for the upcoming year.

Jaime Aguilar, President (Greenlee county unincorporated)

Gary Clark, 1st Vice President (Cochise County)

Linda Huffstetler-Dearing, 2nd Vice President

Luisa Masee, Secretary (Greenlee County)

MOTION: Valadee Crotts, Duncan

SECOND: Linda Huffstetler-Dearing, Patagonia

ACTION: **APPROVED UNANIMOUSLY**

SEAGO/AREA AGENCY ON AGING AREA PLAN ON AGING 2018-2021

Laura

Villa presented the final draft of the SEAGO Area Agency on Aging Area Plan on Aging for approval. Bringing the following topics to their attention.

Public Hearings: During the month of March, the Area Agency on Aging held four public hearings throughout the region in the interest of gathering public input for their updated Area Plan on Aging. Public hearings were held March 1st (Sierra Vista), March 8th (Nogales), March 15th (Clifton) and March 22nd (Safford). To the extent possible, the input received has been incorporated into the Area Plan.

Needs Assessment: To determine the most urgent needs of the elderly and disabled across the region, the AAA performed a needs assessment that included a review of needs assessment surveys; key informant questionnaires; demographic and census data for the region; and historic utilization of AAA services.

Needs Assessment

Surveys: During the final quarter of calendar year 2016, 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 other partners to distribute needs assessment surveys in both English and Spanish throughout the region. SEAGO contracted with U.S Economic Research (USER) to assist with the distribution and data analysis of the region wide needs assessment.

SEAGO staff, case managers, home delivered meals staff, as well as ACOA members helped provide questionnaires to those who were homebound and helped individuals fill them out.

In addition, the AAA mailed out approximately 1,800 surveys to 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.

The results of the survey indicated the number one serious problem of the elderly in three of the four counties in the SEAGO region is affordable dental care. This was rated a serious problem by 37.5 percent of survey respondents across the region. The second most serious problem 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 the region.

Other important concerns at the regional level include maintenance and repair of the home, income (having enough money for basic needs), and the cost of energy and utilities. Maintenance and repair of home was rated a serious problem by 23.2 percent of survey respondents across the region. Income was rated a serious problem by 20.2 percent of all respondents in southeastern Arizona. The cost of energy/utilities was rated a serious problem by 19.8 percent of all respondents across Southeastern Arizona.

This year's needs assessment survey 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).

Key Informant Questionnaires: The AAA Program Manager travelled throughout the four-county region to meet with community leaders working closely or directly with elderly and disabled. Questions contained in the Key Informant Questionnaires addressed 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. Amongst the different key informants that were interviewed, the following were results were recorded: 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 affecting service delivery and ten (10) respondents stated that an unmet need would be transportation as well as lack in service availability.

Of the Home Community Based Services, home delivered meals was ranked the highest (17%) followed by case management (16%). Of Health Promotion services, Chronic Disease Self-Management ranked the highest (39%) followed by A Matter of Balance (35%). Of the Family Caregiver Support Program, Caregiver Training ranked highest (29%) followed by Caregiver Case Management (26%). For Elder Rights, Assistance with Medicare and Insurance ranked highest (43%) followed by Long Term Care advocacy (32%).

Service Utilization: Service utilization for case managed services is reviewed on a monthly basis to ensure that 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 areas in which funding allocations for services should be reduced and areas in which allocations should be increased in response to demand for services.

Action to be Taken to Address Needs Identified: The table on the following page summarizes the actions to be taken to address the needs identified in the needs assessment process. I have also included the goals and strategic and operational objectives from the plan as an attachment to this memo. The entire updated Area Plan on Aging can be reviewed or

downloaded from the SEAGO website at: <https://www.keepandshare.com/doc12/242576/seago-2018-2021-area-plan-public-hearing-draft-2-27-2017-pdf-466k?da=y>

The Advisory Council had few question regarding the plan Mostly regarding AAA staffing changes. The council wants to meet the new Caregiver Case Manager and inquired if the position included more outreach in the communities. They also had questions pertaining in how the Service Utilization Spread sheet works and what the next steps for the plan approval are. The Council also provided the names of some people who might be interested in helping with the expansion of the Matter of Balance Program.

MOTION: Luisa Masee, Nogales

SECOND: Linda Huffstetler-Dearing, Patagonia

ACTION: **APPROVED UNANIMOUSLY**

DES/DAAS ALERT SFY18 PLANNING LEVEL ALLOCATIONS

Laura Villa Provided information regarding the SFY18 Planning March 3, 2017 DES/DAAS Department of Economic Security Division of Aging and Adult Services issued ALERT SFY-18 Planning Level Allocations. COB pertaining to the allocations is attached as it was submitted to DES-DAAS for consideration.

SEAGO/AAA IN HOUSE PROGRAMS: HEALTH NUTRITION PROGRAM/ A MATTER OF BALANCE/ SHIP/LONG TERM CARE OMBUDSMAN Laura Villa Educated the Council that DES-DAAS performed Contract Compliance Review on February 22 and 23, 2017 on the fiscal side there were no findings, on the Case Management side there were no findings, on the programmatic side there were no findings however; on the Health and Nutrition Program side there was a couple of findings. With the help of DES and newly contracted registered dietician Tristine Bogle, Shi Martin arranged for a mandatory training to all CNG/HDM providers in order to be in compliance with its DES-DAAS regulations as required by the state. On March 30th representatives of the six sites attended this meeting in Benson and covered emergency preparedness plans, food temperatures, food sanitation, and menus. Shi also spent some time with the attendees and went over what will be expected of them during programmatic monitoring which started beginning of April. Shi Shi Martin our Health and Nutrition Program Coordinator has completed her congregate/home delivered sites monitoring in Graham and Greenlee. Her upcoming schedule is as follows:

Tombstone on May 11, 2017

Douglas on May 25, 2017

Nogales on May 17, 2017

Patagonia June 16, 2017

Benson on June 19, 2017

Sierra Vista June 20, 2017

Shi has A Matter of Balance coaches training for ten (10) interested individuals scheduled for April 17 and 18, 2017 in Clifton

Long Term Care Ombudsman Program, all of the nursing homes have had their surveys completed for 2017. All facilities in our Southeastern AZ region have improved with the exception of Life Care of Sierra Vista which had a harm tag (level 2). Shi Martin along with all of Arizona long term care ombudsmen are working with CMS on the new regulations for discharges in nursing home facilities. The new regulation states that the long-term care ombudsman has to receive notification from the facilities of a patient/resident being discharged hence there is going back and forth between the federal government and state ombudsman. This is the first phase of three that CMS is rolling out within the next two years in long term care regulations. The assisted living facilities are still struggling with the rate increase for the caregivers but as of now no new closures have been reported because of this.

There has been a decrease of facilities taking Medicaid recipients versus private pay due to the lower income rate. As a result of AHCCC's bidding process which takes effect every five years Bridgeway is no longer the case management provider for Medicaid/AHHHC's and Banner healthcare has taken over the contract. It has been confirmed that they will be retaining 90 % of the case managers and hopefully that will be a smooth transition for the long-term care community.

SEAGO/AAA: STATE HEALTH INSURANCE PROGRAM AND SENIOR MEDICARE PATROL

Laura

Villa informed the Council The SEAGO – AAA SHIP/SMP program has been busy this year with Health Fairs, presentations and volunteer training.

SHIP/SMP coordinator participated in the following events and upcoming future events:

Event Name	Date
Bisbee Health Expo – Bisbee	01/14/2017
Cochise Health and Social Services - Caregiver Conference - Bisbee	01/19/2017
Santa Cruz County Advisory Council - Nogales	01/25/2017
Low Vision Group – Sierra Vista	01/31/2017
Bowman Senior Residences – Nogales	02/09/2017
Patagonia Public Library – Patagonia	02/09/2017
Casitas de Santa Cruz - Nogales	02/10/2017
Senior Expo – Sierra Vista	02/18/2017
Gila Valley Health & Science Fair - Thatcher	02/24-25/2017
Sierra Vista Chamber Health, Wealth & Lifestyle Fair – Sierra Vista	03/04/2017
Benson Hospital Health Fair - Benson	03/11/2017
Ethel Berger Center – Sierra Vista “Confused About Medicare?” Presentation	4/19/2017
Cochise County Health & Social Services Caregiver Training Benson Community Center	4/20/2017
Clifton Health Department Caregiver Education Workshop Clifton	4/28/2017

Starting on February 27th and finishing up on March 27th, 7 Chiricahua Community Health Center employees went through 3 – 10 hour training sessions and are now finishing up the final phase of becoming SHIP Counselors. We will now have SHIP counselors, on a regular basis, at all of the following locations:

Bisbee Senior Center 300 Collins Rd. Bisbee 520-432-2528

Bisbee Clinic 108 Arizona St. Bisbee 520-432-3309

Douglas Government Center 1012 N G Ave Douglas 520-432-2528

Ginger Ryan Clinic 1205 F Ave Douglas 520-364-3285

Cliff Whetten Clinic 10566 HWY 191 Elfrida 520-642-2222

Canyon Vista Medical Center THRIVE 2200 El Mercado Loop Sierra Vista 520-459-8210

Ethel Berger Center 2950 E Tacoma Sierra Vista 520-439-2300

Sierra Vista Adult Clinic 155 Calle Portal Ste. 300 Sierra Vista 520-459-3011

Mobile Medical/Dental Clinic Benson/Willcox/Bowie 520-642-2222

SEACUS 1124 W Thatcher Blvd. Safford 928-428-3229

Patagonia Public Library 342 Duquesne Ave 520-394-2010

Bowman Senior Residences 229 N Grand Ave Nogales 520-987-6548

Casitas de Santa Cruz 1769 W Target Range Rd. Nogales 520-287-9133

SEAGO-AAA is working on the 3rd Annual Conference on Aging which will be in Bisbee, AZ on Wednesday June 14, 2017 from 8:30- 4:30 it will be a full day conference with great speakers who will talk on: Feel Well-Sleep Well; Social Security Administration; Alternative Therapies, Transportation and SEAGO-AAA will also provide information about its programs. Transportation from Douglas and Bisbee will be provided to the event. We ask that you all help us disseminate the information and plan to attend in representation of the Advisory Council on Aging.

INFORMATION EXCHANGE

Laurel Stangel – Nothing to report for her area.

Kathy Spangler – Bridgeway will no longer be carrying the contract for AHCCCS Long-term care in Arizona starting October 1st Banner Health will be taking over the coverage for Long-term care in Arizona. She advised that the only choice for southern Arizona is now Banner. Banner plans to keep existing Case managers and Providers.

Gary Clark – Still dealing with Prop 206 issues. Lots of fundraising underway – Carne Asada Plate dinner and the 54th annual Mother's Day Cake auction.

Laura Villa – Let the Council know that the LOTTO Funds will not be continuing into next year, meanwhile our wait list is around 120 people and we are looking at ways to lower the amount of people on the list.

Jaime Aguilar- Advised Caregiver workshop in Clifton April 28th.

Valadee Crotts – Believes that the age gap between younger generations and our seniors is too big and would like to see younger people on the council and being more active in the area.

Moe Sinsley – Lions Club put on a circus in Tombstone and it was a huge success. Tombstone has also gained a Partnership with Life line Medical Support for \$65 a year the company will provide air transport in the case of emergency. (www.amcnrep.com)

Royce Hunt – just finished with Dancing with the Stars and raised \$1100. SEACUS fundraising Auction is set for April 22 last year the Auction raised \$56,000 and she hope they do even better this year. Royce also added if you are a Widow or a Widower the State will waive your property taxes.

Luisa Masee – Ramona MacMurtrie’s visit went well and she has been a huge asset to the seniors in the community.

Ed Bagnaschi – Continues to Volunteer

Davis Duff Chambers- Tombstone is in desperate need of viable transportation, Also commented that the Senior Center in Tombstone is fantastic.

ADJOURNMENT

Jaime Aguilar addressed the council and with there being no further Advisory Council on Aging business a motion was made to adjourn.

The next meeting is scheduled for July 20th, 2016