

AREA PLAN ON AGING
FOR THE PERIOD
JULY 2017 THROUGH JUNE 2021



AREA AGENCY ON AGING, REGION VI

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SEAGO Area Plan on Aging July 2017 – 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

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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 discussion and development and serves 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 have 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. The AAA continuously strives to develop new partnerships with other agencies serving the communities within our region.

Every five years, the SEAGO 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 and their caregivers. The AAA currently issues subaward agreements with the agencies

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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 A. 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 to discuss AAA alerts and other agency-related information. 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 ACOA will revise the Area Plan and seek approval for these changes from the Administrative Council and Executive Board.

Positions and duties within the SEAGO AAA are as follows:

Position	Duties
AAA Program Manager 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.
Office Specialist 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.
Health Insurance Coordinator 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.
Ombudsman Coordinator 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.

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Position	Duties
Accounts Manager 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.
Health and Nutrition Coordinator 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.
Caregiver Case Manager Part-Time	Performs Case Management for the FCSP; coordinates caregiver training throughout the region; refers clients for respite services; and schedules caregiver outreach activities.
Transit Coordinator 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 communities 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 subaward 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 has also established partnerships with libraries, senior housing complexes, and other community organizations in Nogales, Tubac, Willcox, Sierra Vista, Huachuca City, and Clifton to serve as insurance 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

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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.

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 Arizona Association of Area Agencies on Aging (AZ4A) 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 that in the event an emergency occurs, it can be immediately referred to.

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 years, but our new Health and Nutrition Coordinator is making strides to revitalize program participation. In order to establish a network of lay leaders/coaches for evidence based prevention programs, SEAGO AAA is working with 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 to increase knowledge about transit funding mechanisms. Transportation

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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 the SEAGO Mobility Management staff and regional 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 known as the Volunteer Interfaith Caregiver Program, and these efforts have been successful in reestablishing transportation services to the rural areas of Willcox and Sunsites where no transportation services have existed for a number of years.

PART III
NEEDS ASSESSMENTS

PART III – NEEDS ASSESSMENT

Background: Performing a region-wide needs assessment is integral to understanding most urgent current needs and priorities of the elderly and disabled for purposes of updating the Area Plan on Aging. However, it's equally important to consider that each Area Plan is based on plans developed in the past and drastic changes as to what services are funded will not be made solely on the results of a needs assessment. Services will continue to be funded based on utilization trends, 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, and makes recommendations to staff relating to changes in allocations.

In the development of 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 reviewed a first draft of the updated Area Plan during their October 2016 meeting. At the January 2017 meeting, the ACOA brainstormed activities that the SEAGO AAA should undertake over the next four fiscal years, reviewed the results of the needs assessment that had been conducted, and reviewed a second draft of the updated Area Plan. At the April 2017 meeting, the final draft of the updated Area Plan was reviewed by the ACOA and recommended it for approval by the Administrative Council and Executive Board.

In addition to review by the ACOA, 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 the updated Area Plan. 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.

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. Below is a summary of each of the results of these needs assessment components:

Needs Assessment Surveys: In the last quarter of calendar year 2016, the SEAGO AAA reached out to service providers, local senior citizen service programs, hospitals, health clinics, key informant groups, long term care and assisted living facilities, and other partners to distribute surveys in both English and Spanish throughout the region. SEAGO contracted with U.S Economic Research (USER) to assist with the distribution of the survey instrument and data analysis of the region wide survey results. USER also created an electronic version of the survey which was posted on the SEAGO website, the AAA Facebook page, as well as distributed through Cenpatico Integrated Care's extensive e-mail server list in Cochise County.

Needs assessment surveys were distributed at senior housing complexes, nutrition sites, and other senior citizen group meeting places. SEAGO staff, case managers, home delivered meals staff as well as ACOA board members helped provide the surveys to those who were homebound and helped individuals fill them out. AAA staff also 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

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any individuals with Alzheimer's disease or related dementias were considered. This is the fourth time that virtually the same survey tool has been collected and analyzed by the USER, thereby allowing for comparisons over the years.

As stated in the report produced by the USER, 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, this ranked second in Greenlee County).

The second most important need of the elderly in the SEAGO region 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 the home, income (having enough money for basic needs), and cost of energy and 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 tenth in Graham County. The cost of energy and 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 twelfth in Cochise County.

The needs assessment survey tool was modified this year 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. The needs assessment survey tools in both English and Spanish are attached in Appendix E2. See Appendix E3 for the complete needs assessment results prepared by the USER.

Key Informant Questionnaires: Electronic mailing lists were used initially to distribute key informant questionnaires, but despite sending out reminders, only a few were returned. As a result, 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.

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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%).

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.

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.

Demographic Data: The 2010 Census and the American Community Survey have been used to develop funding formulas as a basis for county allocations of state funding and for Older Americans Act funding. Service utilization trends are then used to adjust the base allocations as described below. 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.

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. Congregate meals utilization has increased in the Tombstone, Patagonia and Nogales sites due to improved meals, personnel, and socialization activities and funding has been increased in response to these trends.

Action to be Taken to Address Identified Needs: The table below summarizes the actions to be taken to address the needs identified in the needs assessment process:

Comment or Issue	Source	Action to be taken
Affordable Dental Care	Needs Assessment Surveys	Ship counselors will have information about Medicare plans and clinics or service clubs that provide dental or vision services. Enrollment of dual eligible clients 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 these numbers will decrease significantly.

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Comment or Issue	Source	Action to be taken
Affordable assistive devices	Needs Assessment Surveys	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 clients of available options.
Maintenance and repair	Needs Assessment Surveys	Potential sources of assistance will be catalogued; feasibility of consolidating regional human services will be explored.
Income and Energy costs	Needs Assessment Surveys	Explore feasibility of consolidating regional human services.
Lack of Transportation	Needs Assessment Surveys; Key Informant Questionnaires	Continue to address transportation needs by participating in ADOT-funded mobility management activities, coordination of transit providers and identifying service gaps in the region.
Telemarketing or In-Home Sales	Needs Assessment Surveys	Increase public information forums on fraud prevention.
Finding Legal Assistance	Needs Assessment Surveys	Continue to work closely with SALA in order to provide legal assistance to AAA clients.
Access to information and knowledge about services	Needs Assessment Surveys; Key Informant Questionnaires	Improve outreach, increase marketing and electronic distribution of resource directories, and strengthen partnerships.
Paying for prescription drugs	Needs Assessment Surveys; Key Informant Questionnaires	Increase SHIP volunteer base to assist potential Medicare clients in obtaining appropriate prescription drug plans. Currently, AAA has three trained volunteers and 8 more in the process of receiving training.
Revise county level allocations	2010 Census	Base funding levels to counties will remain the same but will continue to fluctuate based on need and utilization trends.
Need to continue to provide existing services	Utilization Data	Maintain funding levels as best as possible within available resources.

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

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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.

Participation in coordination meetings and planning efforts.

Output: Participation in coordination meetings and planning efforts.

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

S-2-4 To explore opportunities for increased efficiencies in program administration.

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 race 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 2016-2017 data on household composition in the four-county region indicates 40% of all clients live alone and 11% live with their spouse. Appendix E5 provides a detailed demographic analysis of SEAGO AAA clients for SFY 2016-2017.

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 waitlisted clients to a minimum 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

Changes in the Service Delivery System:

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. 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. 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 and will be actively seeking funding opportunities to extend it to all parts of the region.

Caregiver Case Management - Over the last two years, the SEAGO AAA has evaluated the Family Caregiver Support Program and has determined that the services were not being utilized effectively due to a lack of information and awareness in the communities we serve. In order to mitigate this issue, we intend to hire a Caregiver Case Manager Coordinator starting in SFY 2018. This change in our service delivery plan will enhance outreach and provide information to the community related to support services available to family caregivers and specifically increase demand for respite services throughout the region.

Program Development - Some of the top needs identified at the regional level in Part III above include maintenance and repair of homes and the cost of energy and utilities. Another federally designated human services agency covering SEAGO's four-county service area footprint is the Community Action Agency known as SouthEastern Arizona Community Action Program (SEACAP). SEACAP provides programs to address these needs, including LIHEAP, which provides assistance with utility costs for low income individuals, TANF, which provides temporary assistance for low income individuals, SNAP, which can lower the monthly cost of meals prepared in the home, Weatherization, which can lower household energy bills, and several other programs that can assist low income seniors.

Operation of federally designated human services agencies such as SEAGO AAA and SEACAP requires significant internal controls and layers of administrative requirements that are difficult and costly to achieve. Consolidation of the administration of human services of SEACAP and SEAGO may produce efficiencies and eliminate duplication of efforts that could potentially direct resources currently used to meet administrative requirements into delivery of programs and services to residents of the region.

Among other strategies identified at SEAGO's 2015 Strategic Planning Retreat, participants considered the possibility of merging these two federally designated human services agencies under one administration. Participants of SEAGO's 2017 Retreat again discussed this possibility and proposed to investigate funding options for conducting a feasibility study that would evaluate the consolidation of human services administration at SEAGO and SEACAP. Staff has since identified a private foundation whose mission is "to increase philanthropic impact by encouraging and supporting long-term collaborations among nonprofits working in the same or complementary areas in order to increase efficiency and/or impact and to reduce duplication of efforts...." The foundation has partially funded numerous studies that resulted in successful mergers of human services agencies in

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the past, but other funding partners must be identified and other actions taken before applying for funding. Under the Program Development Scope of Work, SEAGO will seek to identify funding to explore the feasibility of consolidating these two regional human services functions.

Aging and Disability Resource Centers (ADRC) Efforts: The SEAGO AAA was designated as an ADRC in fall of 2011. The SEAGO AAA currently participates in various committees that meet either monthly or quarterly. The meetings provide the members an opportunity to network and better understand one another's different service systems. 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.

Strengthening Programs Providing Protection against Threats to Independence Well-Being and Financial Security:

Expanding the SEAGO AAA Network - Expanding partnerships, increasing collaboration and improving outreach are integral to strengthening the core programs at SEAGO AAA. In addition to the partnerships and initiatives described in this Area Plan, 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 remains committed to continue to fund these programs.

SEAGO will continue to assist with the annual Caregiver Conference in Santa Cruz County, with the Senior Expo and caregiver conference in Graham County, and will continue working with partners in Greenlee County to host their 2nd annual caregiver workshop, as well as and four other workshops in Cochise County. SEAGO will also continue to host the annual Region VI Conference on Aging in Bisbee. SEAGO AAA will help promote the efforts that DES and Alzheimer's Association has outlined for the new Arizona Alzheimer's State Plan. All of these efforts help maximize public awareness and understanding by continuing to educate caregivers as well as in-house staff and case managers, and helps expand a dementia-capable workforce in Arizona. 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.

Senior Medicare Patrol (SMP) - For several years our SMP program coordinator has struggled in recruiting volunteers for the four-county region. The new partnership with the SEAGO AAA and Chiricahua Community Health Centers described below will enable us to reach a great deal more contacts than ever before which we anticipate will enhance public awareness of scams that exist and how to avoid them, how to protect against identity theft, and how to detect and report potential Medicare fraud. This will also enable our SMP coordinator to better focus on Graham, Greenlee and Santa Cruz Counties and our region will be more informed about scams and fraud.

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Evidence-Based Programs: SEAGO AAA has focused on providing two evidence-based health promotion and disease prevention programs - Chronic Disease Self-Management Program (CDSMP), 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. The CDSMP is offered through Cochise Health and Social Services (CHSS) in partnership with SEAGO and AMOB is provided by SEAGO staff and other strategic partners. While we have experienced some turnover in 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 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 and we will be actively seeking partnerships and working closely with various fire districts in other areas to be able to accomplish that goal.

Helping Older Adults Access Medicare Benefits: For the past couple of years our State Health Insurance Program (SHIP) coordinator has struggled in recruiting volunteers for the four-county region. Currently, we have three valuable volunteers who help cover the Sierra Vista area by providing counseling at least twice per month. While these volunteers have been effective in assisting those in the Sierra Vista area, significant gaps remained in covering rural Cochise County. To mitigate this issue, SEAGO AAA recently partnered with Chiricahua Community Health Centers to use their Health Care Marketplace 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 will 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 better focus on Graham, Greenlee and Santa Cruz Counties and our region will be more informed about their benefits options.

Transportation Coordination: The SEAGO mobility management team leads the State in providing training and technical assistance to transportation service providers throughout the region in order to monitor the services provided to AAA clients and provide support and guidance to enable them to comply with Arizona Department of Transportation (ADOT) requirements. The mobility management team have years of experience and have developed expertise in managing transit programs found nowhere else in rural Arizona. SEAGO will continue to work with providers to increase coordination at all levels and to find efficiencies and potential cost savings. As recent result of these efforts, SEAGO has successfully partnered with Volunteer Interfaith Caregiver Program (VICAP) to reestablish 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. In Graham and Greenlee counties, SEACAP will cease transportation services effective June 30, 2017, but SEAGO is working with Easter Seals Blake Foundation on a transition plan for SEACAP clients to be served by Blake Foundation going forward.

Modernizing Nutrition Programs: The SEAGO AAA does not operate or manage nutrition sites or senior centers, but does provide funding for nutrition programs across the region through subawards with service providers. In soliciting nutrition service providers in the future, SEAGO may ask potential service providers to include strategies for targeting Boomers in their service delivery plans.

Consumer Choice and Care Choice Options: Case managers have always promoted the use of private pay for home care, because they so effectively target low income individuals, and have to manage waiting lists. Three of the six contracted home care providers are for-profit agencies, and these three agencies plus many of the non-profit agencies offer private pay housekeeping, personal care and in-home respite. SEAGO staff and case managers will continue to refer those caregivers interested in respite services to the Caregiver Case Manager. 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.

Health Care Service Coordination: As described in detail above, the SEAGO 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 and their caregivers. 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.

Title VII Efforts: The SEAGO AAA will continue to host the Region VI Conference of Aging where information on our Long Term Care Ombudsman, SHIP, and SMP programs will be featured. SEAGO will continue to hold workshops on Medicare, advanced directives, and selecting LTC policies as well as scam jams across the region. In addition, case managed 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. Participation in community meetings, trainings, health and resource fairs and other events will continue to be used as opportunities to get the word out about LTC Ombudsman, SHIP, and SMP programs and services, and how to prevent, detect, and report abuse, neglect, and financial exploitation of older adults.

Other: As described above, SEAGO has developed another new partnership with Chiricahua Community Health Centers in Cochise County and in addition to assisting with our SHIP clients, this partnership will 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

	Administration	Case Mgmt	Legal	Transportation	Congregate	Home Del	Health Prom	Ship/Outreach	Senior Patrol	MIPPA SHIP	MIPPA AAA	MIPPA ADRG	
DAARS Codes	ADM	ADM	CMG	LGL	TSP	CNG	HDM	HED	SHI	SHI	SHI	SHI	
Program Codes	HCB	FCS	HCB	LSA	HCB	HCB	HCB	HPR	SHP	SMP	SHP	SHP	
Service Detail Code									OTR		MSA	MAA	
AIMS Codes	ADM	AM5	CMG	LGL	TSP	CNG	HDM	HPR	IR1	SMP		MDA	
Ln	Fund Source												
1	State Admin	43,779	4,134										
2	OAA Admin (III C-1)	119,278											
3	OAA Admin (III E)		12,375										
4	SSBG Admin	58,674											
5	Title III-B			101,761	12,466	37,998				2,387			
6	Title III-C1						229,822						
7	Title III-C2						273,968						
8	Title III-D Prev Hlth							17,401					
9	Title III-E Caregiver				46,448								
10	NSIP						95,371						
11	Title VII Elder Abuse												
12	Title VII FED OMB												
13	State Ind Living Supports			26,825	734	8,197	30,307	39,494	1,885	3,335			
14	State Ombudsman												
15	State Respite												
16	SSBG (Services)			132,514		83,298	699	140,481					
17	SHIP								20,892				
18	Senior Medicare Patrol									6,237			
19	HB2695 - Lottery												
20	Supplemental PMT Program (SPP)												
21	ADRC Care Transition												
22	Senior Patrol Vols.												
23	Alzheimer's Dementia (ADSSP)												
24	MIPPA - S.H.I.P.										-		
25	MIPPA - AAA											-	
26	MIPPA - ADRC											-	
Reimbursement Ceiling		221,731	16,509	261,100	13,200	175,941	260,828	549,314	17,401	22,777	11,959	-	-
DIRECT SERVICES													
	ALTCS												
	Program Income												
	Non-Fed In-kind								2,300				
	Non-Fed Cash												
	Other Federal												
	Total	-	-	-	-	-	-	-	2,300	-	-	-	
PURCHASED SERVICES													
	ALTCS							104,615					
	Program Income			109		69,028	75,117	13,645					
	Non-Fed In-kind			92,759			134,888	59,674					
	Non-Fed Cash			136,753	17,498	531,233	166,825	124,092					
	Other Federal					1,096,762							
	Total	-	-	229,621	17,498	1,697,023	376,830	302,026	-	-	-	-	
	Grand Total	221,731	16,509	490,721	30,698	1,872,964	637,658	851,340	17,401	25,077	11,959	-	
EXPENSES													
	Personnel - Direct	102,776	10,174						8,734		7,353		
	ERE - Direct	35,698	3,188						3,545		3,320		
	Professional/Out												
	Direct	7,729							1,525				
	Sub-Contractor			490,721	30,698	1,872,964	637,658	851,340					
	Travel - Direct	26,343							1,658				
	Space - Direct												
	Equipment - Direct												
	One Time												
	On Going												
	Material/Supplies - Direct	4,400							226		56		
	Operating Svcs Direct	5,730							105	25,077			
	Allocated Indirect Direct	39,055	3,147						1,608		1,230		
	SubTotal DIRECT	221,731	16,509	-	-	-	-	-	17,401	25,077	11,959	-	
	SubTotal PURCH	-	-	490,721	30,698	1,872,964	637,658	851,340	-	-	-	-	
	TOTAL SERVICE	221,731	16,509	490,721	30,698	1,872,964	637,658	851,340	17,401	25,077	11,959	-	
	Units/Direct	12	12						75	1,950	800	90	
	Units/Purchased			11,534.27	316.05	97,665	55,003	90,899				60	
	Units Total	12	12	11,534	316.05	97,665	55,003	90,899	75	1,950	800	90	
	Unit Rate/Direct	18477.58	1375.75	NA	NA	NA	NA	NA	232.01	12.86	14.95	NA	
	Unit Rate/Purch	NA	NA	42.54	97.13	19.18	11.59	9.37	NA	NA	NA	NA	
	Unit Rate/Total	18478	1376	42.54	97.13	19.18	11.59	9.37	232.01	12.86	14.95	NA	
Note: Title III-B, III-C1, III-C2, III-D, III-E (Admin) require a state match													
	Required State Match	39,759.33	4,125.00	5,985.99	733.30	2,235.20	13,519.06	16,115.90	-	-	140.41	-	
	Total State - Unmatched	4,019.67	9.00	20,839.01	0.70	5,961.80	16,787.94	23,378.10	-	1,885.00	3,194.59	-	
	Total State	43,779.00	4,134.00	26,825.00	734.00	8,197.00	30,307.00	39,494.00	-	1,885.00	3,335.00	-	

Ln	Fund Source	Long Term Care	Home Care Cluster			Lottery				Supplemental PMT Program (SPP)		
		DAARS Codes	LTC	HSK	PRC	NRH	HSK	HDM	PRC	RSP	HSK	ATT
		Program Codes	OMB	HCB	HCB	HCB	HCB	HCB	HCB	FCS	HCB	HCB
		Service Detail Code					LOT	LOT	LOT	LOT	SPP	SPP
AIMS Codes	LTC	HSK	PRC	VNS								
1	State Admin											
2	OAA Admin (III C-1)											
3	OAA Admin (III E)											
4	SSBG Admin											
5	Title III-B		140,998	33,305	297							
6	Title III-C1											
7	Title III-C2											
8	Title III-D Prev Hlth											
9	Title III-E Caregiver											
10	NSIP											
11	Title VII Elder Abuse	2,733										
12	Title VII FED OMB	14,618										
13	State Ind Living Supports		172,459	89,374	3,772							
14	State Ombudsman	35,207										
15	State Respite											
16	SSBG (Services)		113,564	48,324	4,931							
17	SHIP											
18	Senior Medicare Patrol											
19	HB2695 - Lottery					-	-	-	-			
20	Supplemental PMT Program (SPP)									-		
21	ADRC Care Transition											
22	Senior Patrol Vols.											
23	Alzheimer's Dementia (ADSSP)											
24	MIPPA - S.H.I.P.											
25	MIPPA - AAA											
26	MIPPA - ADRC											
Reimbursement Ceiling		52,558	427,021	171,003	9,000	-	-	-	-	-	-	-
DIRECT SERVICES												
	ALTCS											
	Program Income											
	Non-Fed In-kind	4,500										
	Non-Fed Cash											
	Other Federal											
	Total	4,500	-	-	-	-	-	-	-	-	-	-
PURCHASED SERVICES												
	ALTCS											
	Program Income		901	565								
	Non-Fed In-kind		-	-								
	Non-Fed Cash		70,957	52,051	14,077							
	Other Federal											
	Total	-	71,858	52,616	14,077	-	-	-	-	-	-	-
	Grand Total	57,058	498,879	223,619	23,077	-	-	-	-	-	-	-
EXPENSES												
	Personnel - Direct	22,882										
	ERE - Direct	9,286										
	Professional/Out											
	Direct	6,300										
	Sub-Contractor		498,879	223,619	23,077	-	-	-	-	-	-	-
	Travel - Direct	7,500										
	Space - Direct											
	Equipment - Direct											
	One Time											
	On Going											
	Material/Supplies - Direct	600										
	Operating Svcs Direct	430										
	Allocated Indirect Direct	10,060										
	SubTotal DIRECT	57,058	-	-	-	-	-	-	-	-	-	-
	SubTotal PURCH	-	498,879	223,619	23,077	-	-	-	-	-	-	-
	TOTAL SERVICE	57,058	498,879	223,619	23,077	-	-	-	-	-	-	-
	Units/Direct	1,680										
	Units/Purchased		21,604.78	9,828.24	271.49	492	3,216	156	192	216		
	Units Total	1,680	21,604.78	9,828.24	271.49	492	3,216	156	192	216	-	-
	Unit Rate/Direct	33.96	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Unit Rate/Purch	NA	23.09	22.75	85.00	NA	NA	NA	NA	NA	NA	NA
	Unit Rate/Total	33.96	23.09	22.75	85.00	NA	NA	NA	NA	NA	NA	NA
Note: Title III-B, III-C1, III-C2, III-D, III-E (Adm)												
	Required State Match	-	8,294.07	1,959.13	17.47	-	-	-	-	-	-	-
	Total State - Unmatched	35,207.00	164,164.93	87,414.87	3,754.53	-	-	-	-	-	-	-
	Total State	35,207.00	172,459.00	89,374.00	3,772.00	-	-	-	-	-	-	-

Ln	Fund Source	Alzheimer's Dementia (ADSSP)			Outreach	Case Mgn	Training	Adap Aid	Home Repair	Respite		TOTAL	
		CMG	RSP	CGT	OTR	CMG	CGT	ADP	RPR	RSP	RSP		
		DAARS Codes	CMG	RSP	CGT	OTR	CMG	CGT	ADP	RPR	RSP		RSP
		Program Codes	FCS	FCS	FCS	FCS	FCS	FCS	FCS	FCS	FCS		FCS
Service Detail Code	ALZ	ALZ	ALZ						VCH				
AIMS Codes				IR5	CM5	CT5	AD5	RP5		RSP			
1	State Admin											47,913.00	
2	OAA Admin (III C-1)											119,278.00	
3	OAA Admin (III E)											12,375.00	
4	SSBG Admin											58,674.00	
5	Title III-B									5,000		334,212.00	
6	Title III-C1											229,822.00	
7	Title III-C2											273,968.00	
8	Title III-D Prev Hlth											17,401.00	
9	Title III-E Caregiver				7,200	38,000	5,200	6,500	6,000		21,737	131,085.00	
10	NSIP											95,371.00	
11	Title VII Elder Abuse											2,733.00	
12	Title VII FED OMB											14,618.00	
13	State Ind Living Supports											376,382.00	
14	State Ombudsman											35,207.00	
15	State Respite										19,628	19,628.00	
16	SSBG (Services)										4,259	528,070.00	
17	SHIP											20,892.00	
18	Senior Medicare Patrol											6,237.00	
19	HB2695 - Lottery											-	
20	Supplemental PMT Program (SPP)											-	
21	ADRC Care Transition											-	
22	Senior Patrol Vols.											-	
23	Alzheimer's Dementia (ADSSP)				-							-	
24	MIPPA - S.H.I.P.											-	
25	MIPPA - AAA											-	
26	MIPPA - ADRC											-	
	Reimbursement Ceiling	-	-	-	7,200	38,000	5,200	6,500	6,000	-	50,624	2,323,866.00	
DIRECT SERVICES													
	ALTCs											-	
	Program Income											-	
	Non-Fed In-kind				-							6,800.00	
	Non-Fed Cash											-	
	Other Federal											-	
	Total	-	-	-	-	-	-	-	-	-	-	6,800.00	
PURCHASED SERVICES													
	ALTCs											104,615.00	
	Program Income											159,365.00	
	Non-Fed In-kind				1,618	6,706	880	1,132				297,657.00	
	Non-Fed Cash				523		378				11,691	1,126,078.00	
	Other Federal											1,096,762.00	
	Total	-	-	-	2,141	6,706	1,258	1,132	-	-	11,691	2,784,477.00	
	Grand Total	-	-	-	9,341	44,706	6,458	7,632	6,000	-	62,315	5,115,143.00	
EXPENSES													
	Personnel - Direct											151,919.00	
	ERE - Direct											55,037.00	
	Professional/Out											-	
	Direct				-							15,554.00	
	Sub-Contractor				9,341	44,706	6,458	7,632	6,000		62,315	4,765,408.00	
	Travel - Direct											35,501.00	
	Space - Direct											-	
	Equipment - Direct											-	
	One Time											-	
	On Going											-	
	Material/Supplies - Direct				0							5,282.00	
	Operating Svcs Direct											31,342.00	
	Allocated Indirect Direct											55,100.00	
	SubTotal DIRECT	-	-	-	0	-	-	-	-	-	-	349,735.00	
	SubTotal PURCH	-	-	-	(0.00)	9,341	44,706	6,458	7,632	6,000	-	4,765,408.00	
	TOTAL SERVICE	-	-	-	-	9,341	44,706	6,458	7,632	6,000	-	5,115,143.00	
	Units/Direct											4,741.00	
	Units/Purchased				6	951.19	6	36	2		2,984.42	295,379.44	
	Units Total	-	-	-	6	951.19	6	36	2	-	2,984.42	300,120.44	
	Unit Rate/Direct	NA	NA	N/A	NA	NA	NA	NA	NA	NA	NA	20,147.12	
	Unit Rate/Purch	NA	NA	#DIV/0!	1556.83	47.00	1076.33	212.00	3000.00	NA	20.88	#DIV/0!	
	Unit Rate/Total	NA	NA	NA	1556.83	47.00	1076.33	212.00	3000.00	NA	20.88	#DIV/0!	
Note: Title III-B, III-C1, III-C2, III-D, III-E (Adm)													
	Required State Match	-	-	-	-	-	-	-	-	-	294.12	93,178.99	
	Total State - Unmatched	-	-	-	-	-	-	-	-	-	19,333.88	385,951.01	
	Total State	-	-	-	-	-	-	-	-	-	19,628.00	479,130.00	

PART IX

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

Part IX
 AREA AGENCY SERVICES FUNDED BY GEOGRAPHICAL AREA
 FUNDING LEVELS FOR SERVICES BY TYPE FOR SFY 2017-18 (Including Projected Carryover)*

SERVICE BY COUNTY	AAA ADMIN.	LTC ADVOCACY	TSP	HOME CARE	LEGAL ASSIST.	CNG. MEALS	HDM	HPR/HLTH PROMO	NURSING	CASE MGMT.	IN-HOME RESPITE	INS COUNSELING	NON RSP CRGV SUPPORT TRAINING	NON-RSP CRGV SUPPORT CMG	NON-RSP CGV SUPPORT OUTREAC	NON-RSP CRGV SUPPORT OUTREACH	TOTAL
COCHISE																	
OAA			63,276.44	130,314.08	8,020.23	91,368.16	177,536.95	11,195.95		74,995.23	15,308.13	734.81	1,300.00	0.00	1,300.00		575,349.97
NSIP			0.00	0.00	0.00	0.00	61,299.42										61,299.42
SEAGO/SSBG			0.00	22,280.00	0.00	0.00	56,669.00			7,073.00	0.00						86,022.00
STATE/SSBG			52,191.65	115,422.99	0.00	174.75	99,300.82			69,524.47	2,281.94						338,896.62
STATE			3,324.43	56,058.78	470.18	11,065.86	22,944.39			8,257.81		1,606.92					103,728.37
TOTAL	0.00	0.00	118,792.52	324,075.85	8,490.41	102,608.77	417,750.57	11,195.95	0.00	159,850.52	17,590.07	2,341.73	1,300.00	0.00	1,300.00	0.00	1,165,296.38
GRAHAM														Adaptive aids		home repair	
OAA			9,941.90	15,076.46	1,428.71	25,090.29	46,320.57	1,994.28		6,257.89	2,309.34	642.58	1,000.00	6,500.00	1,000.00	6,000.00	123,562.04
NSIP			0.00	0.00	0.00	0.00	13,318.45										13,318.45
SEAGO/SSBG			0.00	9,251.00	0.00	0.00	25,594.00			0.00	0.00						34,845.00
STATE/SSBG			25,166.74	17,828.30	0.00	174.75	28,638.31			22,126.83	1,598.47						95,533.41
STATE			1,071.67	72,803.33	85.33	4,385.24	3,873.60			7,221.20		1,405.21					90,845.58
TOTAL	0.00	0.00	36,180.32	114,959.09	1,514.04	29,650.28	117,744.93	1,994.28	0.00	35,605.92	3,907.81	2,047.79	1,000.00	6,500.00	1,000.00	6,000.00	358,104.47
GREENLEE																	
OAA			11,227.65	3,461.58	375.46	14,490.03	10,635.73	523.75		1,078.95	2,135.86	642.48	1,000.00	0.00	1,000.00		46,571.50
NSIP			0.00	0.00	0.00	0.00	8,092.21										8,092.21
SEAGO/SSBG			2,313.00	15,929.00	0.00	0.00	19,610.00			0.00	0.00						37,852.00
STATE/SSBG			5,939.61	3,631.69	0.00	174.75	12,541.87			9,598.22	168.26						32,054.41
STATE			3,800.90	62,969.81	22.64	2,669.04	6,812.19			7,220.17		1,405.00					84,899.75
TOTAL	0.00	0.00	23,281.16	85,992.09	398.10	17,333.83	57,692.00	523.75	0.00	17,897.34	2,304.12	2,047.48	1,000.00	0.00	1,000.00	0.00	209,469.87
SANTA CRUZ																	
OAA			0.00	25,747.88	2,641.60	98,873.52	39,474.75	3,687.01		19,428.94	6,983.67	367.13	0.00	0.00			197,204.49
NSIP			0.00	0.00	0.00	0.00	12,660.93										12,660.93
SEAGO/SSBG			0.00	10,793.00	0.00	0.00	22,887.00			0.00	0.00						33,680.00
STATE/SSBG				29,936.02	0.00	174.75	0.00			31,264.47	210.33						61,585.56
STATE				73,773.08	155.86	12,186.86	5,863.83			4,125.81		802.86					96,908.29
TOTAL	0.00	0.00	0.00	140,249.98	2,797.46	111,235.12	80,886.50	3,687.01	0.00	54,819.22	7,193.99	1,169.99	0.00	0.00		0.00	402,039.28
DISTRICT VI																	
OAA	131,653.00		84,446.00	174,600.00	12,466.00	229,822.00	273,968.00	17,401.00		101,761.00	26,737.00	2,387.00	3,300.00	6,500.00	3,300.00	6,000.00	1,074,341.00
ELDER ABUSE		17,351.00															17,351.00
NSIP/CMS							95,371.00					27,129.00					122,500.00
CMG/CMS														38,000.00			38,000.00
SEAGO-FCS													1,900.00		3,900.00		5,800.00
STATE SSBG	58,674.00		83,298.00	166,819.00	0.00	699.00	140,481.00			132,514.00	4,259.00						586,744.00
STATE	47,913.00	35,207.00	8,197.00	265,605.00	734.00	30,307.00	39,494.00			26,825.00	19,628.00	5,220.00					479,130.00
TOTAL	238,240.00	52,558.00	175,941.00	607,024.00	13,200.00	260,828.00	549,314.00	17,401.00	0.00	261,100.00	50,624.00	34,736.00	5,200.00	44,500.00	7,200.00	6,000.00	2,323,866.00

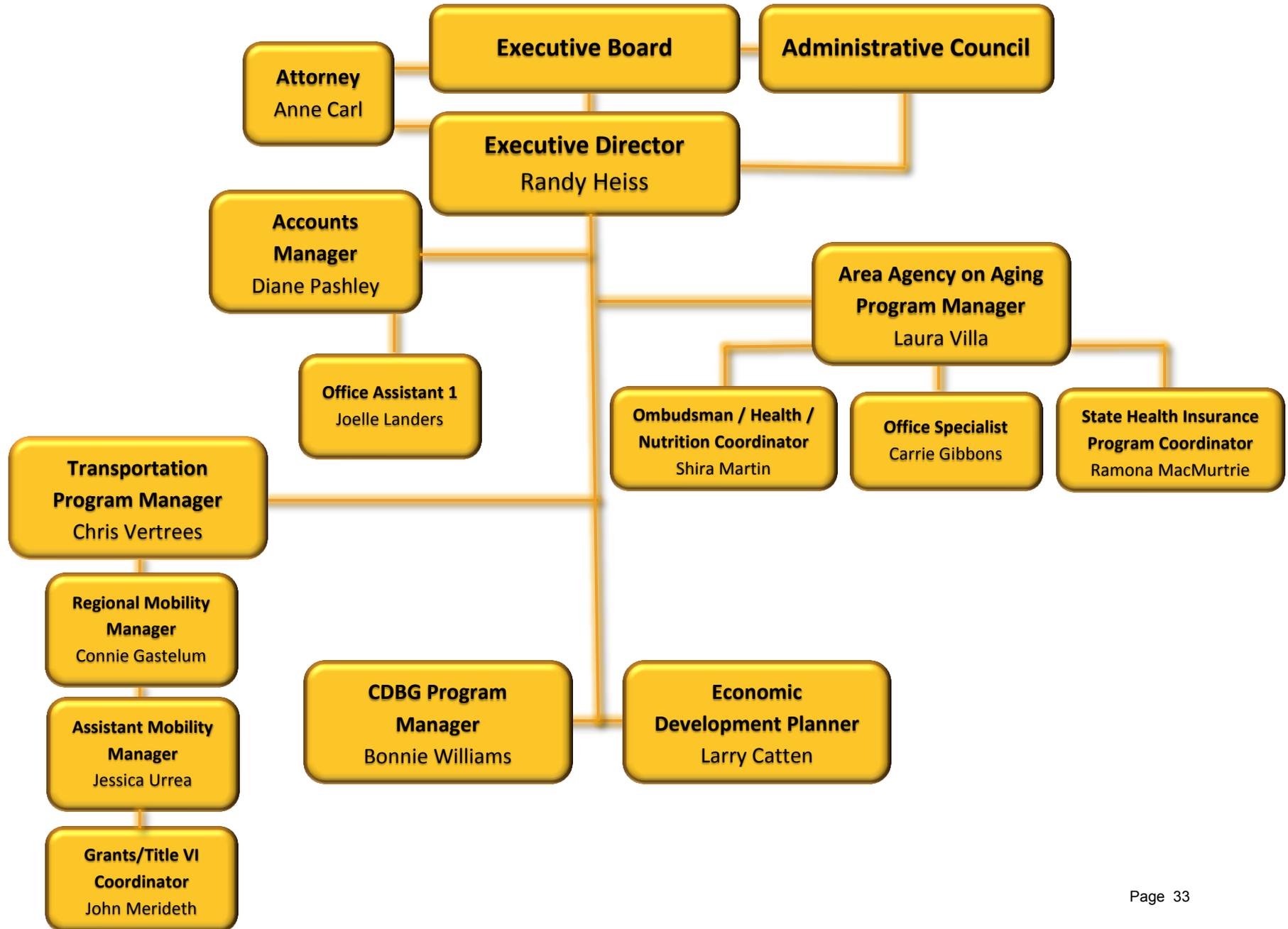
*This display provides a listing of the anticipated allotments of Area Agency resources for the fiscal year for the delivery of services within each of the four counties in the Planning and Service Area.

PART X
APPENDICES



SouthEastern Arizona Governments Organization

Serving our member governments and their constituents since 1972



Appendix B - Advisory Council Membership

ADVISORY COUNCIL ON AGING

Officers:

Jaime Aguilar, President
 Gary Clark, 1st Vice President
 Linda Huffstetler-Dearing, 2nd Vice President
 Luisa Massee, Secretary

Term Office:

4/21/2016
 4/16/2015 (2nd term)
 4/16/2015 (2nd term)
 4/21/2016

Governor's Advisory Council on Aging Member:

Debbie Hanker
 P.O. Box 339
 Tombstone, AZ 85638
 520-457-2525

Cochise County

Community	Member	Term	Telephone/E-mail	Address	Background
Benson 1st term	Kathy Spangler	5/19/2016 to 5/19/2019	520-221-0437 cell 520-353-5225 work cell kspangler@bridgewayhs.com		Bridgeway case manager
Bisbee	Vacant				
Douglas 2ND TERM	Gary Clark	5/17/2013 to 5/17/2019	520-364-7473 <a href="mailto:GaryC<GaryC@douglasarc.com>">Gary C <GaryC@douglasarc.com>	P. O. Box 252 Douglas, AZ 85608	Douglas ARC Exec. Director
Huachuca City	Laurel Stangel	2/28/2014 to 2/28/2017	520-255-5267 arnd2it2@gmail.com	P.O. Box 4293 Huachuca City, AZ 85616 216 E. Yuma St. HC	Computer Programmer, Department of Corrections
Sierra Vista	Ed Bagnaschi	5/17/2013 to 5/17/2019	520-335-2229 bbagnaschi51@gmail.com	2989 Sierra Bermejo Dr. Sierra Vista, AZ 85650	Ombudsman & Medicare Volunteer
Tombstone 1ST TERM	David Duff Chambers		860-961-8115 goodwillie11@gmail.com	977 N Saddleback Dr Tombstone, AZ 85638	Over 34 years experience in Social work and counseling in hospitals.
Willcox 1ST TERM	Beck Phifer	8/28/2015 to 8/28/2018	520-235-7350 rebecca.phifer@yahoo.com	2144 S. Noland Road San Simon, AZ 85632	US Army Veteran; prior advocacy work with battered women, special needs children
County Unincorporated. 1ST TERM	Moe Sinsley	2/15/2016 to 2/15/2019	520-457-3738 message with Sue stampederv@gmail.com	P.O. Box 1247 Tombstone, AZ 85638	

Graham County

Community	Member	Term	Telephone/E-mail	Address	Background
Pima	Vacant				
Safford 2ND TERM	Sandra Gaines	1/19/2017 to 1/19/2020	520-254-9744 saunyz@hotmail.com	819 W. Thunderbird Safford, AZ 85546	Retired physician's assistant; healthcare educator
Thatcher 1ST TERM	Arnold Lopez	11/16/2016 to 11/16/2019	928-322-0144 arnold85552@yahoo.com	1216 W 18th Safford, AZ 85546	Lives in Safford; works for Town of Thatcher; served on Safford City Council for 4 years
County Unincorporated. 1ST TERM	Royce Hunt	11/16/2016 to 11/16/2019	928-428-3229 royce@seacus.org	1124 W Thatcher Blvd Safford Az 85546	Executive Director of SEACUS; United Way, AZ Community Foundation, Freeport member

Greenlee County

Community	Member	Term	Telephone/E-mail	Address	Background
Clifton 1ST TERM	Barbara Ahmann	11/16/2016 to 11/16/2019	928-865-2085 millerahmenn.612@gmail.com		Member of Clifton Town Council, Greenlee Co. Chamber, Americorp
Duncan 1ST TERM	Valadee, Crotts	11/20/2015 to 11/20/2018	928-359-2641	102 Ash Street Duncan, AZ 85534 Box 53 Duncan, AZ	Retired from Phelps Dodge; drove for SR transportation; SEACUS Board member
County Unincorporated. 2ND TERM	Jaime Aguilar	10/20/2016 to 10/20/2019	928-215-0205 aguilar85533@yahoo.com	P. O. Box 572 Duncan, AZ 85534	Retired from Law Enforcement

Santa Cruz County

Community	Member	Term	Telephone/E-mail	Address	Background
Nogales 2ND TERM	Luisa Massee	10/15/2015 to 10/15/2018	520-287-9133 casitas@mccompanies.com	Casitas de Santa Cruz 1769 W. Target Range Rd. Nogales, AZ 85621	Manager of 202 unit elderly housing complex
Patagonia 2ND TERM	Linda Huffstetler-Dearing	2/27/2015 to 2/27/2018	520-394-0268/256-7213 dearhuff@yahoo.com	16 Redrock Drive Patagonia, AZ 85624	Psychotherapist primarily in areas w/women-domestic violence
County Unincorporated. 1ST TERM	Leslie Kramer	11/16/2016 to 11/16/2019	520-455-0055 520-604-7495 kramerlaw@earthlink.net	P.O Box 795 Sonoita, AZ 85637	Attorney with over 35 years experience working on civil matters; resides in Sonoita

SEAGO AAA SFY 2016-17 SERVICE PROVIDERS		
COUNTY	SERVICE	AGENCY
Cochise	Housekeeping	AccentCare Lutheran Social Services/Luminaria
	Personal Care	
	In-Home Respite	
	Caregiver Training/ Caregiver Outreach	Cochise County Public Fiduciary/Health Services
	Caregiver Case Management	
	Case Management	
	Congregate Meals (In Benson & Sierra Vista)	Catholic Community Services of Southern Arizona
	Home Delivered Meals (Not in Bisbee & Douglas)	
	Congregate Meals (Douglas)	Douglas ARC
	Home Delivered Meals (Bisbee, Douglas & Elfrida)	
	Home Delivered Meals	PureFoods (Moms Meals)
	Congregate Meals - Tombstone	City of Tombstone
	Transportation - Benson	City of Benson
	Transportation - Bisbee	City of Bisbee
	Transportation - Douglas Area	City of Douglas
Graham	Housekeeping	Southeastern Arizona Community Unique Services AccentCare
	Personal Care	
	In- Home Respite	
	Home Nursing	Southeastern Arizona Community Unique Services
	Congregate	
	Home Delivered Meals	
	Adaptive Aids & Home Repairs for Caregivers	
	Case Management	PureFoods (Moms Meals)
	Home Delivered Meals	
	Transportation	
Greenlee	Congregate	Southeastern Arizona Community Unique Services
	Home Delivered Meals	
	Home Delivered Meals	PureFoods (Moms Meals)
	Housekeeping	Greenlee County Health Department AccentCare
	Personal Care	
	In-Home Respite	
	Home Nursing	Greenlee County Health Department
	Case Management	
	Transportation	SouthEastern Arizona Community Action Program
Santa Cruz	Congregate	Santa Cruz Council on Aging
	Congregate	Patagonia Senior Citizens
	Home Delivered Meals	PureFoods (Moms Meals)
	Housekeeping	Arizona Direct Consumer Lutheran Social Services/Luminaria
	Personal Care	
	In-Home Respite	AccentCare
	Caregiver Case Management	Santa Cruz County Public Fiduciary
District VI	Ombudsman	SEAGO/AAA
	State Health Insurance	
	Health and Nutrition Program	
	Information and Referral	
	Legal Assistance	Southern Arizona Legal Aid

Area Plan Assurances

By signing this document, the authorized official commits the Area Agency on Aging to performing all listed assurances and required activities.

- (2) Each Area Agency on Aging shall provide assurances that an adequate proportion, as required under section 307(a)(2), of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services:
 - (B) Services associated with access to services (transportation, health services (including mental health services)), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services);
 - (C) In-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and
 - (D) Legal assistance; and assurances that the Area Agency on Aging will report annually to the state agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.
- (4)(A)(i)(I) Provide assurances that the Area Agency on Aging will:
 - (aa) Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;
 - (bb) Include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and
 - (II) Include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I);
 - (ii) Provide assurances that the Area Agency on Aging will include in each agreement made with a provider of any service under this title, a requirement that such provider will:
 - (I) Specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;
 - (II) To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

- (III) Meet specific objectives established by the Area Agency on Aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and
- (4)(A)(iii) With respect to the fiscal year preceding the fiscal year for which such plan is prepared, each Area Agency on Aging shall:
 - (I) Identify the number of low-income minority older individuals and older individuals residing in rural areas in the planning and service area;
 - (II) Describe the methods used to satisfy the service needs of such minority older individuals; and
 - (III) Provide information on the extent to which the Area Agency on Aging met the objectives described in clause (a)(4)(A)(i).
- (4)(B)(i) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:
 - (I) Older individuals residing in rural areas;
 - (II) Older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
 - (III) Older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
 - (IV) Older individuals with severe disabilities;
 - (V) Older individuals with limited English proficiency;
 - (VI) Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
 - (VII) Older individuals at risk for institutional placement; and
- (4)(C) Each Area Agency on Agency shall provide assurance that the Area Agency on Aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.
- (5) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities.
- (6) Each Area Agency will:
 - (6)(F) In coordination with the state agency and with the state agency responsible for mental health services, increase public awareness of mental health disorders,

remove barriers to diagnosis and treatment, and coordinate mental health services (including mental health screenings) provided with funds expended by the Area Agency on Aging with mental health services provided by community health centers and by other public agencies and nonprofit private organizations.

- (9) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging, in carrying out the State Long-Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.
- (11) Each Area Agency on Aging shall provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including:
 - (A) Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the Area Agency on Aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
 - (B) An assurance that the Area Agency on Aging will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under Title VI; and
 - (C) An assurance that the Area Agency on Aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.
- (13)(A) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.
- (13)(B) Each Area Agency on Aging shall provide assurances that the Area Agency on Aging will disclose to the Assistant Secretary and the state agency:
 - (i) The identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
 - (ii) The nature of such contract or such relationship.
- (13)(C) Each Area Agency on Aging shall provide assurances that the Area Agency will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships.
- (13)(D) Each Area Agency on Aging shall provide assurances that the Area Agency will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.
- (13)(E) Each Area Agency on Aging shall provide assurances that the Area Agency will, on the request of the Assistant Secretary or the state, for the purpose of

monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.

(14) Each Area Agency on Aging shall provide assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the Area Agency on Aging to carry out a contract or commercial relationship that is not carried out to implement this title.

(15) Provide assurances that funds received under this title will be used:

(A) To provide benefits and services to older individuals, giving priority to older individuals Identified in paragraph (4)(A)(i); and

(B) In compliance with the assurances specified in paragraph (13) and the limitations specified in section 212.

Signature and Title of Authorized Official

Date

2016 KEY INFORMANT SURVEY

Agency: _____

County: _____

Person completing survey: _____

Phone Number & Email: _____

1. How has your older/disabled clientele changed over the past three to five years?

2. What changes in the community (county) have affected your older/disabled clientele?

3. What unmet needs have you seen emerging in the past few years?

4. What future changes (demographics, national, state or local policies, etc.) do you see affecting the delivery of services to older/disabled persons?

5. What recommendations do you have for implementing evidence based disease prevention/health promotion programs?

6. You are familiar with the in-home services administered by the SEAGO Area Agency on Aging (AAA). These services include housekeeping, personal care, home health aid, home nursing, home delivered meals, and in-home respite care, all monitored by a case manager.

a. From your agency’s perspective, are the type and level of in-home services provided by the AAA adequate to meet the needs of your older and/or disabled clients? If not, please explain what is inadequate about the system and what changes you would recommend.

b. From your agency’s perspective, what should the SEAGO AAA do more or less of as a system of in-home service providers to have the greatest impact on older or disabled individuals’ quality of life? What changes would you recommend?

7. Please prioritize the existing services listed below (with # 1 being most important).

HOME & COMMUNITY BASED SERVICES

- _____ Case Management
- _____ Congregate Meals
- _____ Home Delivered Meals
- _____ Housekeeping
- _____ Personal Care
- _____ Home Health Aid
- _____ Home Nursing
- _____ Transportation

HEALTH PROMOTION

- _____ A Matter of Balance Classes
- _____ Chronic Disease Self Management Classes
- _____ The Aging Mastery Program

CAREGIVING

- _____ Caregiver - Training
- _____ Caregiver – Case Management
- _____ Caregiver – Adaptive Aids/Home Repair
- _____ In-Home Respite

ELDER RIGHTS

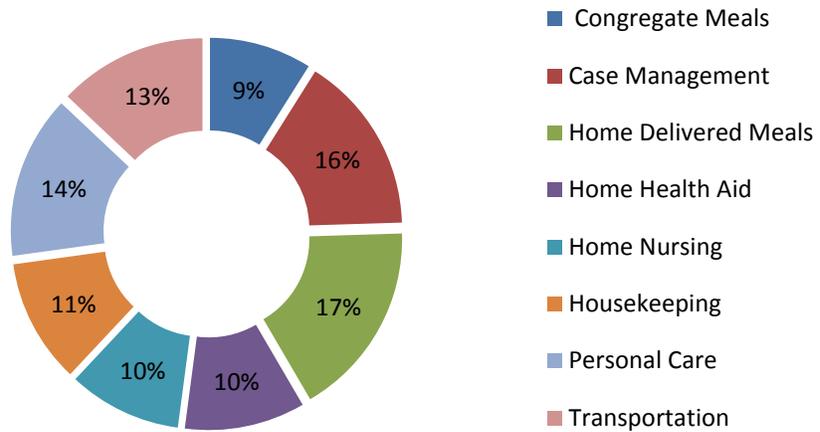
- _____ Assistance with Medicare & Insurance
- _____ Long Term Care Ombudsman (Advocacy for Residents)
- _____ Legal Aid

8. Do you have a question we should have asked? Please indicate it, and your response:

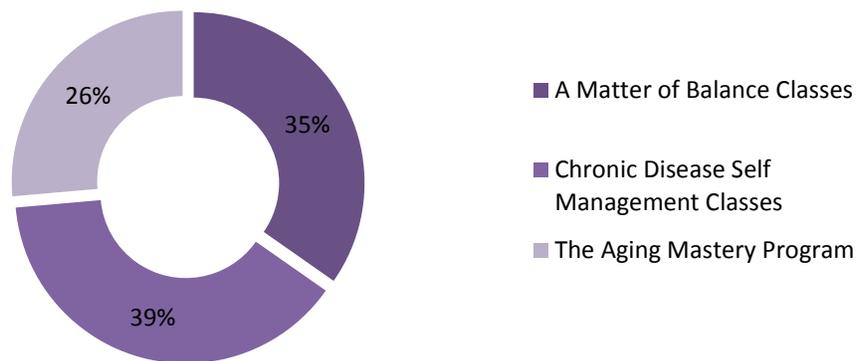
PLEASE RETURN BY DECEMBER 22, 2016
SEAGO Area Agency on Aging
300 Collins Road
Bisbee, AZ 85603
(520) 432-2528
aging@seago.org

Appendix E1 - Summary of Key Informant Surveys

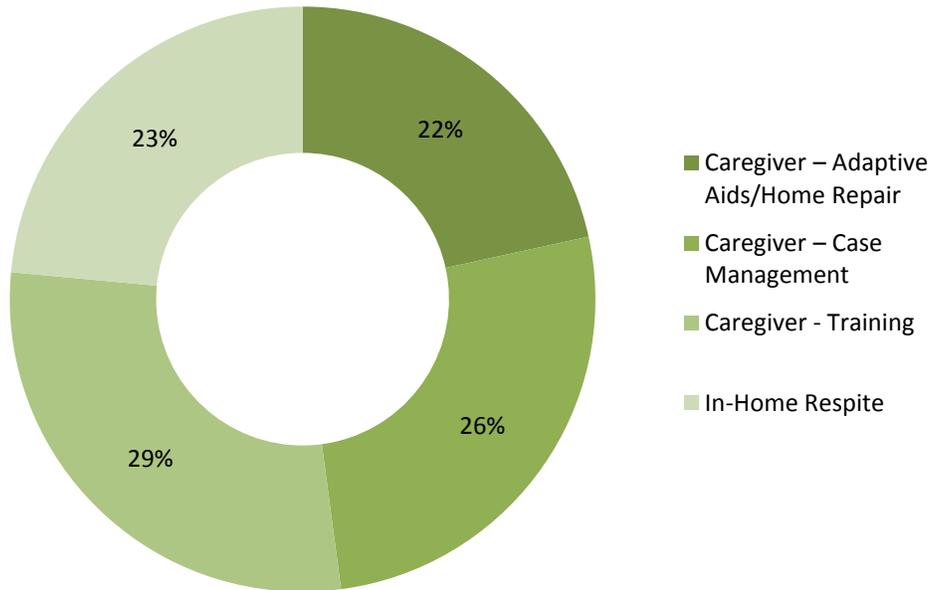
HOME & COMMUNITY BASED SERVICES



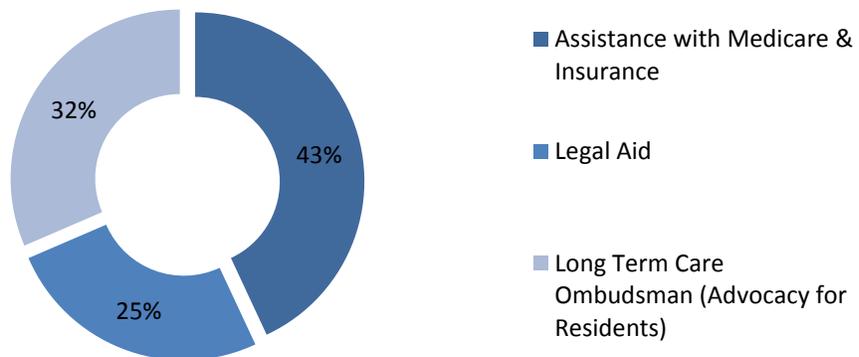
HEALTH PROMOTION



CAREGIVING



ELDER RIGHTS



Appendix E2 - Needs Assessment Survey English

SEAGO SURVEY OF OLDER RESIDENTS

To take this survey online, visit www.SurveyMonkey.com/R/SEAGO2016

1. What town do you live in? _____
2. Zip Code: _____
3. Here is a list of issues or activities that some people say are problems for older Americans. To what degree is each of these items a problem for you personally? Please circle one response to each item.

	NO PROBLEM	SOME PROBLEM	SERIOUS PROBLEM
Availability of health care providers (doctors, hospitals)	1	2	3
Paying for prescription drugs	1	2	3
Affordable dental care	1	2	3
Affordable assistive devices (hearing aids, glasses, canes, etc.)	1	2	3
Getting information about services	1	2	3
Having someone check on me daily	1	2	3
Preparing nutritious meals	1	2	3
Personal Care (bathing, washing hair)	1	2	3
Homemaker services (shopping, housekeeping)	1	2	3
Getting information about disease prevention	1	2	3
Transportation	1	2	3
Maintenance and repair of home	1	2	3
Accessibility modifications in my home (grab bars)	1	2	3
Maintenance of yard	1	2	3
Recreational or social opportunities	1	2	3
Counseling or mental health services	1	2	3
Bereavement/grief counseling/hospice services	1	2	3
Finding legal assistance	1	2	3
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	1	2	3
Cost of housing	1	2	3
Income (having enough money for basic needs)	1	2	3
Cost of energy/utilities	1	2	3
Employment opportunities	1	2	3
Age discrimination (loans, insurance, employment)	1	2	3
Elderly abuse, exploitation	1	2	3
Personal Safety (Crime)	1	2	3

	NO PROBLEM	SOME PROBLEM	SERIOUS PROBLEM
Telemarketing or In-Home Sales	1	2	3
Loneliness	1	2	3
Loss of spouse/loved one	1	2	3
Volunteer opportunities	1	2	3
Raising grandchildren	1	2	3
Obtaining information on selecting nursing home or assisted living facility	1	2	3
Processing monthly bills and/or medical claims	1	2	3
Providing care and supervision for an elderly family member	1	2	3
Maintaining my personal independence	1	2	3

4. Whom do you usually go to for advice about your health insurance or Medicare? (Circle all that apply):

- a. Agency on Aging (SEAGO)
- b. State Health Insurance Assistance Program (SHIP)
- c. State Department of Insurance
- d. Insurance Agent
- e. Have never asked for advice
- f. Other (please specify): _____

5. What is your source of transportation? (Circle all that apply):

- a. My own vehicle
- b. Friend/Neighbor
- c. Church/Place of Worship
- d. Taxi
- e. Public bus
- f. Volunteer
- g. Other (please specify): _____

6. Circle the group that contains your age.

- Under 60 65 - 69 75 - 79 85 - 89
- 60 - 64 70 - 74 80 - 84 90 or over

7. Gender: Male Female

8. What is your racial/ethnic origin?

- a. White (Non-Hispanic)
- b. Hispanic/Latino
- c. Black/African-American
- d. Asian/Pacific Islander
- e. American Indian/Native American
- f. Other (please specify): _____

9. Primary language spoken: English Spanish Other (please specify): _____

PLEASE RETURN NO LATER THAN: NOVEMBER 30, 2016
TO EITHER THE SENIOR CENTER OR YOUR SERVICE PROVIDER
OR MAIL TO:

SEAGO Area Agency on Aging
300 Collins Road
Bisbee, AZ 85603
(520) 432-2528
Aging@SEAGO.org

Appendix E2 - Needs Assessment Survey Spanish

ENCUESTA DE SEAGO PARA PERSONAS DE LA TERCERA EDAD

Para participar en esta encuesta en internet: www.SurveyMonkey.com/R/SEAGO2016S

1. ¿En qué comunidad vive? _____
2. Código Postal: _____
3. Aquí hay una lista de temas o actividades que algunos dicen causan problemas para personas mayores. ¿A qué grado le causan problemas a usted personalmente? Por favor marque el número que corresponde a la respuesta apropiada para cada tema.

	NO ES UN PROBLEMA	ES UN PROBLEMA	ES PROBLEMA SERIO
Existencia de servicios médicos (doctores, hospitales)	1	2	3
Pagando para recetas médicas	1	2	3
Servicios dentales que no son demasiado caros	1	2	3
Aparatos de ayuda (audífonos, lentes, bastones, etc.)	1	2	3
Obteniendo información acerca de servicios	1	2	3
Teniendo alguien que verifica cada día que estoy bien	1	2	3
Preparando comidas nutritivas	1	2	3
Aseo personal (bañando, lavando el pelo)	1	2	3
Limpieza de casa y haciendo el mandado	1	2	3
Obteniendo información para prevenir enfermedades	1	2	3
Transporte	1	2	3
Mantenimiento y reparación de la casa	1	2	3
Modificando mi casa para que sea más accesible	1	2	3
Mantenimiento del jardín y del exterior de la casa	1	2	3
Oportunidades sociales o de recreo	1	2	3
Servicios de un consejero psicológico	1	2	3
Ayuda para alguien que está a punto de morir, o para alguien que está afligido por la muerte de un ser querido	1	2	3
Obteniendo servicios legales (de un abogado)	1	2	3
Obteniendo información acerca de seguros que pagan gastos médicos (AHCCCS, Medicare, etc.)	1	2	3
Costo de una vivienda	1	2	3
Ingresos (teniendo suficiente para gastos básicos)	1	2	3
Costo de la electricidad y del gas	1	2	3
Oportunidades de empleo	1	2	3
Discriminación por edad avanzada (prestamos, seguros, empleo)	1	2	3
Abuso o explotación de personas mayores	1	2	3
Seguridad personal (Crímenes)	1	2	3

	NO ES UN PROBLEMA	ES UN PROBLEMA	ES PROBLEMA SERIO
Ventas por teléfono o en su casa	1	2	3
Soledad	1	2	3
Pérdida de un esposo o un ser querido	1	2	3
Oportunidades de ser voluntario	1	2	3
Criando nietos	1	2	3
Obteniendo información para seleccionar un asilo o hogar para personas mayores	1	2	3
Pagando cuentas mensuales o cuentas médicas	1	2	3
Cuidando y supervisando a un pariente mayor de edad	1	2	3
Manteniendo su independencia personal	1	2	3

4. ¿Que persona consulta usted si necesita consejos acerca de su seguro médico o de Medicare? (Marque más que uno si es apropiado):
- Agencia para personas de la tercera edad (SEAGO)
 - Agencia estatal que provee ayuda con Medicare (SHIP)
 - Departamento estatal de seguros
 - Agente que vende pólizas de seguro
 - Nunca he llamado para conseguir consejos
 - Otro (por favor identifique): _____
5. ¿Cuál es su modo de transporte? (Marque más que uno si es apropiado):
- Mi carro propio
 - Amigo o vecino
 - Miembro de mi iglesia
 - Taxi
 - Camión público
 - Voluntario
 - Otro (por favor identifique): _____
6. Marque el grupo que incluye su edad.
- | | | | |
|-------------|---------|---------|----------|
| Menos de 60 | 65 - 69 | 75 - 79 | 85 - 89 |
| 60 - 64 | 70 - 74 | 80 - 84 | 90 o más |
7. Es usted: Masculino Femenino
8. ¿Cuál es su raza?
- Blanco (No-Hispano)
 - Hispano/Latino
 - Negro/Africano-Americano
 - Asiático/Isla Pacífico
 - Indio Americano
 - Otro (por favor identifique): _____
9. Idioma prima: Inglés Español Otro (Por favor identifique): _____

**POR FAVOR DEVUELVA ESTA ENCUESTA ANTES DEL 30 DE NOVIEMBRE DE 2016
ENTREGUELO A SU CENTRO DE LA TERCERA EDAD O A SU PROVEEDOR DE SERVICIOS
O ENVÍELO A**

SEAGO Area Agency on Aging
300 Collins Road
Bisbee, AZ 85603
(520) 432-2528
Aging@SEAGO.org

US ECONOMIC RESEARCH

Economic, Business and Public Policy Research and Consulting



SEAGO Area Agency on Aging: Needs Assessment Survey Results, 2016

Robert Carreira, Ph.D.

January 2017

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Executive Summary

This report presents the results of a needs assessment survey of the senior population in Southeastern Arizona conducted by US Economic Research and SouthEastern Arizona Governments Organization's Area Agency on Aging. The survey was conducted during the fourth quarter of calendar year 2016. The survey included a sample of 689 seniors (ages 60 and older) residing in Cochise, Graham, Greenlee, and Santa Cruz counties.

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).

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.

Telemarketing or in-home sales, although it ranked ninth on the list of serious problems regionwide, ranked second in Graham County and third in Cochise County (it was further down the list at ninth in Santa Cruz County and 14th in Greenlee County). Maintenance of the yard, while it ranked sixth on the list of serious problems regionwide, ranked third in Graham and Greenlee counties and fifth in Cochise County (it was further down the list at 14th in Santa Cruz County). Transportation, while it ranked seventh on the list of serious problems

regionwide, came in at fifth in Greenlee County and sixth in Santa Cruz County.

Issues that were least regarded as serious problems in Southeastern Arizona were elderly abuse/exploitation, getting information about disease prevention, raising grandchildren, personal safety, and personal care.

The survey also revealed the most common sources of advice regarding health insurance or Medicare regionally were insurance agents and SEAGO Area Agency on Aging. The most popular sources of transportation were respondents' own vehicles, friends and neighbors, and public buses.

INTRODUCTION

In the fourth quarter (October through December) of calendar year 2016, US Economic Research in partnership with SouthEastern Arizona Governments Organization's (SEAGO) Area Agency on Aging (AAA) conducted a survey of 689 residents of Southeastern Arizona (Cochise, Graham, Greenlee, and Santa Cruz counties) ages 60 and older to determine their needs for assistance (See Table 1 for distribution of sample). The surveys were distributed at

various locations throughout the counties in places where residents ages 60 and older were known to frequent. An online version was disseminated by AAA and posted to the SEAGO website. US Economic Research reviewed the survey design, prepared the online version of the survey, provided data entry and analysis, and prepared this report. Survey results were compared to those from a similar survey conducted in late 2012 and early 2013 (see Appendix A for comparison of results). The survey instrument is at Appendix B (English) and Appendix C (Spanish).

TABLE 1: SAMPLE SIZE DISTRIBUTION

Cochise County	219
Graham County	156
Greenlee County	56
Santa Cruz County	258
TOTAL	689

TABLE 2: AGE GROUP DISTRIBUTION OF THE SAMPLE (%)

	60-64	65-69	70-74	75-79	80-84	85-89	90+
Cochise County	13.9	14.9	20.3	15.3	15.8	10.9	8.9
Graham County	12.4	22.8	19.3	15.2	13.8	11.0	5.5
Greenlee County	19.2	19.2	13.5	7.7	21.2	13.5	5.8
Santa Cruz County	8.0	19.7	21.0	17.6	18.5	7.6	7.6
TOTAL	11.8	18.8	19.8	15.5	16.8	9.9	7.4

TABLE 3: SEX DISTRIBUTION OF THE SAMPLE (%)

Cochise County	
<i>Female</i>	68.5
<i>Male</i>	31.5
Graham County	
<i>Female</i>	68.2
<i>Male</i>	31.8
Greenlee County	
<i>Female</i>	76.5
<i>Male</i>	23.5
Santa Cruz County	
<i>Female</i>	67.2
<i>Male</i>	32.8
TOTAL	
<i>Female</i>	68.6
<i>Male</i>	31.4

TABLE 4: SHARE OF THE SAMPLE WHOSE PRIMARY LANGUAGE IS SPANISH (%)

Cochise County	20.2
Graham County	2.7
Greenlee County	3.6
Santa Cruz County	66.1
TOTAL	31.9

Figure 1: Southeast Arizona Sample by Race/Ethnicity

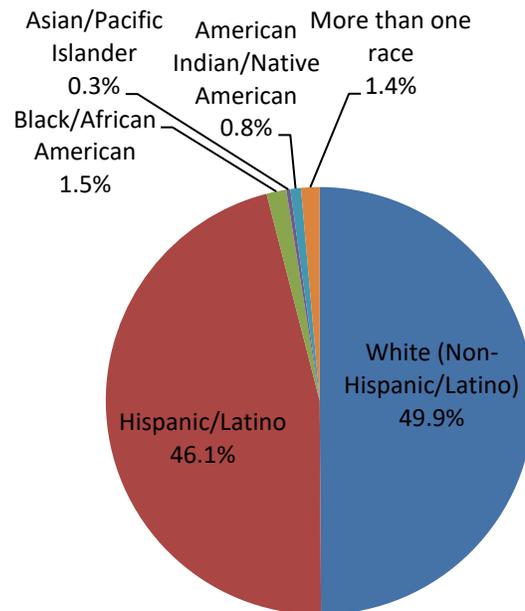


Figure 2: Cochise County Sample by Race/Ethnicity

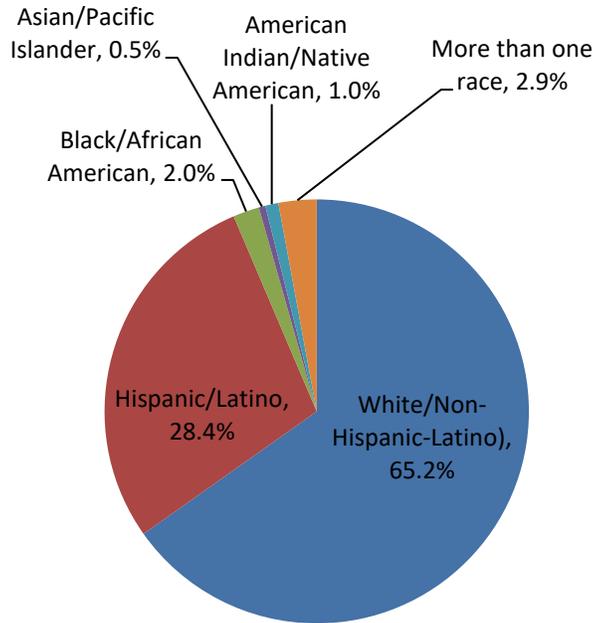


Figure 3: Graham County Sample by Race/Ethnicity

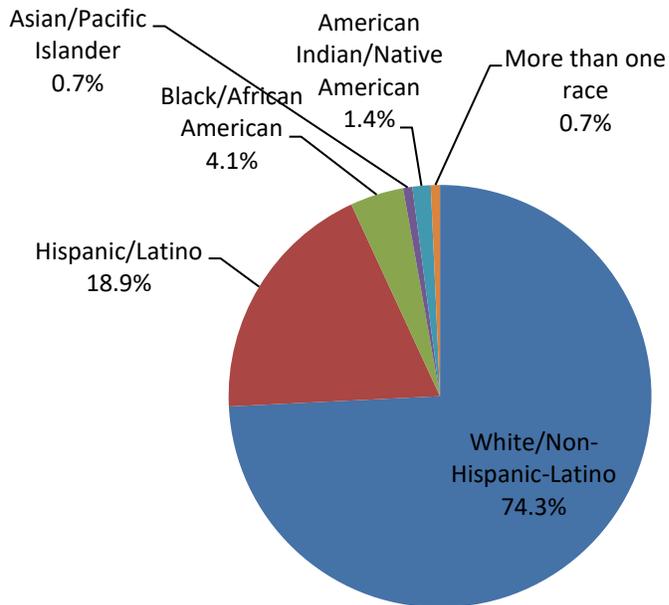


Figure 4: Greenlee County Sample by Race/Ethnicity

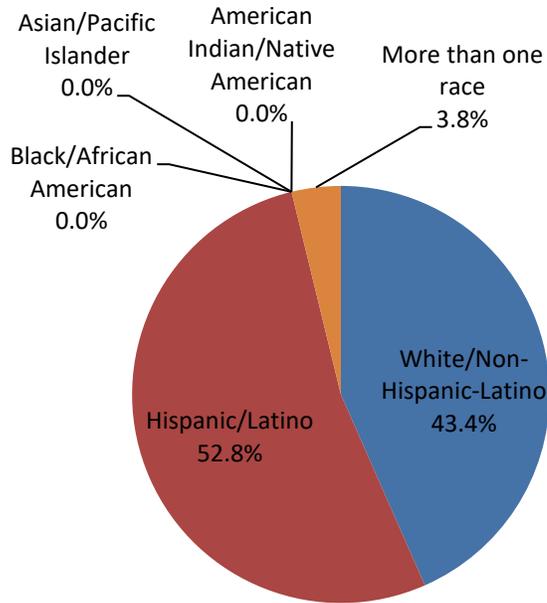
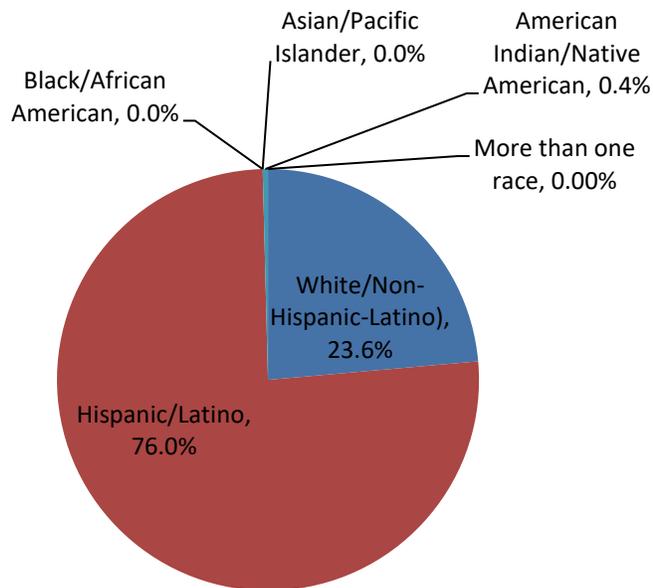


Figure 5: Santa Cruz County Sample by Race/Ethnicity



Narrative and Tabular Survey Results

Southeast Arizona

Sample Size: 689

Serious problems

Issues identified as a serious problem by the largest share of survey respondents throughout Southeastern Arizona (Cochise, Graham, Greenlee, and Santa Cruz counties) were affordable dental care, identified as a serious problem by 37.5 percent of those surveyed; affordable assistive devices, identified as a serious problem by 24.6 percent; maintenance and repair of home, identified as a serious problem by 23.2 percent; income, identified as a serious problem by 20.2 percent; and cost of energy/utilities, identified as a serious problem by 19.8 percent of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents across Southeastern Arizona were affordable dental care, identified as a problem by 64.8 percent of those surveyed; affordable assistive devices, identified as a problem by 57.4 percent; maintenance and repair of home, identified as a problem by 54.5 percent; income, identified as a problem by 52.1 percent; and cost of energy and utilities, identified as a problem by 51.8 percent of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents throughout Southeast Arizona were raising grandchildren,

identified as “no problem” by 82.7 percent of those surveyed; elderly abuse/exploitation, identified as “no problem” by 82.1 percent; personal care, identified as “no problem” by 78.5 percent; providing care and supervision for an elderly family member, which was identified as “no problem” by 76.9 percent; and volunteer opportunities, identified as “no problem” by 75.7 percent of those surveyed.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding 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 for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Southeastern Arizona, own vehicle was the most popular source (59.5 percent of respondents) followed by friend/neighbor (17.6 percent) and public bus (12.3 percent). A popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

TABLE 5: ISSUES/POTENTIAL PROBLEMS RANKED BY SERIOUSNESS (SOUTHEAST ARIZONA)

<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	37.5%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	24.6%
Maintenance and repair of home	23.2%
Income (having enough money for basic needs)	20.2%
Cost of energy/utilities	19.8%
Maintenance of yard	18.9%
Transportation	18.7%
Cost of housing	18.6%
Telemarketing or In-Home Sales	18.3%
Employment opportunities	16.2%
Finding legal assistance	15.2%
Accessibility modifications in my home (grab bars)	14.3%
Recreational or social opportunities	12.7%
Getting information about services	12.7%
Loneliness	12.5%
Having someone check on me daily	12.0%
Paying for prescription drugs	11.8%
Processing monthly bills and/or medical claims	11.3%
Homemaker services (shopping, housekeeping)	11.0%
Age discrimination (loans, insurance, employment)	10.9%
Loss of spouse/loved one	10.8%
Availability of health care providers (doctors, hospitals)	10.3%
Preparing nutritious meals	10.0%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	10.0%
Counseling or mental health services	8.6%
Bereavement/grief counseling/hospice services	7.8%
Obtaining information on selecting nursing home or assisted living facility	7.4%
Maintaining my personal independence	7.2%
Volunteer opportunities	7.0%
Providing care and supervision for an elderly family member	6.4%
Personal Care (bathing, washing hair)	6.1%
Personal Safety (Crime)	5.3%
Raising grandchildren	4.9%
Getting information about disease prevention	4.8%
Elderly abuse, exploitation	4.8%

TABLE 6: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (SOUTHEAST ARIZONA)

<i>Issue/Problem</i>	<i>Respondents Indicating “Some Problem” or “Serious Problem”</i>
Affordable dental care	64.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	57.4%
Maintenance and repair of home	54.5%
Income (having enough money for basic needs)	52.1%
Cost of energy/utilities	51.8%
Maintenance of yard	50.6%
Getting information about services	47.6%
Telemarketing or In-Home Sales	47.6%
Loneliness	44.0%
Finding legal assistance	43.3%
Cost of housing	42.4%
Availability of health care providers (doctors, hospitals)	42.4%
Transportation	40.6%
Paying for prescription drugs	40.5%
Recreational or social opportunities	39.8%
Accessibility modifications in my home (grab bars)	37.9%
Homemaker services (shopping, housekeeping)	36.8%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	35.8%
Preparing nutritious meals	35.7%
Loss of spouse/loved one	34.5%
Maintaining my personal independence	33.8%
Processing monthly bills and/or medical claims	33.7%
Employment opportunities	32.6%
Counseling or mental health services	32.0%
Having someone check on me daily	31.0%
Age discrimination (loans, insurance, employment)	29.7%
Obtaining information on selecting nursing home or assisted living facility	29.7%
Bereavement/grief counseling/hospice services	26.5%
Getting information about disease prevention	25.8%
Personal Safety (Crime)	24.4%
Volunteer opportunities	24.3%
Providing care and supervision for an elderly family member	23.1%
Personal Care (bathing, washing hair)	21.5%
Elderly abuse, exploitation	17.9%
Raising grandchildren	17.3%

Cochise County

Sample Size: 219

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Cochise County were affordable dental care, identified as a serious problem by 37.4 percent of those surveyed; affordable assistive devices, identified as a serious problem by 25.1 percent; telemarketing or in-home sales, identified as a serious problem by 22 percent; maintenance and repair of home, identified as a serious problem by 21.4 percent; and maintenance of yard, identified as a serious problem by 20 percent of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Cochise County were affordable dental care, identified as a problem by 65.9 percent of those surveyed; getting information about services, identified as a problem by 55.8 percent; affordable assistive devices, identified as a problem by 55.3 percent; maintenance of yard, identified as a problem by 50.5 percent; and maintenance and repair of home and telemarketing or in-home sales, each identified as a problem by 49 percent of respondents.

No problem

Issues identified as no problem by the largest share of the survey respondents within Cochise

County were raising grandchildren, identified as “no problem” by 86.3 percent of those surveyed; elderly abuse/ exploitation, identified as “no problem” by 85.9 percent; personal care, identified as “no problem” by 78.1 percent; providing care and supervision for an elderly family member, identified as “no problem” by 77 percent; and personal safety, identified as “no problem” by 74.3 percent of those surveyed.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Cochise County, SEAGO AAA was the most popular source (15.5 percent of respondents) followed by insurance agent (14.6 percent). Popular write-in responses were family members, friends, and Veterans Administration. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Cochise County, own vehicle was the most popular (58 percent of respondents) followed by friend/neighbor (21 percent) and public bus (17.4 percent). The most popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

TABLE 7: ISSUES/POTENTIAL PROBLEMS RANKED BY SERIOUSNESS (COCHISE COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	37.4%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	25.1%
Telemarketing or In-Home Sales	22.0%
Maintenance and repair of home	21.4%
Maintenance of yard	20.0%
Finding legal assistance	18.8%
Getting information about services	17.7%
Recreational or social opportunities	17.0%
Income (having enough money for basic needs)	16.8%
Loneliness	16.0%
Accessibility modifications in my home (grab bars)	15.7%
Cost of energy/utilities	15.3%
Cost of housing	15.0%
Employment opportunities	14.9%
Transportation	13.6%
Paying for prescription drugs	13.6%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	13.3%
Having someone check on me daily	12.6%
Availability of health care providers (doctors, hospitals)	12.3%
Loss of spouse/loved one	12.2%
Preparing nutritious meals	12.0%
Homemaker services (shopping, housekeeping)	12.0%
Age discrimination (loans, insurance, employment)	11.4%
Counseling or mental health services	10.5%
Bereavement/grief counseling/hospice services	9.1%
Volunteer opportunities	9.0%
Maintaining my personal independence	9.0%
Personal Safety (Crime)	8.4%
Processing monthly bills and/or medical claims	8.3%
Obtaining information on selecting nursing home or assisted living facility	7.8%
Personal Care (bathing, washing hair)	7.4%
Providing care and supervision for an elderly family member	7.0%
Elderly abuse, exploitation	6.8%
Getting information about disease prevention	6.5%
Raising grandchildren	5.3%

TABLE 8: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (COCHISE COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating “Some Problem” or “Serious Problem”</i>
Affordable dental care	65.9%
Getting information about services	55.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	55.3%
Maintenance of yard	50.5%
Maintenance and repair of home	49.0%
Telemarketing or In-Home Sales	49.0%
Cost of energy/utilities	48.8%
Income (having enough money for basic needs)	48.6%
Finding legal assistance	45.4%
Availability of health care providers (doctors, hospitals)	44.7%
Recreational or social opportunities	43.4%
Loneliness	42.5%
Paying for prescription drugs	41.1%
Maintaining my personal independence	39.3%
Cost of housing	38.8%
Accessibility modifications in my home (grab bars)	37.6%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	36.7%
Preparing nutritious meals	36.1%
Transportation	35.2%
Loss of spouse/loved one	33.7%
Homemaker services (shopping, housekeeping)	32.9%
Obtaining information on selecting nursing home or assisted living facility	32.8%
Counseling or mental health services	30.6%
Having someone check on me daily	29.3%
Getting information about disease prevention	27.6%
Processing monthly bills and/or medical claims	27.2%
Volunteer opportunities	26.6%
Bereavement/grief counseling/hospice services	26.4%
Age discrimination (loans, insurance, employment)	26.2%
Employment opportunities	26.2%
Personal Safety (Crime)	25.7%
Providing care and supervision for an elderly family member	23.0%
Personal Care (bathing, washing hair)	21.9%
Elderly abuse, exploitation	14.1%
Raising grandchildren	13.7%

Graham County

Sample Size: 156

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Graham County were affordable dental care, identified as a serious problem by 32.2 percent of those surveyed; telemarketing or in-home sales, identified as a serious problem by 24.3 percent; maintenance of yard, identified as a serious problem by 23.8 percent; maintenance and repair of home, identified as a serious problem by 23.2 percent; and affordable assistive devices, identified as a serious problem by 21.2 percent of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Graham County were affordable dental care, identified as a problem by 63.8 percent of those surveyed; affordable assistive devices, identified as a problem by 62.3 percent; maintenance and repair of home, identified as a problem by 60.3 percent; telemarketing or in-home sales, identified as a problem by 55.6 percent; and maintenance of yard, identified as a problem by 53.6 percent of respondents.

No problem

Issues identified as no problem by the largest share of the survey respondents within Graham

County were raising grandchildren, identified as “no problem” by 84.1 percent of those surveyed; personal care, identified as “no problem” by 78.1 percent; elderly abuse, identified as “no problem” by 78.1 percent; bereavement/grief counseling/hospice services, identified as “no problem” by 77.6 percent of those surveyed, and volunteer opportunities, identified as “no problem” by 74.8 percent.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Graham County, insurance agent was the most popular source (23.7 percent of respondents) followed by SEAGO AAA (10.3 percent). Popular write-in responses were family members and Veterans Administration. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Graham County, own vehicle was the most popular source (72.4 percent of survey respondents) followed by friend/neighbor (20.5 percent). The most popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

TABLE 9: ISSUES/POTENTIAL PROBLEMS RANKED BY SERIOUSNESS (GRAHAM COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	32.2%
Telemarketing or In-Home Sales	24.3%
Maintenance of yard	23.8%
Maintenance and repair of home	23.2%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	21.2%
Transportation	21.1%
Cost of energy/utilities	20.0%
Cost of housing	19.2%
Accessibility modifications in my home (grab bars)	18.5%
Income (having enough money for basic needs)	16.8%
Processing monthly bills and/or medical claims	14.4%
Getting information about services	14.1%
Employment opportunities	13.8%
Loss of spouse/loved one	13.3%
Recreational or social opportunities	12.9%
Having someone check on me daily	12.7%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	12.6%
Preparing nutritious meals	12.4%
Loneliness	12.3%
Finding legal assistance	12.0%
Homemaker services (shopping, housekeeping)	11.1%
Paying for prescription drugs	10.5%
Obtaining information on selecting nursing home or assisted living facility	9.6%
Providing care and supervision for an elderly family member	9.6%
Availability of health care providers (doctors, hospitals)	8.4%
Maintaining my personal independence	8.1%
Personal Care (bathing, washing hair)	7.3%
Volunteer opportunities	6.5%
Bereavement/grief counseling/hospice services	6.1%
Raising grandchildren	5.8%
Age discrimination (loans, insurance, employment)	5.7%
Counseling or mental health services	5.4%
Elderly abuse, exploitation	3.4%
Personal Safety (Crime)	2.7%
Getting information about disease prevention	2.0%

TABLE 10: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (GRAHAM COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating “Some Problem” or “Serious Problem”</i>
Affordable dental care	63.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	62.3%
Maintenance and repair of home	60.3%
Telemarketing or In-Home Sales	55.6%
Maintenance of yard	53.6%
Cost of energy/utilities	52.9%
Getting information about services	51.0%
Loneliness	48.6%
Income (having enough money for basic needs)	47.7%
Finding legal assistance	46.7%
Paying for prescription drugs	45.1%
Recreational or social opportunities	44.2%
Cost of housing	43.0%
Preparing nutritious meals	42.5%
Availability of health care providers (doctors, hospitals)	42.2%
Transportation	40.1%
Homemaker services (shopping, housekeeping)	39.9%
Accessibility modifications in my home (grab bars)	39.7%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	39.7%
Having someone check on me daily	38.0%
Maintaining my personal independence	37.6%
Employment opportunities	37.0%
Processing monthly bills and/or medical claims	36.3%
Loss of spouse/loved one	35.0%
Obtaining information on selecting nursing home or assisted living facility	33.3%
Personal Safety (Crime)	32.4%
Counseling or mental health services	32.0%
Getting information about disease prevention	30.0%
Age discrimination (loans, insurance, employment)	29.8%
Providing care and supervision for an elderly family member	27.2%
Volunteer opportunities	25.2%
Bereavement/grief counseling/hospice services	22.4%
Elderly abuse, exploitation	21.9%
Personal Care (bathing, washing hair)	21.9%
Raising grandchildren	15.9%

Greenlee County

Sample Size: 56

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Greenlee County were maintenance and repair of home, identified as a serious problem by 56.4 percent of those surveyed; affordable dental care, identified as a serious problem by 52.9 percent; maintenance of yard, identified as a serious problem by 35.2 percent; cost of energy/utilities, identified as a serious problem by 29.6 percent; and transportation and income, each identified as a serious problem by 25.9 percent of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Greenlee County were maintenance and repair of home, identified as a problem by 74.5 percent of those surveyed; affordable dental care, identified as a problem by 72.5 percent; maintenance of yard, identified as a problem by 63 percent; affordable assistive devices, identified as a problem by 61.1 percent; and getting information about services, identified as a problem by 58.2 percent of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents in Greenlee County

were elderly abuse/exploitation, identified as “no problem” by 84 percent of those surveyed; raising grandchildren, identified as “no problem” by 77.6 percent; personal care, identified as “no problem” by 74.1 percent; bereavement/grief counseling/hospice services, identified as “no problem” by 73.6 percent; and obtaining information on selecting nursing home or assisted living facility, identified as “no problem” by 72 percent of respondents.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Greenlee County, insurance agent was the most popular source (12.5 percent of respondents) followed by SEAGO AAA (10.7 percent). See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Greenlee County, own vehicle was the most popular source (67.9 percent of respondents), followed by friend/neighbor (10.7 percent) and public bus (5.4 percent). The most popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

TABLE 11: ISSUES/POTENTIAL PROBLEMS RANKED BY SERIOUSNESS (GREENLEE COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Maintenance and repair of home	56.4%
Affordable dental care	52.9%
Maintenance of yard	35.2%
Cost of energy/utilities	29.6%
Transportation	25.9%
Income (having enough money for basic needs)	25.9%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	24.1%
Finding legal assistance	23.1%
Cost of housing	22.2%
Recreational or social opportunities	20.8%
Employment opportunities	20.0%
Age discrimination (loans, insurance, employment)	18.0%
Accessibility modifications in my home (grab bars)	16.7%
Telemarketing or In-Home Sales	15.4%
Bereavement/grief counseling/hospice services	15.1%
Paying for prescription drugs	14.8%
Loneliness	14.8%
Maintaining my personal independence	13.7%
Volunteer opportunities	13.5%
Counseling or mental health services	13.0%
Processing monthly bills and/or medical claims	12.0%
Providing care and supervision for an elderly family member	11.5%
Preparing nutritious meals	11.3%
Personal Safety (Crime)	11.3%
Availability of health care providers (doctors, hospitals)	10.9%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	10.9%
Raising grandchildren	10.2%
Loss of spouse/loved one	9.3%
Getting information about services	9.1%
Homemaker services (shopping, housekeeping)	9.1%
Having someone check on me daily	7.5%
Getting information about disease prevention	5.7%
Personal Care (bathing, washing hair)	5.6%
Obtaining information on selecting nursing home or assisted living facility	4.0%
Elderly abuse, exploitation	0.0%

TABLE 12: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (GREENLEE COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating “Some Problem” or “Serious Problem”</i>
Maintenance and repair of home	74.5%
Affordable dental care	72.5%
Maintenance of yard	63.0%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	61.1%
Getting information about services	58.2%
Homemaker services (shopping, housekeeping)	54.5%
Cost of energy/utilities	53.7%
Finding legal assistance	51.9%
Income (having enough money for basic needs)	51.9%
Loneliness	51.9%
Transportation	50.0%
Loss of spouse/loved one	50.0%
Recreational or social opportunities	47.2%
Telemarketing or In-Home Sales	46.2%
Paying for prescription drugs	44.4%
Availability of health care providers (doctors, hospitals)	43.6%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	43.6%
Accessibility modifications in my home (grab bars)	42.6%
Having someone check on me daily	41.5%
Personal Safety (Crime)	41.5%
Preparing nutritious meals	39.6%
Counseling or mental health services	38.9%
Maintaining my personal independence	37.3%
Cost of housing	37.0%
Processing monthly bills and/or medical claims	36.0%
Employment opportunities	34.0%
Age discrimination (loans, insurance, employment)	30.0%
Volunteer opportunities	28.8%
Providing care and supervision for an elderly family member	28.8%
Getting information about disease prevention	28.3%
Obtaining information on selecting nursing home or assisted living facility	28.0%
Bereavement/grief counseling/hospice services	26.4%
Personal Care (bathing, washing hair)	25.9%
Raising grandchildren	22.4%
Elderly abuse, exploitation	16.0%

Santa Cruz County

Sample Size: 258

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Santa Cruz County were affordable dental care, identified as a serious problem by 37.6 percent of those surveyed; affordable assistive devices, identified as a serious problem by 26.4 percent; income, identified as a serious problem by 23.9 percent; cost of energy/utilities, identified as a serious problem by 21.4 percent; and cost of housing, identified as a serious problem by 20.6 percent of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents in Santa Cruz County were affordable dental care, identified as a problem by 62.8 percent of those surveyed; income, identified as a problem by 57.8 percent; affordable assistive devices, identified as a problem by 55.4 percent; cost of energy/utilities, identified as a problem by 53.2 percent; and maintenance and repair of home, identified as a problem by 51.2 percent of respondents.

No problem

Issues identified as no problem by the largest share of survey respondents in Santa Cruz County were personal safety, identified as “no problem” by 85.4 percent of those surveyed;

elderly abuse/exploitation, identified as “no problem” by 80.9 percent; providing care and supervision for an elderly family member, identified as “no problem” by 80.4 percent; and personal care and raising grandchildren, each of which was identified as “no problem” by 79.9 percent of those surveyed.

Sources of Health Insurance/Medicare advice

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In Santa Cruz County, SEAGO AAA was the most popular source (16.3 percent of respondents) followed by State Health Insurance Assistance Program (12.4 percent) and insurance agent (9.7 percent). Popular write-in responses were family members and doctor’s office. See Appendix D for a complete list of responses regarding other sources contacted.

Sources of Transportation

Survey respondents were asked to identify their sources of transportation. In Santa Cruz County, own vehicle was the most popular source (51.2 percent of respondents) followed by friend/neighbor (14.3 percent) and taxi (9.7 percent). The most popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

TABLE 13: ISSUES/POTENTIAL PROBLEMS RANKED BY SERIOUSNESS (SANTA CRUZ COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	37.6%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	26.4%
Income (having enough money for basic needs)	23.9%
Cost of energy/utilities	21.4%
Cost of housing	20.6%
Transportation	20.2%
Employment opportunities	17.8%
Maintenance and repair of home	17.5%
Telemarketing or In-Home Sales	12.3%
Finding legal assistance	12.3%
Age discrimination (loans, insurance, employment)	12.1%
Having someone check on me daily	11.9%
Processing monthly bills and/or medical claims	11.9%
Maintenance of yard	11.3%
Homemaker services (shopping, housekeeping)	10.5%
Paying for prescription drugs	10.4%
Accessibility modifications in my home (grab bars)	10.1%
Availability of health care providers (doctors, hospitals)	9.6%
Loneliness	9.1%
Loss of spouse/loved one	8.4%
Getting information about services	8.2%
Counseling or mental health services	7.9%
Recreational or social opportunities	7.2%
Preparing nutritious meals	6.5%
Obtaining information on selecting nursing home or assisted living facility	6.4%
Bereavement/grief counseling/hospice services	5.9%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	5.3%
Elderly abuse, exploitation	5.0%
Getting information about disease prevention	4.9%
Personal Care (bathing, washing hair)	4.4%
Volunteer opportunities	4.3%
Maintaining my personal independence	3.7%
Raising grandchildren	3.0%
Providing care and supervision for an elderly family member	3.0%
Personal Safety (Crime)	2.8%

TABLE 14: ISSUES RANKED BY IDENTIFICATION AS A PROBLEM (SANTA CRUZ COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating “Some Problem” or “Serious Problem”</i>
Affordable dental care	62.8%
Income (having enough money for basic needs)	57.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	55.4%
Cost of energy/utilities	53.2%
Maintenance and repair of home	51.2%
Cost of housing	46.4%
Maintenance of yard	46.2%
Transportation	43.5%
Telemarketing or In-Home Sales	42.0%
Loneliness	40.9%
Availability of health care providers (doctors, hospitals)	40.2%
Finding legal assistance	37.3%
Processing monthly bills and/or medical claims	37.3%
Paying for prescription drugs	36.4%
Getting information about services	35.9%
Accessibility modifications in my home (grab bars)	35.9%
Employment opportunities	35.2%
Homemaker services (shopping, housekeeping)	34.4%
Age discrimination (loans, insurance, employment)	32.6%
Recreational or social opportunities	32.5%
Counseling or mental health services	31.5%
Loss of spouse/loved one	31.5%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	30.9%
Preparing nutritious meals	30.2%
Bereavement/grief counseling/hospice services	29.1%
Maintaining my personal independence	26.0%
Having someone check on me daily	25.9%
Obtaining information on selecting nursing home or assisted living facility	25.5%
Getting information about disease prevention	21.1%
Volunteer opportunities	20.9%
Raising grandchildren	20.1%
Personal Care (bathing, washing hair)	20.1%
Providing care and supervision for an elderly family member	19.6%
Elderly abuse, exploitation	19.1%
Personal Safety (Crime)	14.6%

Graphical Survey Results

Note on Figures 6—40: Survey respondents were asked to indicate the degree to which each of the following items is a problem for them personally.

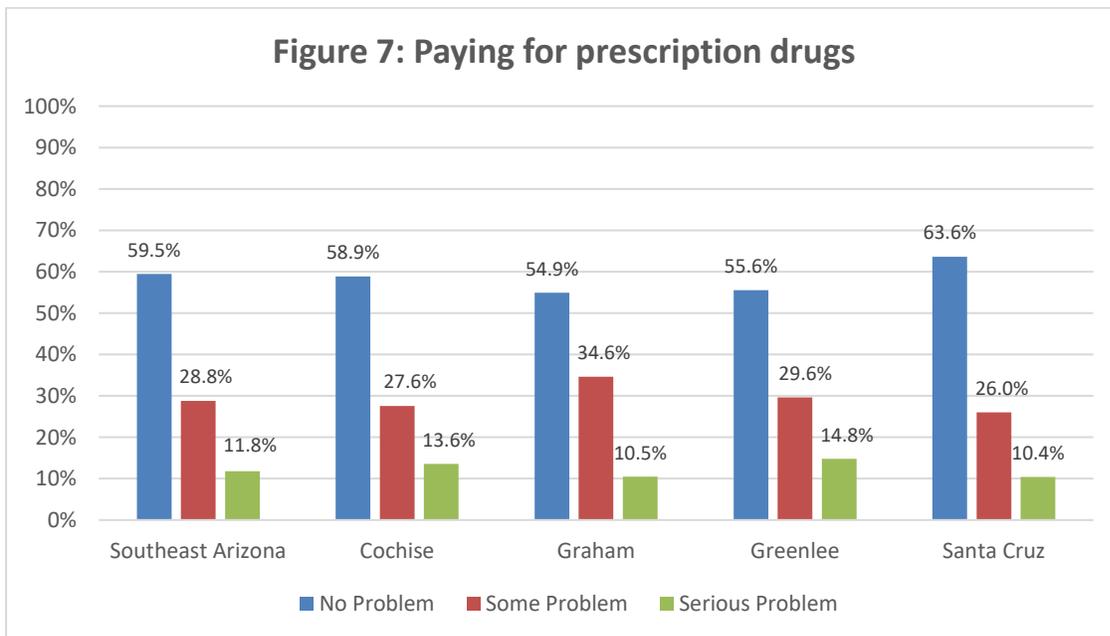
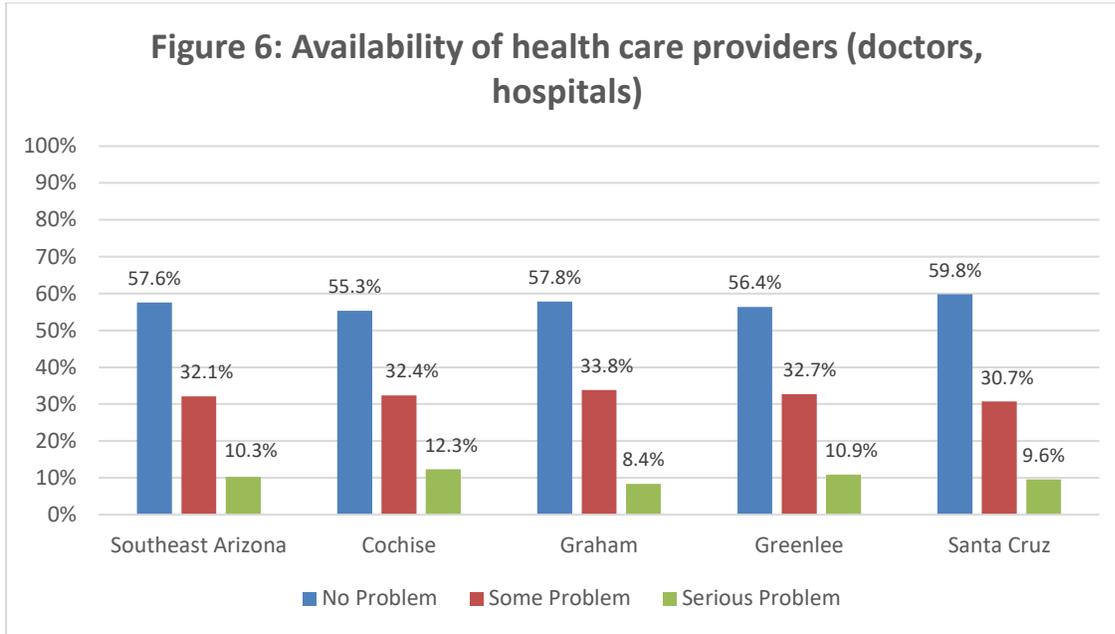


Figure 8: Affordable dental care

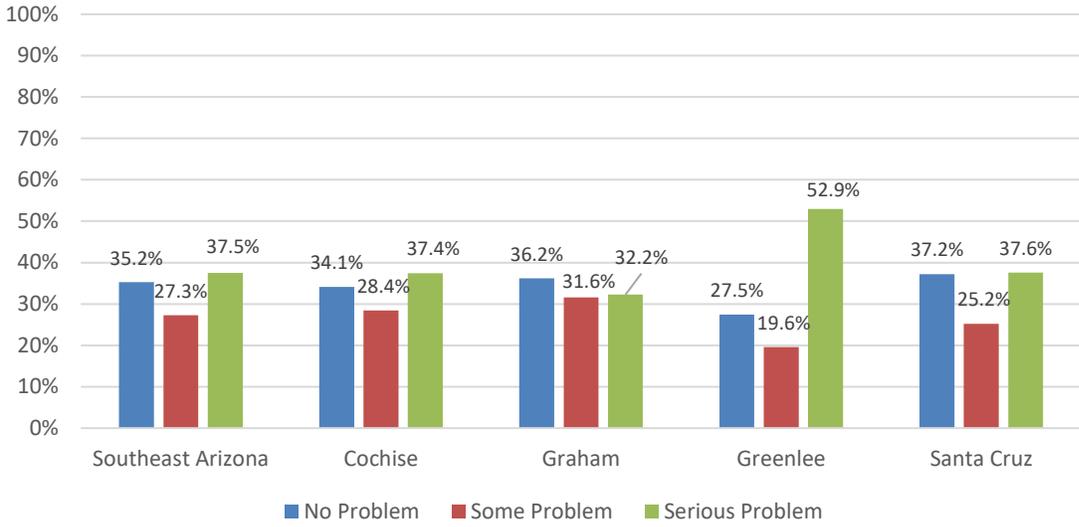


Figure 9: Affordable assistive devices (hearing aids, glasses, canes, etc.)

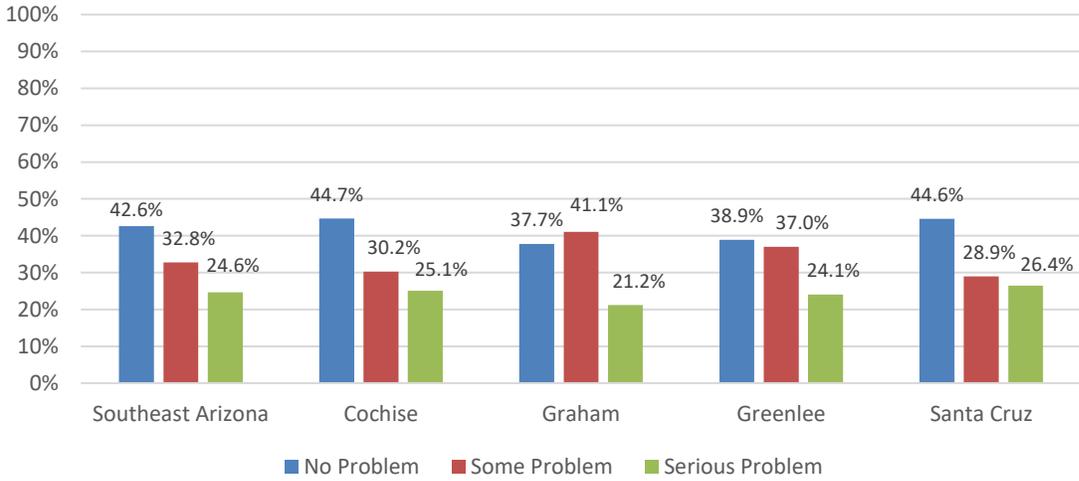


Figure 10: Getting information about services

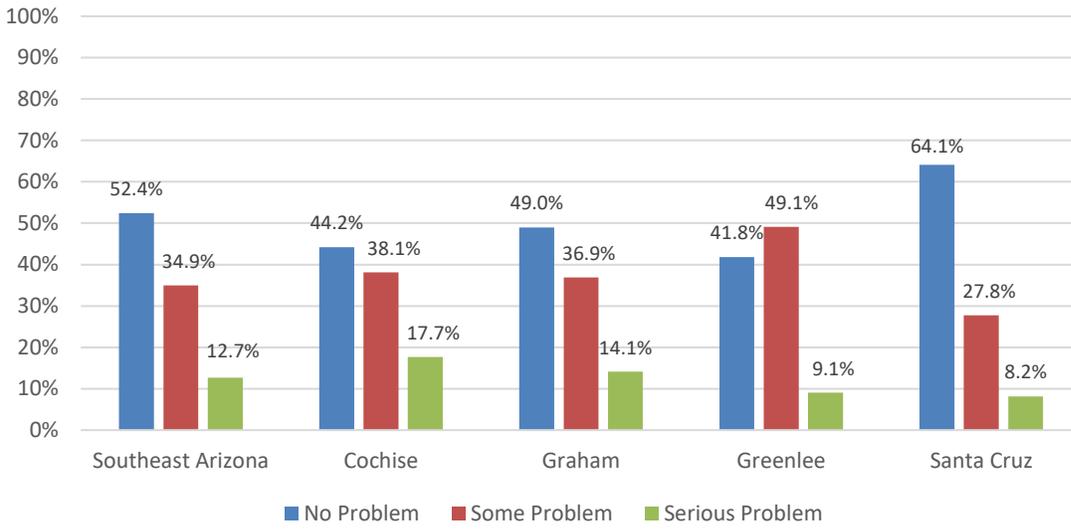


Figure 11: Having someone check on me daily

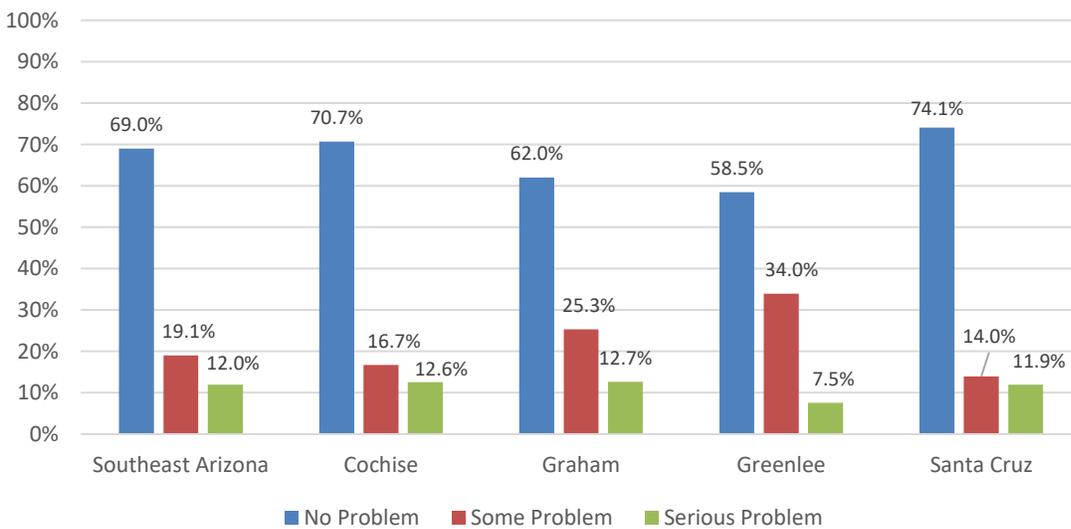


Figure 12: Preparing nutritious meals

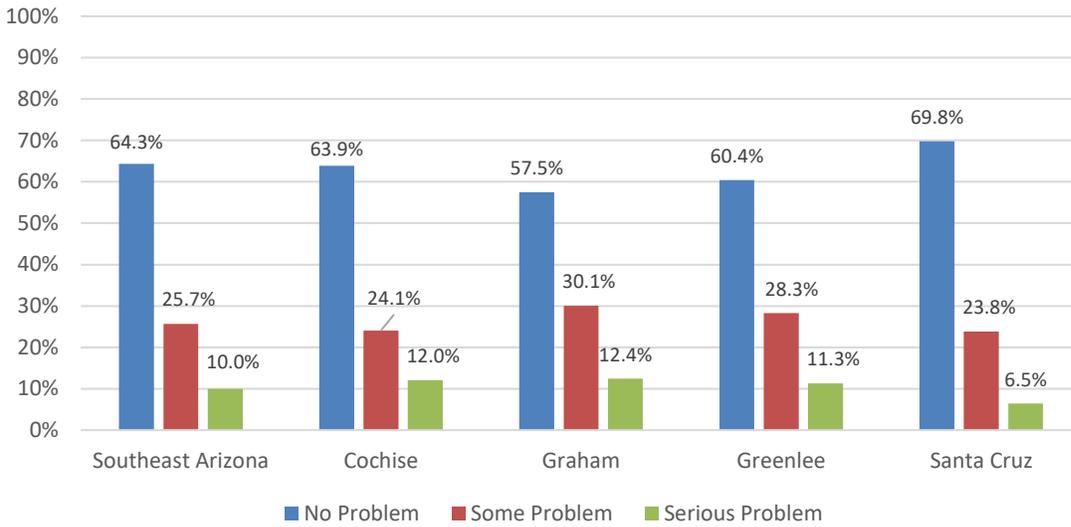


Figure 13: Personal care (bathing, washing hair)

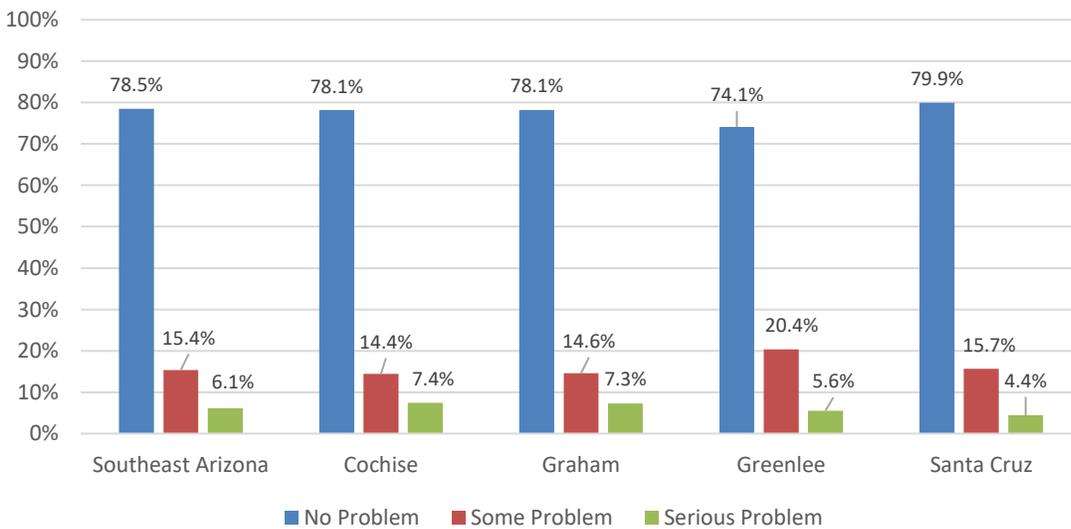


Figure 14: Homemaker services (shopping, housekeeping)

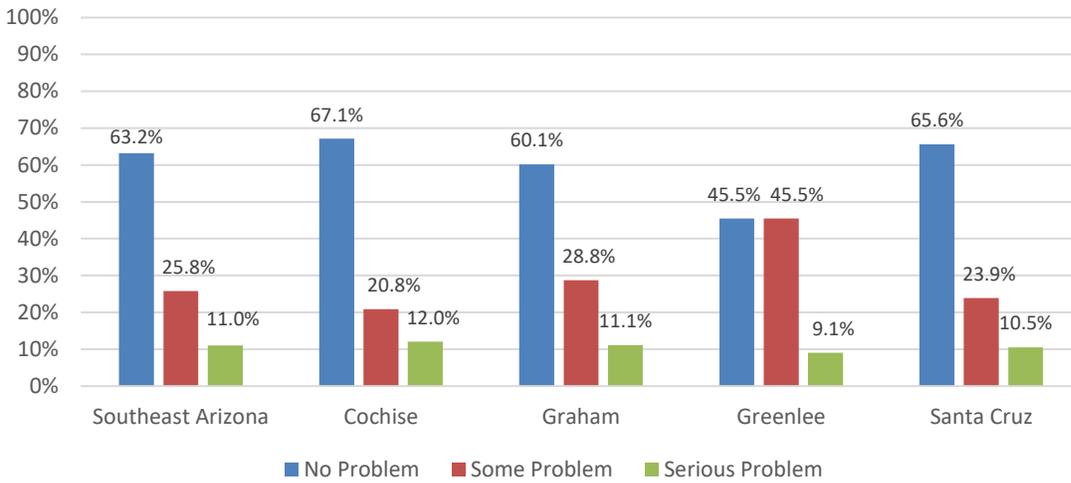


Figure 15: Getting information about disease prevention

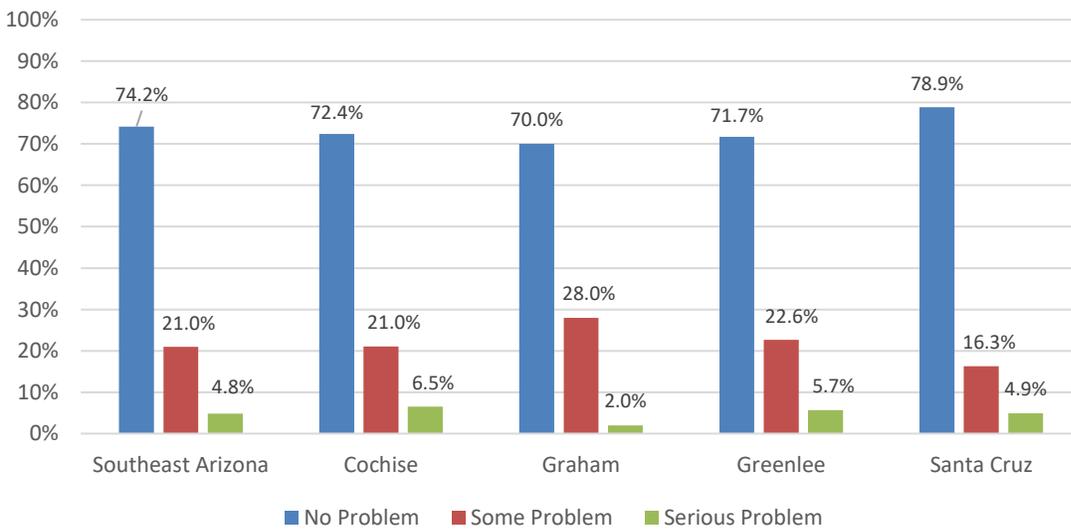


Figure 16: Transportation

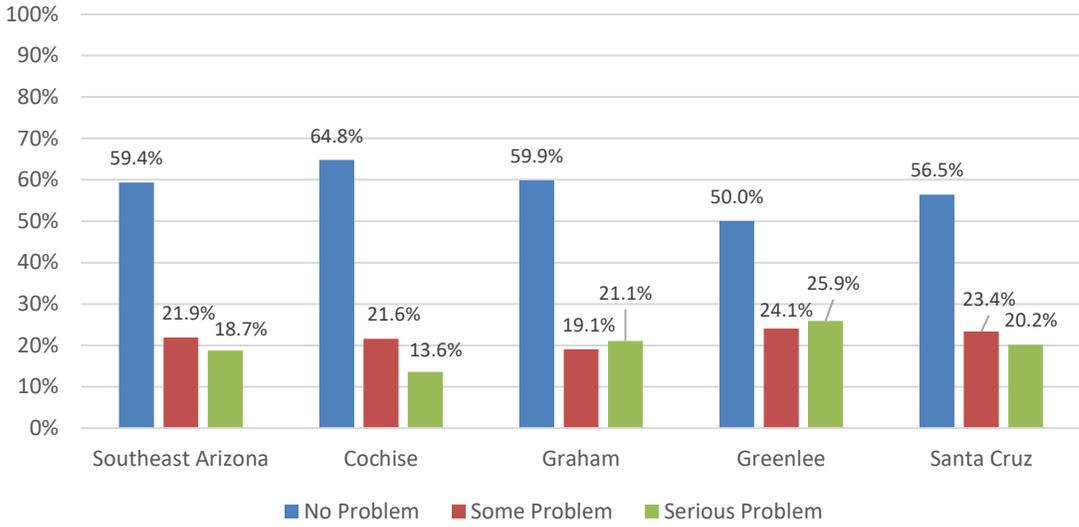


Figure 17: Maintenance and repair of home

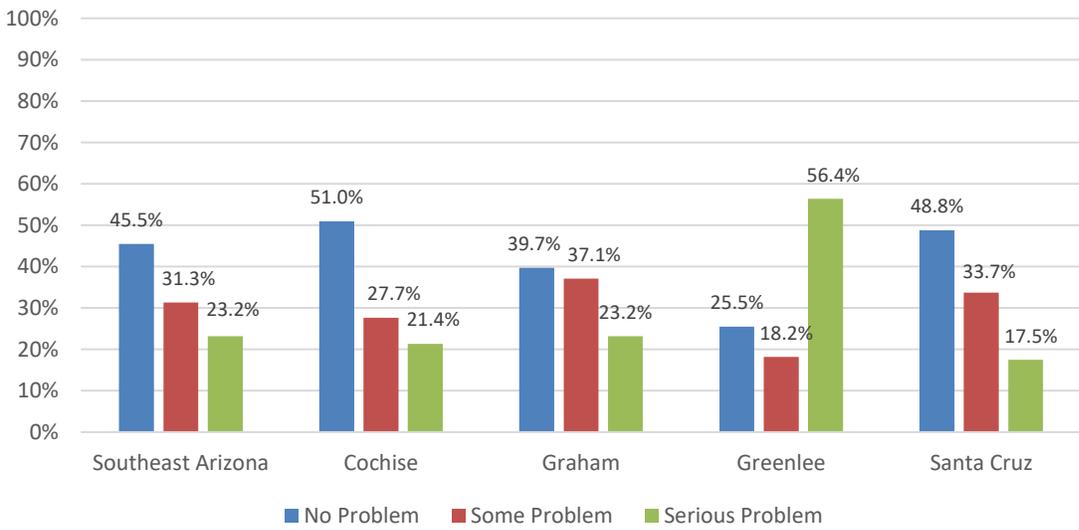


Figure 18: Accessibility modification in my home (grab bars)

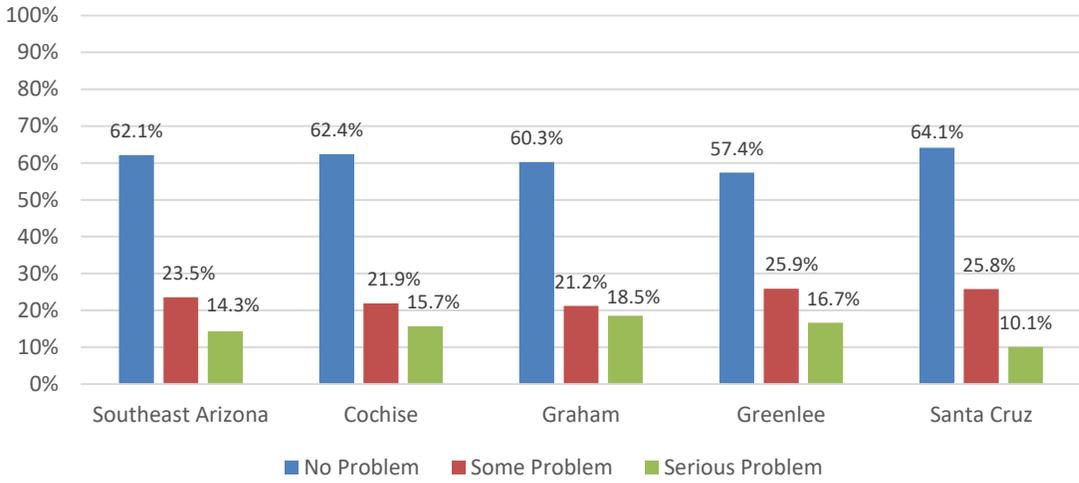


Figure 19: Maintenance of yard

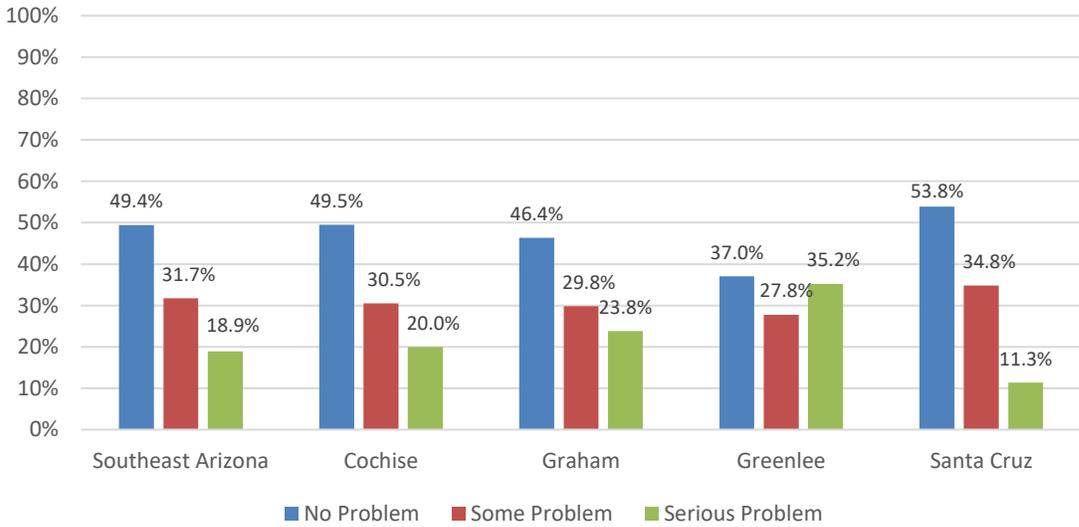


Figure 20: Recreational or social opportunities

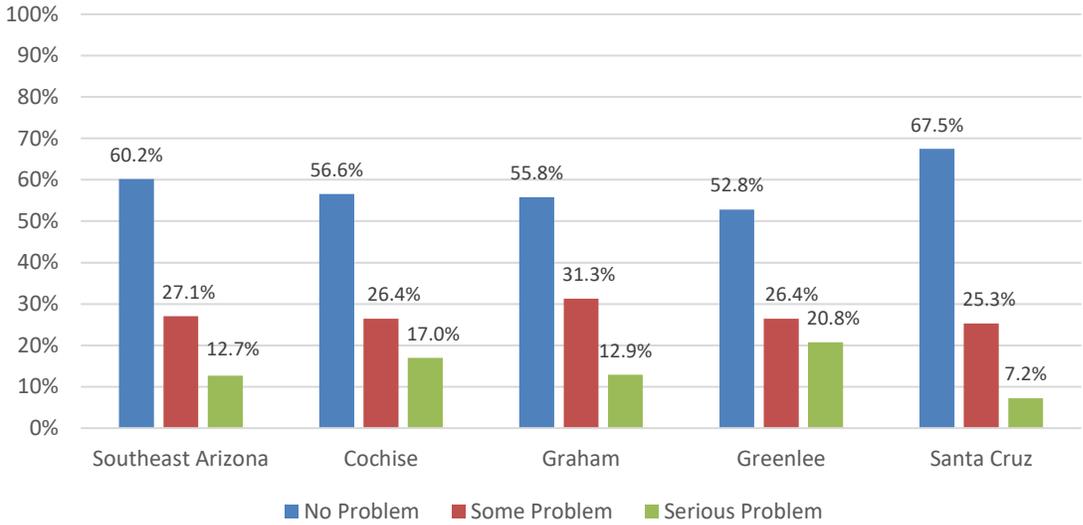


Figure 21: Counseling or mental health services

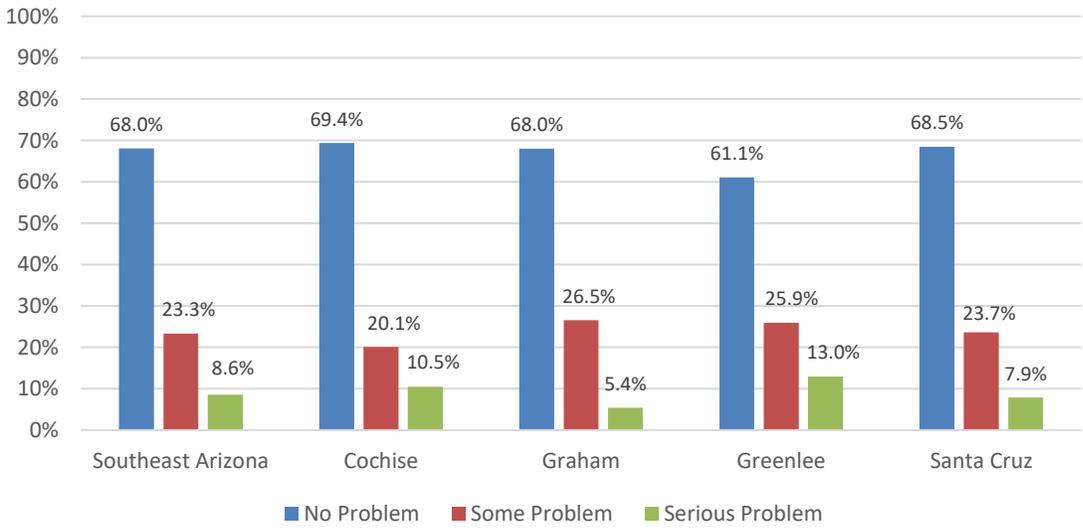


Figure 22: Bereavement/grief counseling/hospice services

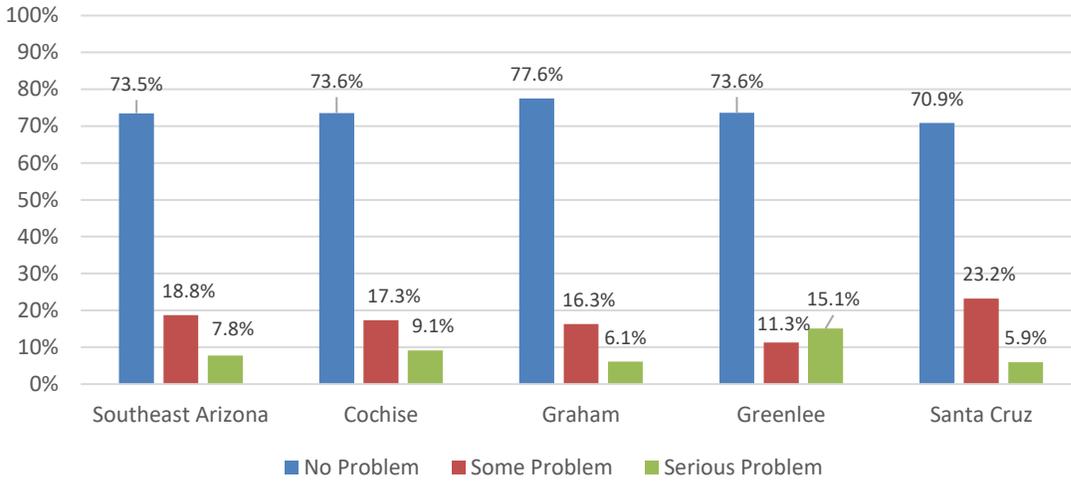


Figure 23: Finding legal assistance

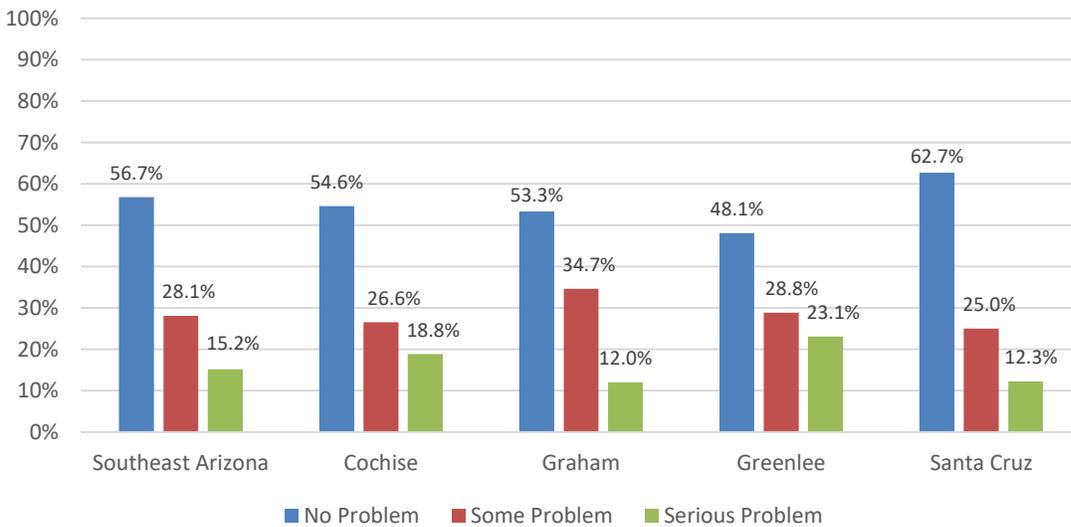


Figure 24: Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)

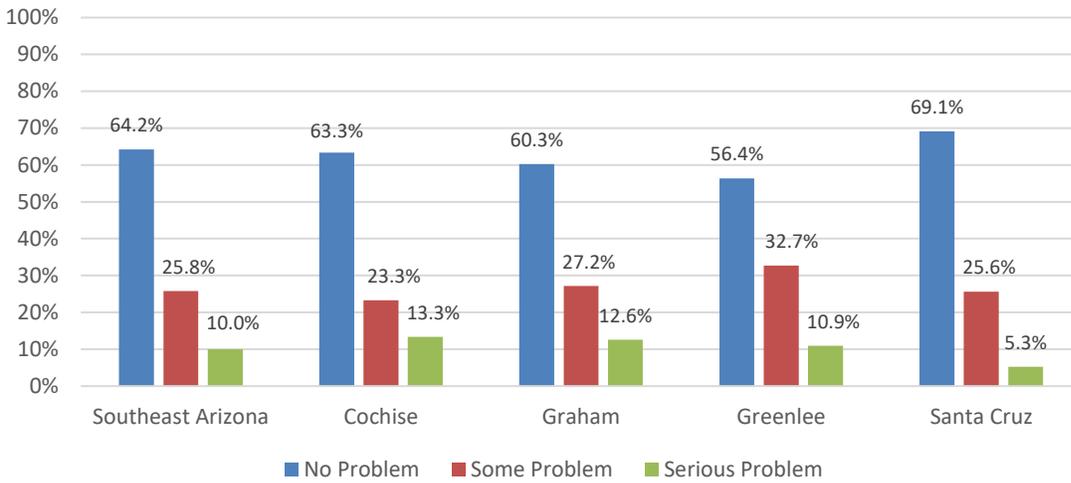


Figure 25: Cost of housing

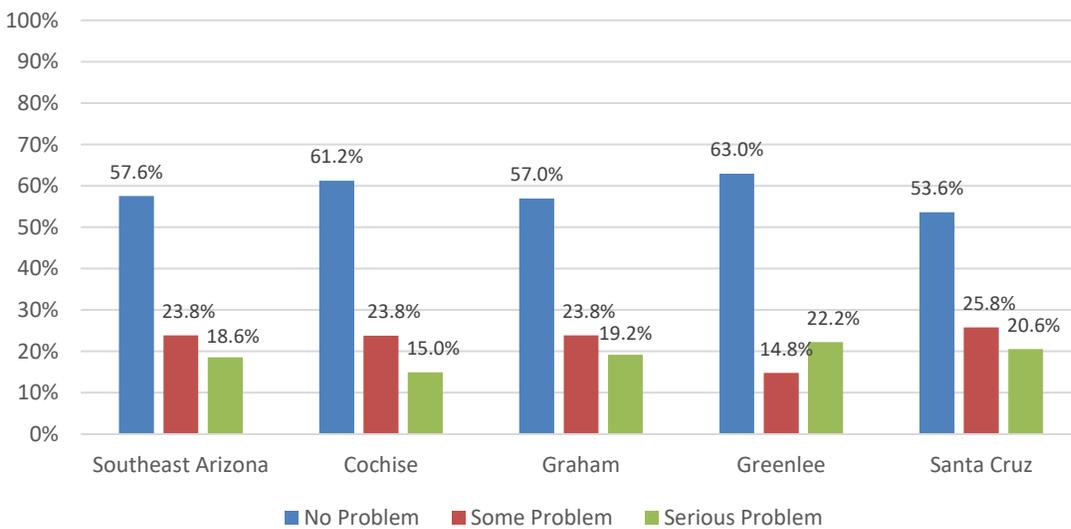


Figure 26: Income (having enough money for basic needs)

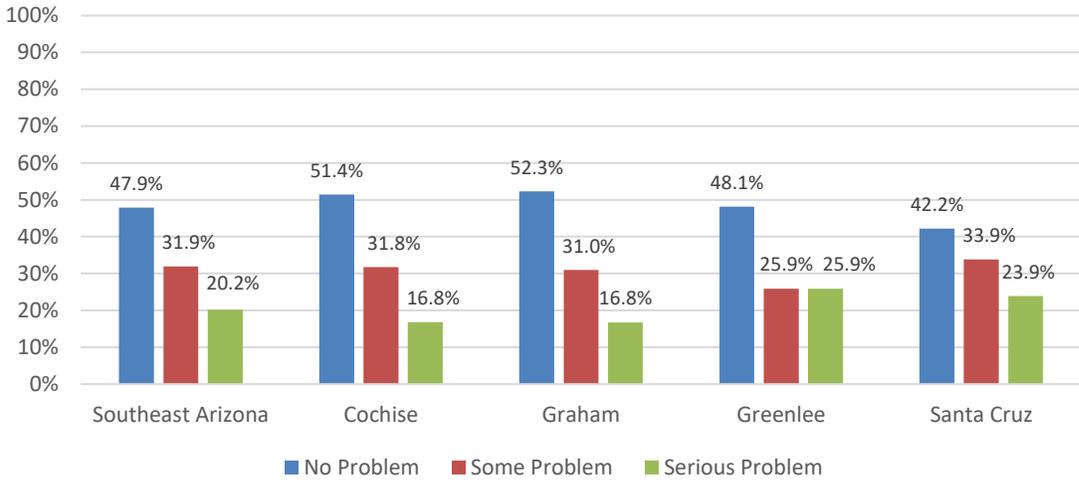


Figure 27: Cost of energy/utilities

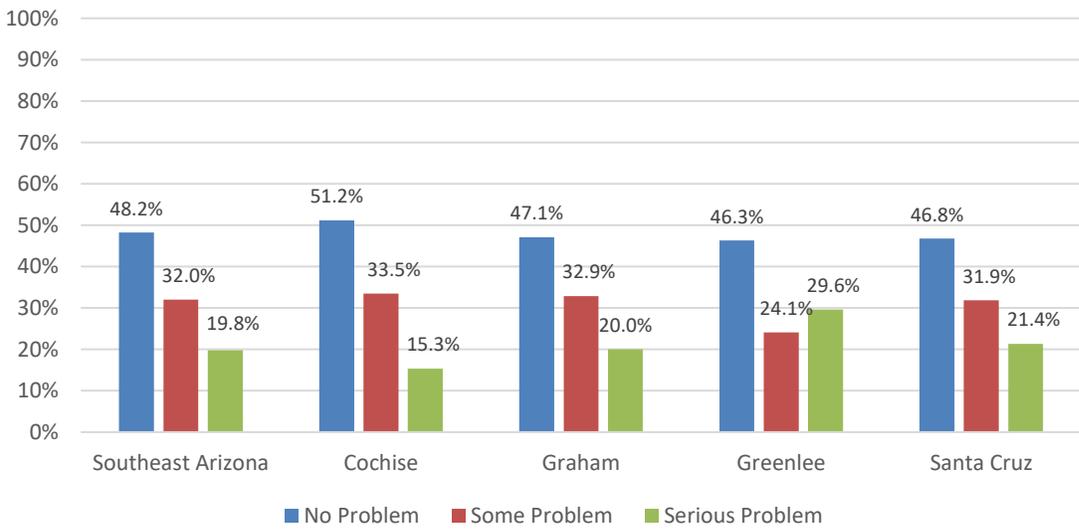


Figure 28: Employment opportunities

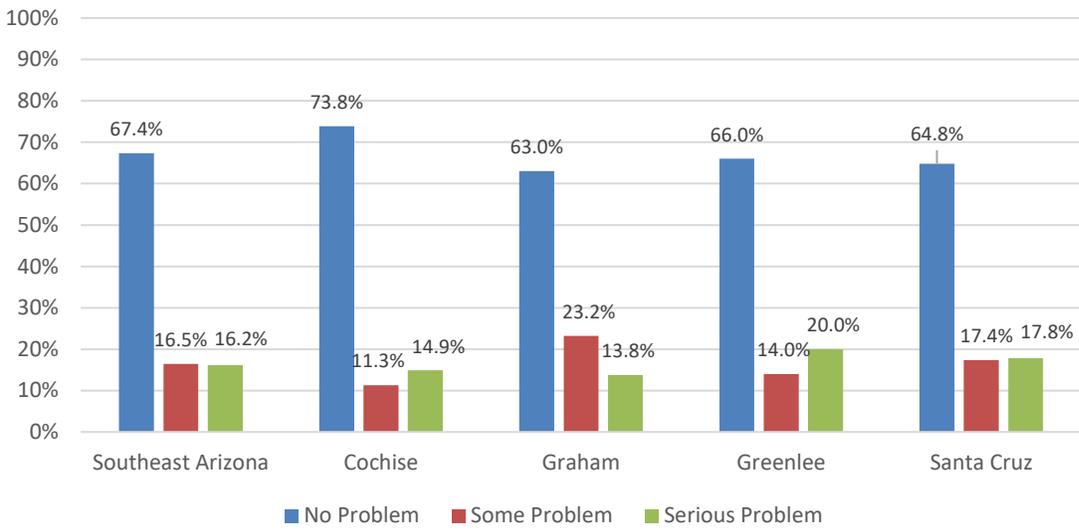


Figure 29: Age discrimination (loans, insurance, employment)

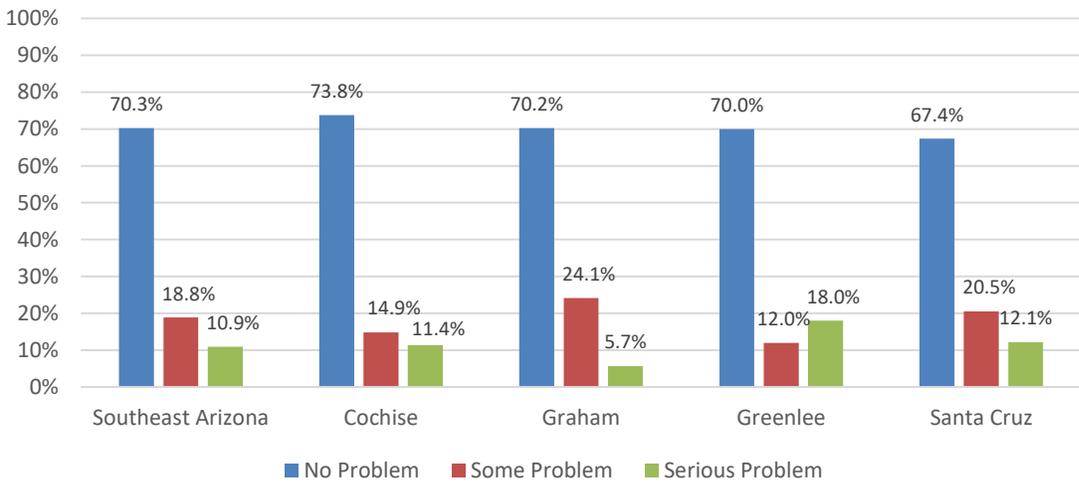


Figure 30: Elderly abuse, exploitation

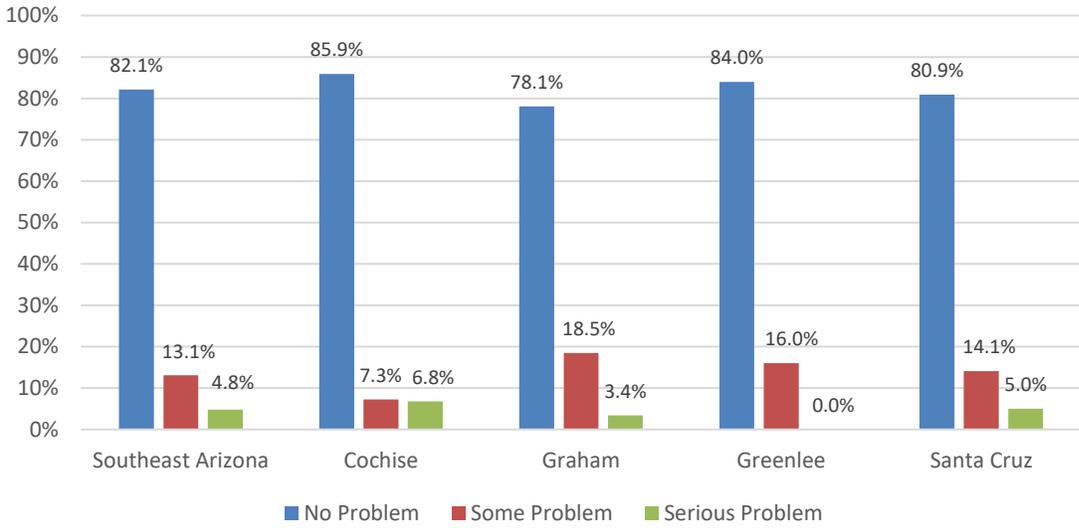


Figure 31: Personal safety (Crime)

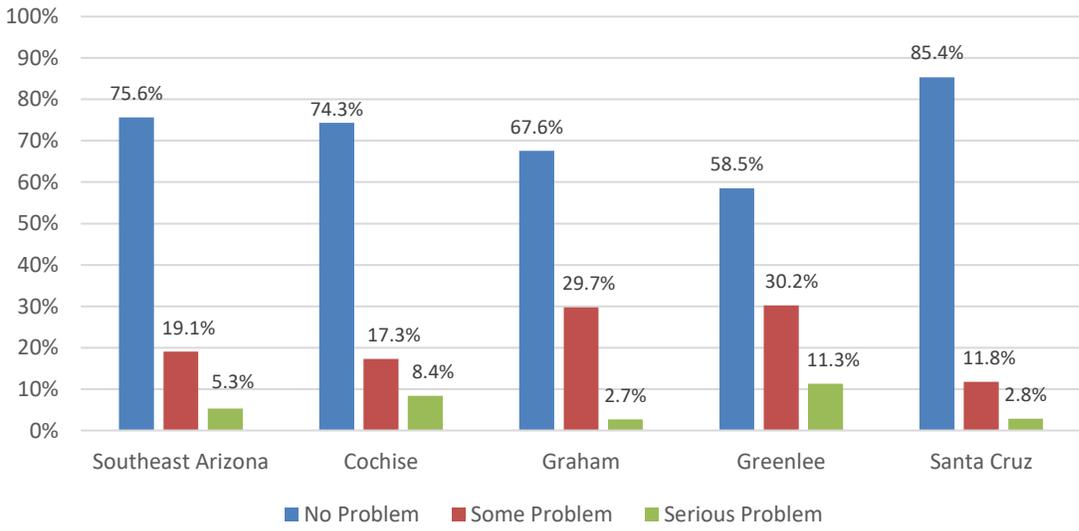


Figure 32: Telemarketing or in-home sales

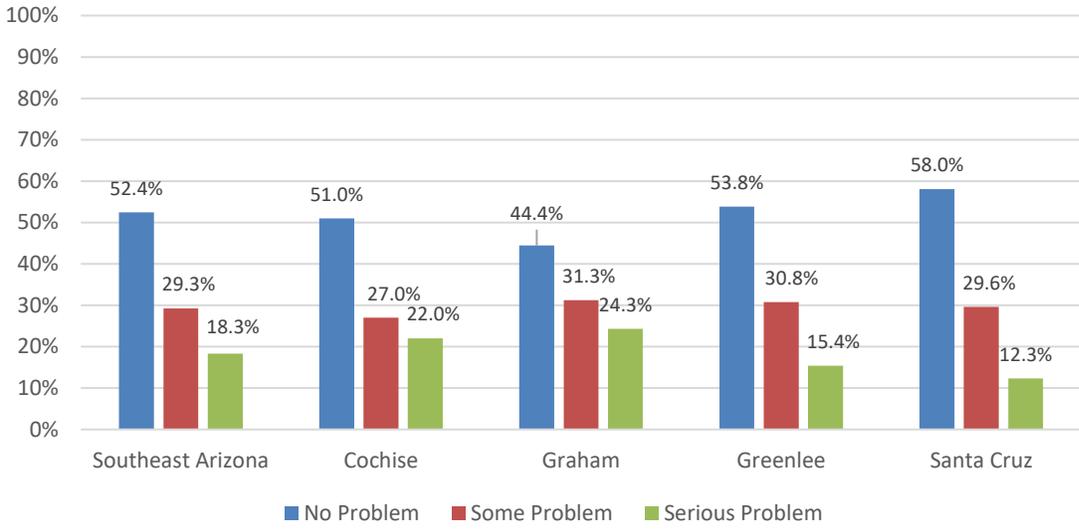


Figure 33: Loneliness

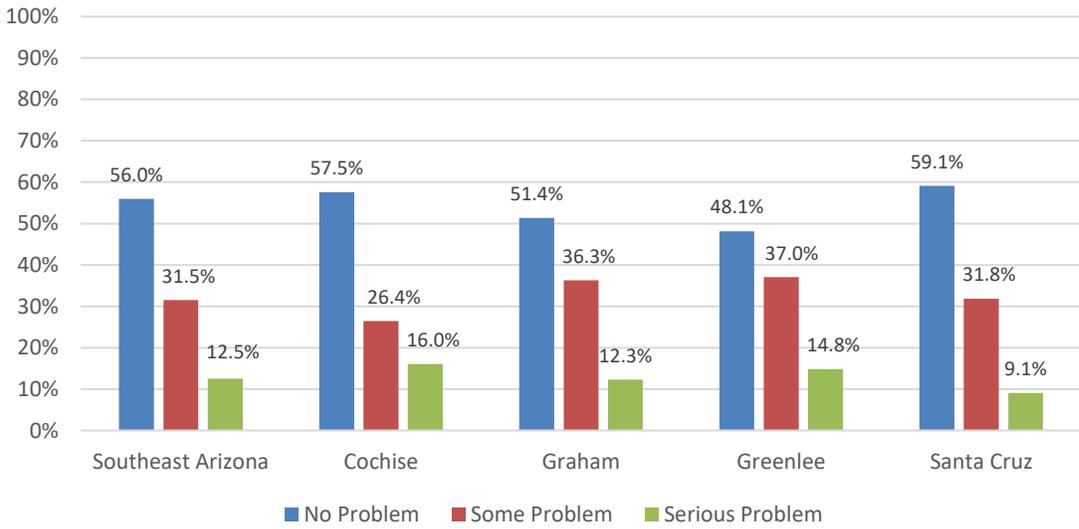


Figure 34: Loss of spouse/loved one

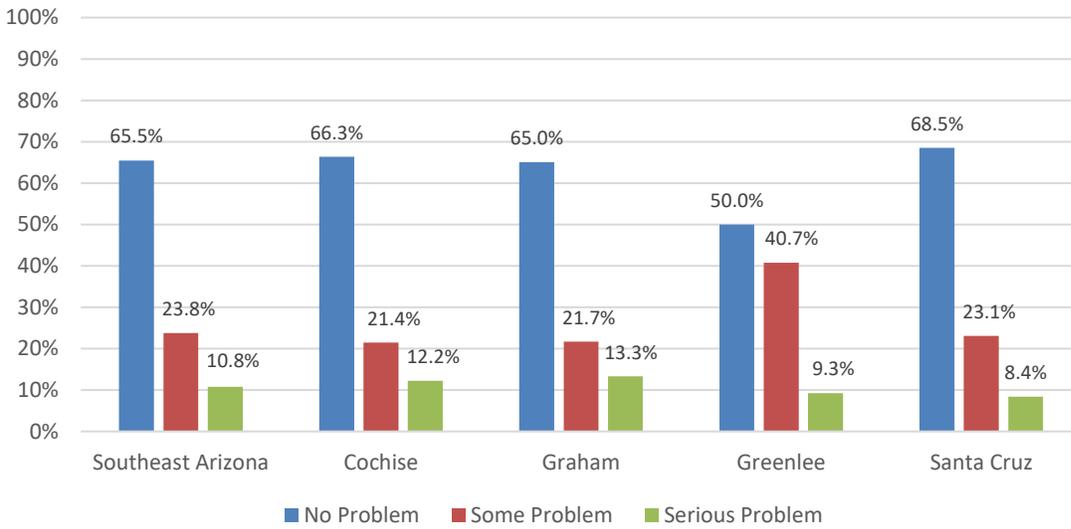


Figure 35: Volunteer opportunities

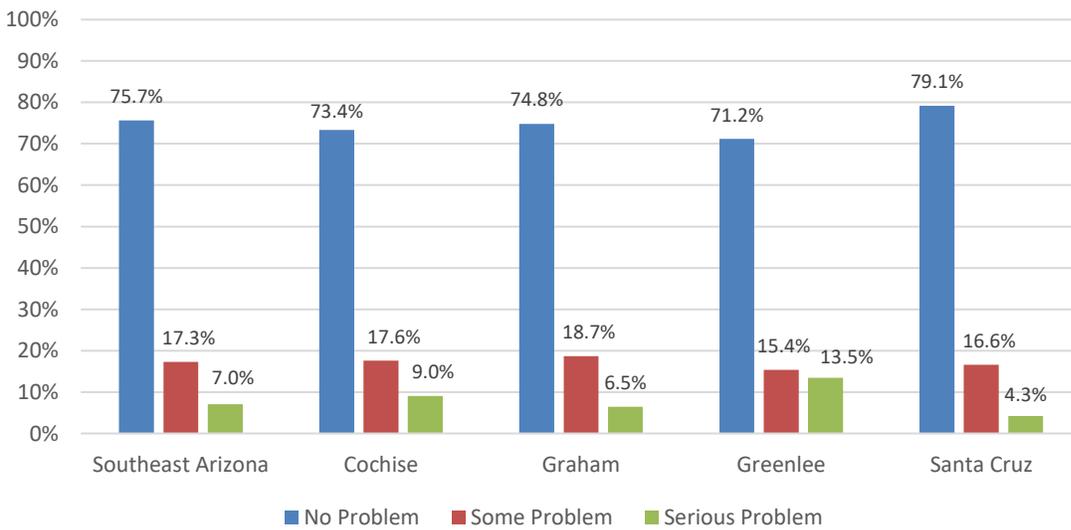


Figure 36: Raising grandchildren

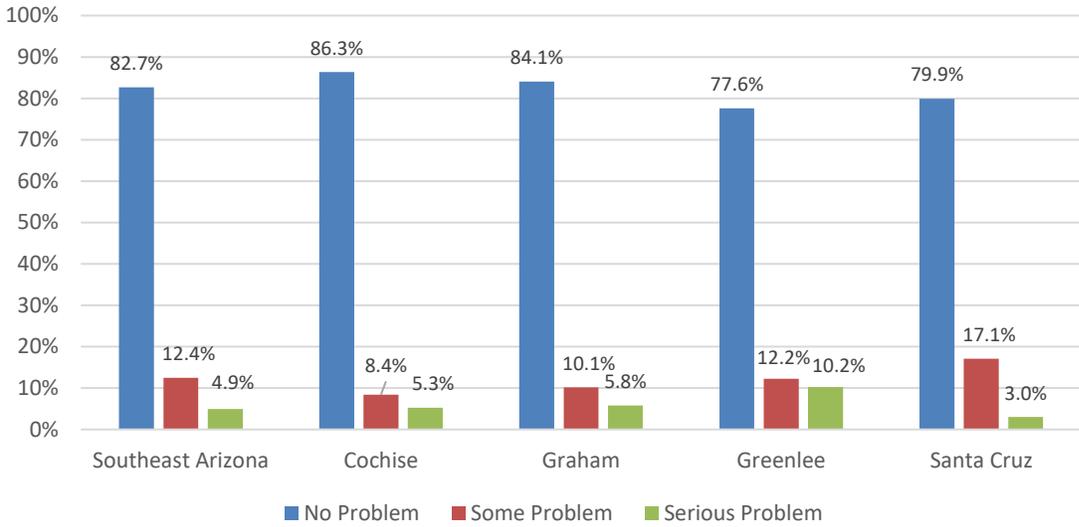


Figure 37: Obtaining information on selecting nursing home or assisted living facility

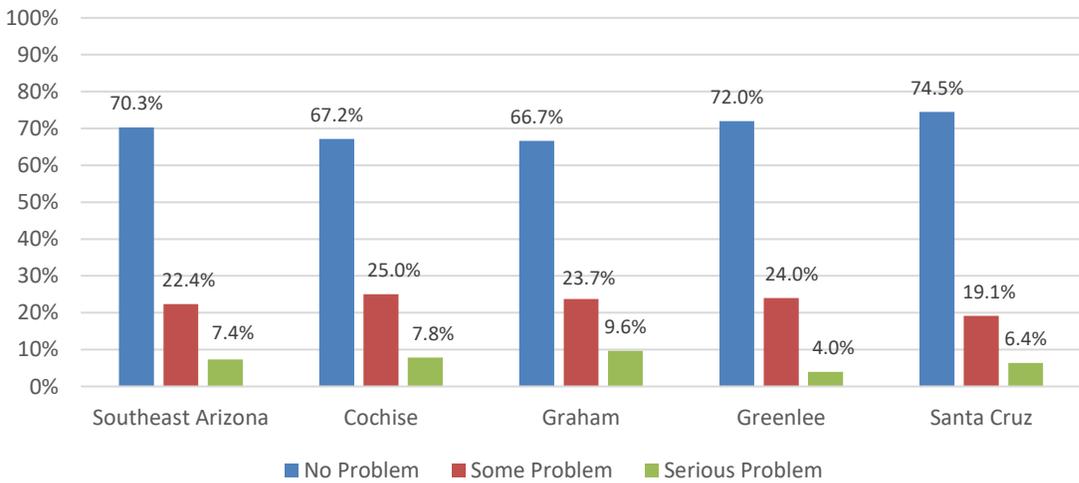


Figure 38: Processing monthly bills and/or medical claims

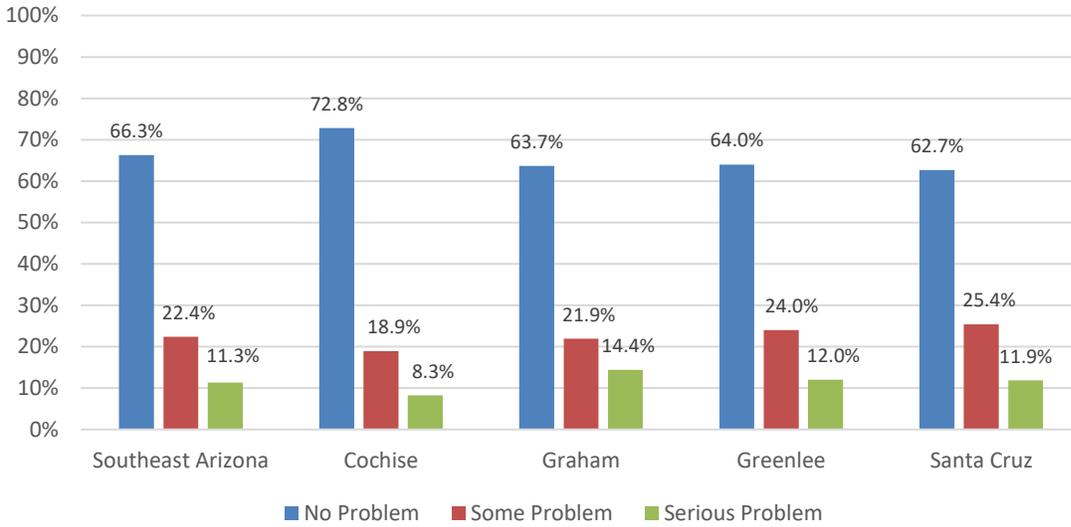
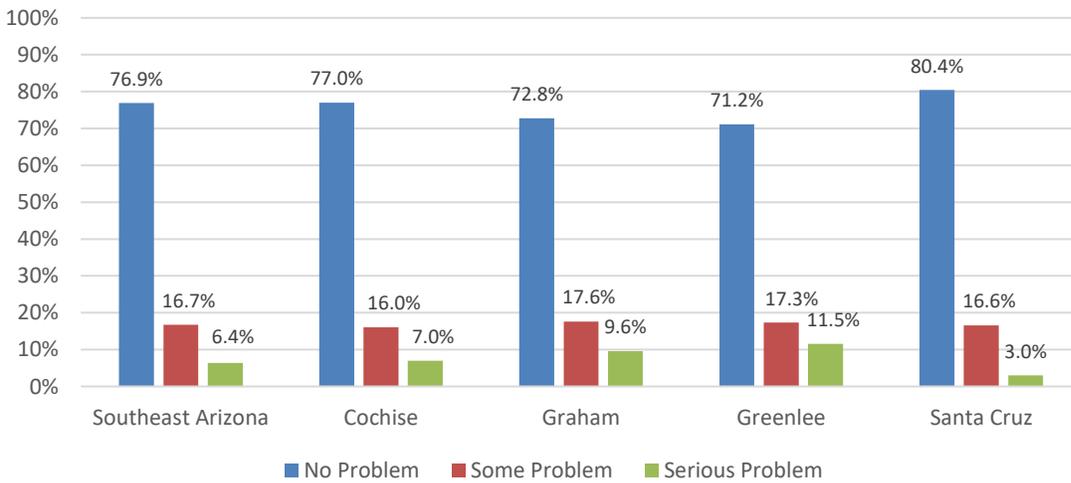
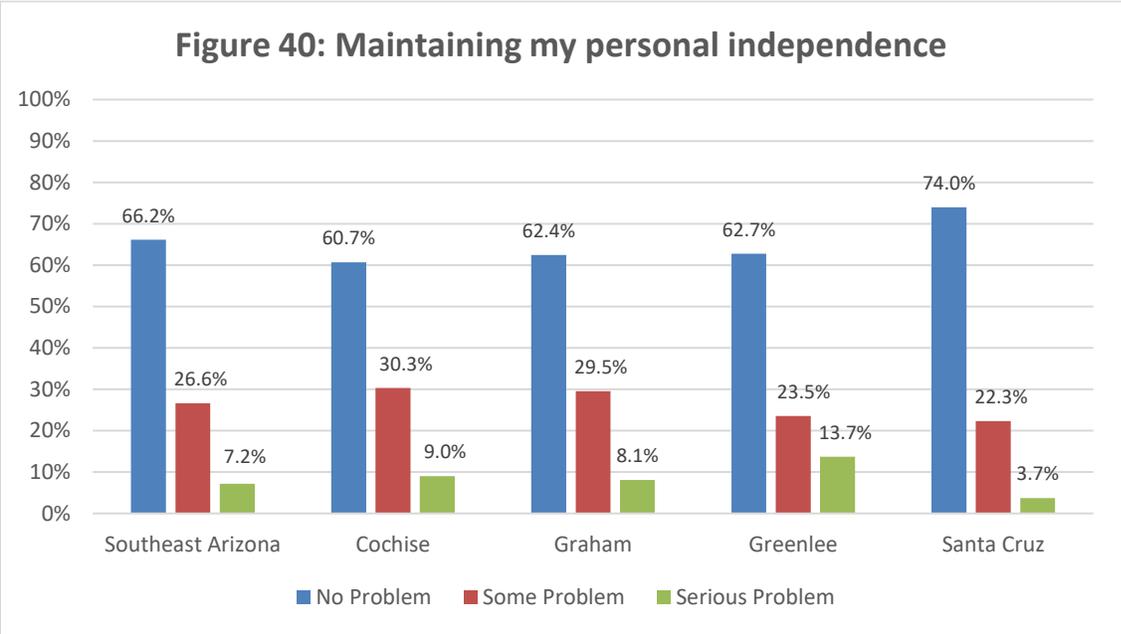


Figure 39: Providing care and supervision for an elderly family member





Note on Figures 41—45: Survey respondents were asked, “Who do you usually go to for advice about your health insurance or Medicare?”—see Appendix D for other (specified) sources of advice/information.

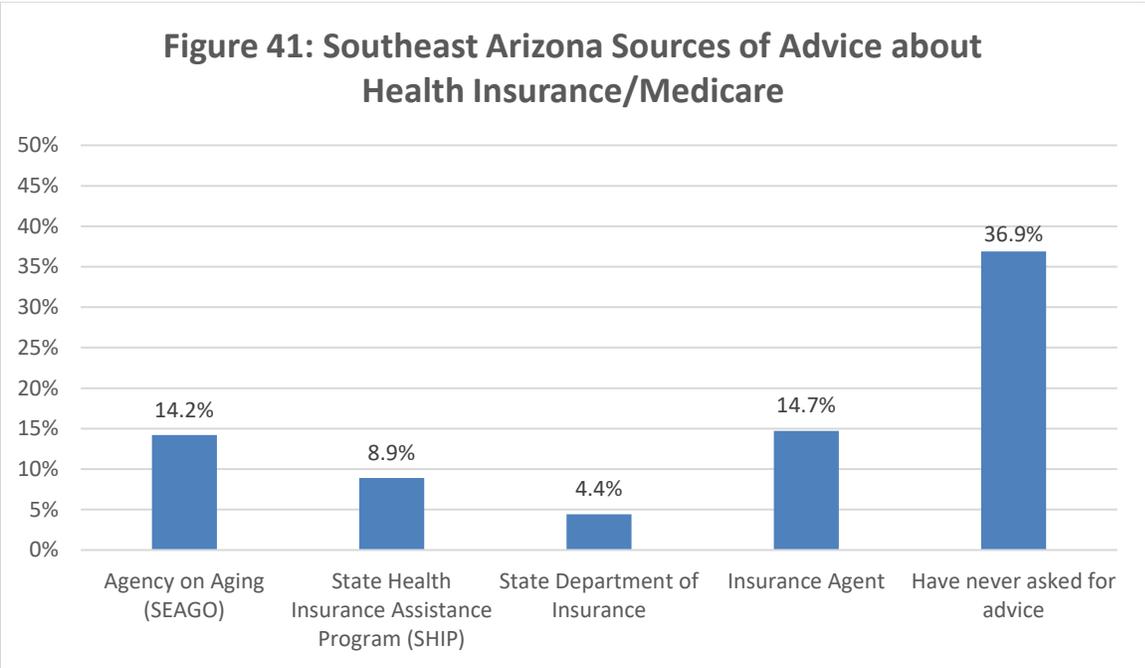


Figure 42: Cochise County Sources of Advice about Health Insurance/Medicare

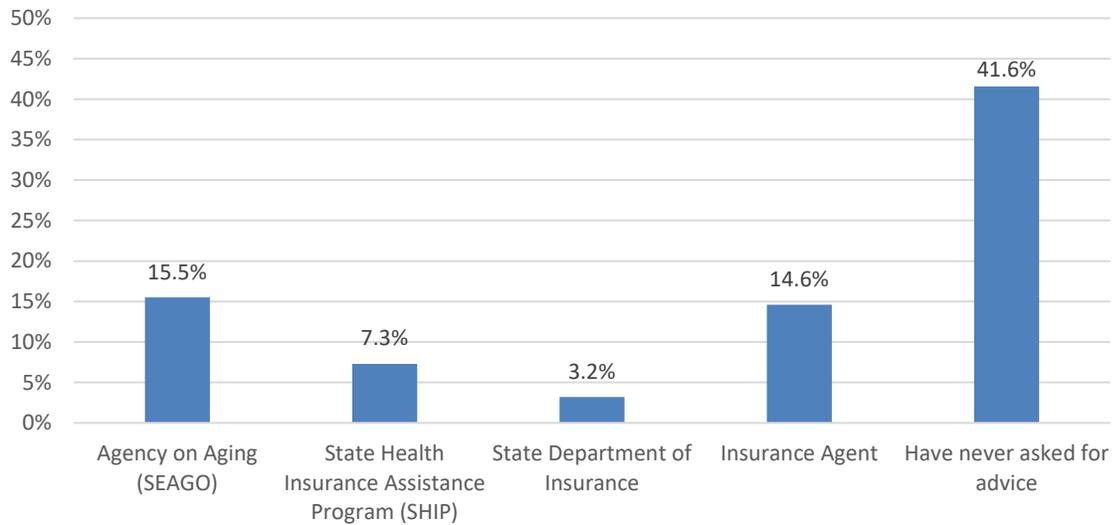


Figure 43: Graham County Sources of Advice about Health Insurance/Medicare

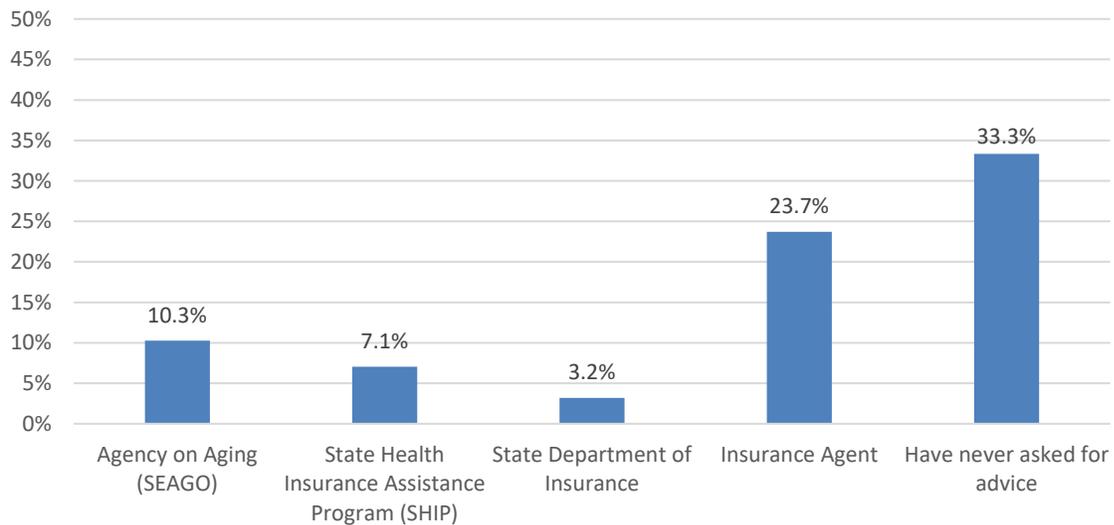


Figure 44: Greenlee County Sources of Advice about Health Insurance/Medicare

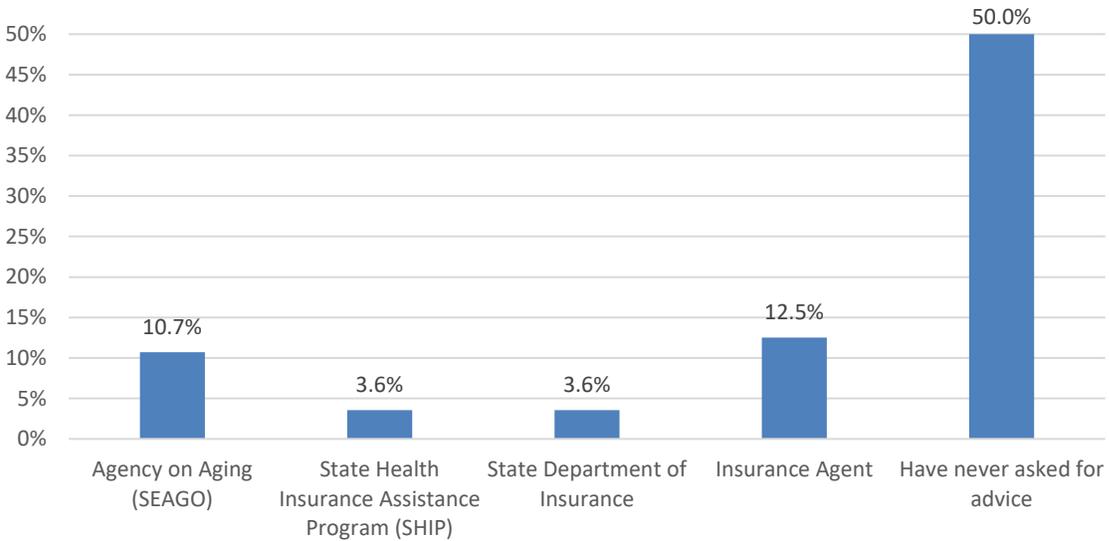
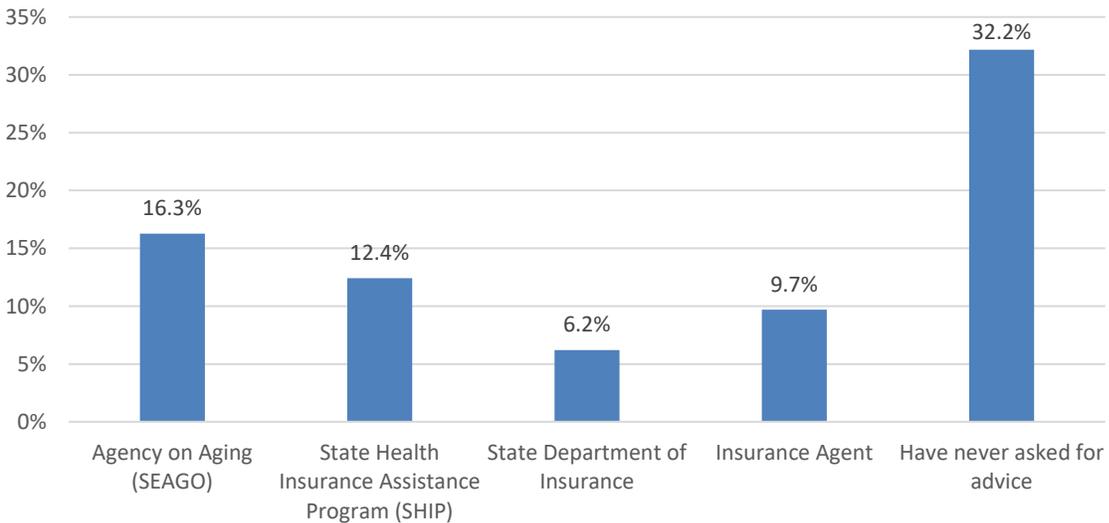


Figure 45: Santa Cruz County Sources of Advice about Health Insurance/Medicare



Note on Figures 46—50: Survey respondents were asked, “What is your source of transportation?”—see Appendix E for other (specified) sources of transportation.

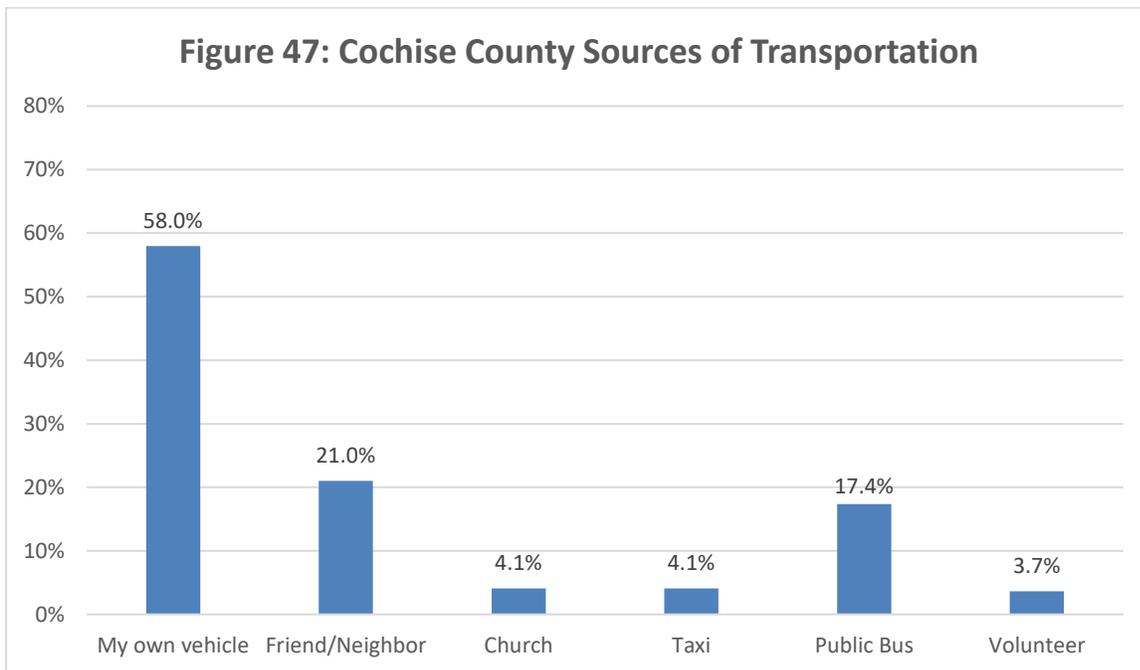
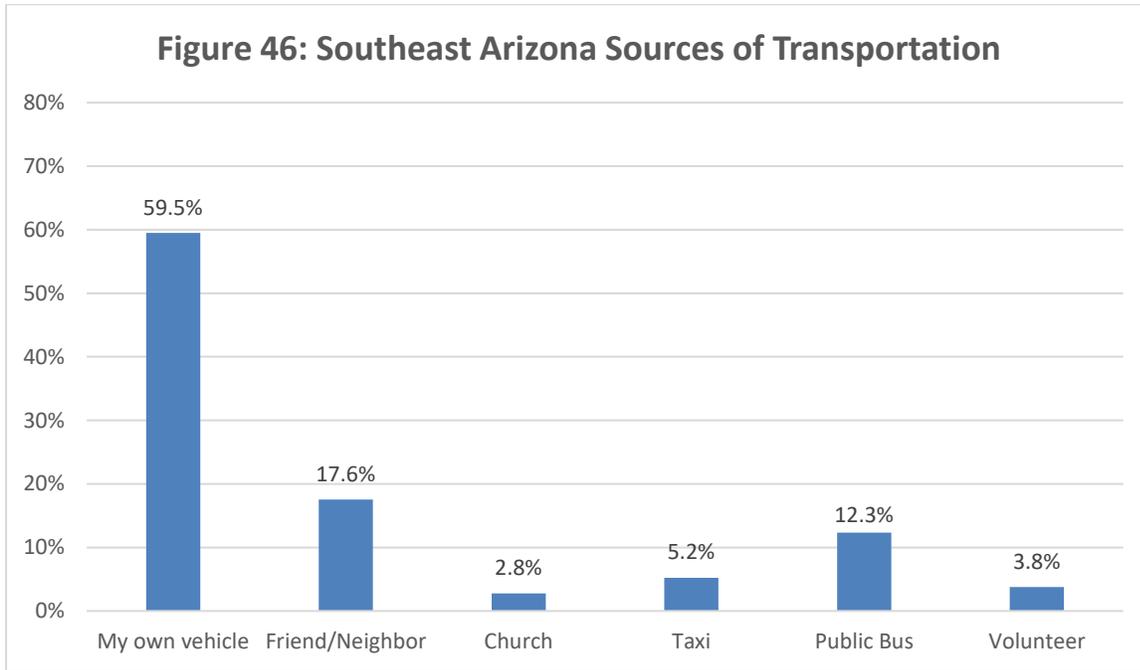


Figure 48: Graham County Sources of Transportation

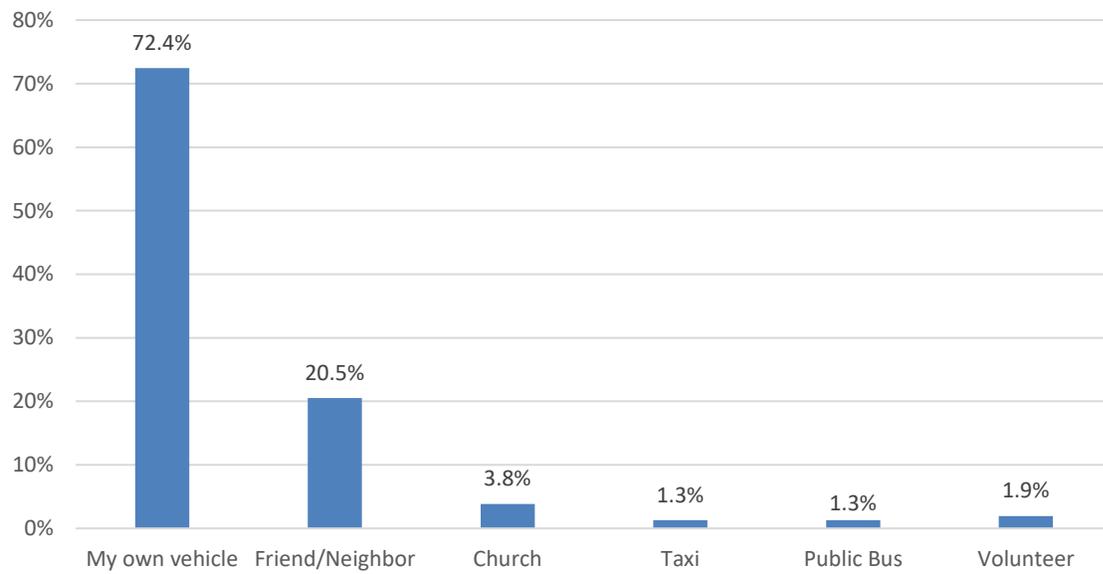


Figure 49: Greenlee County Sources of Transportation

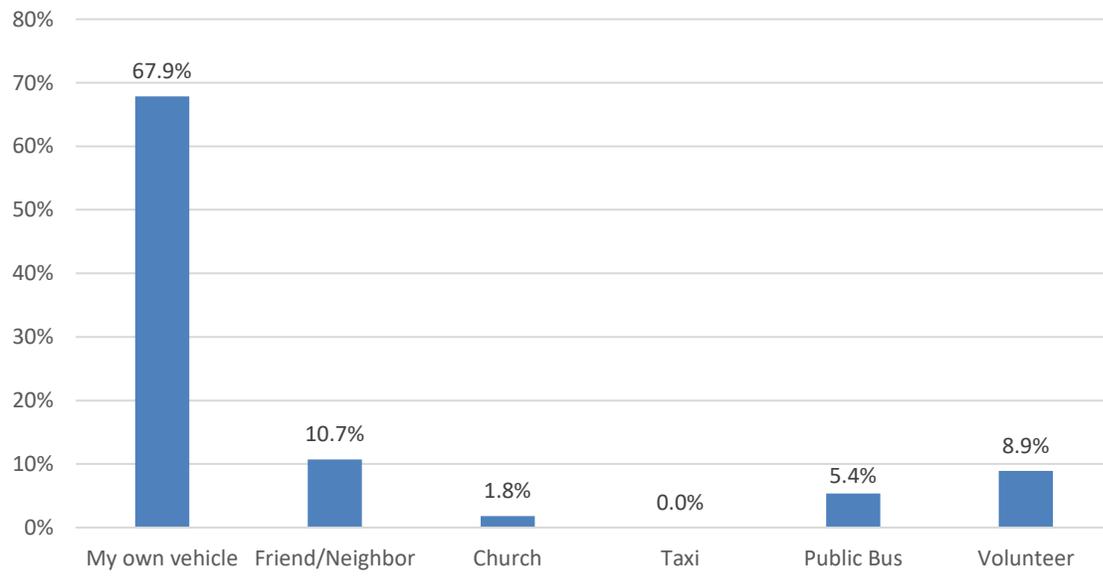
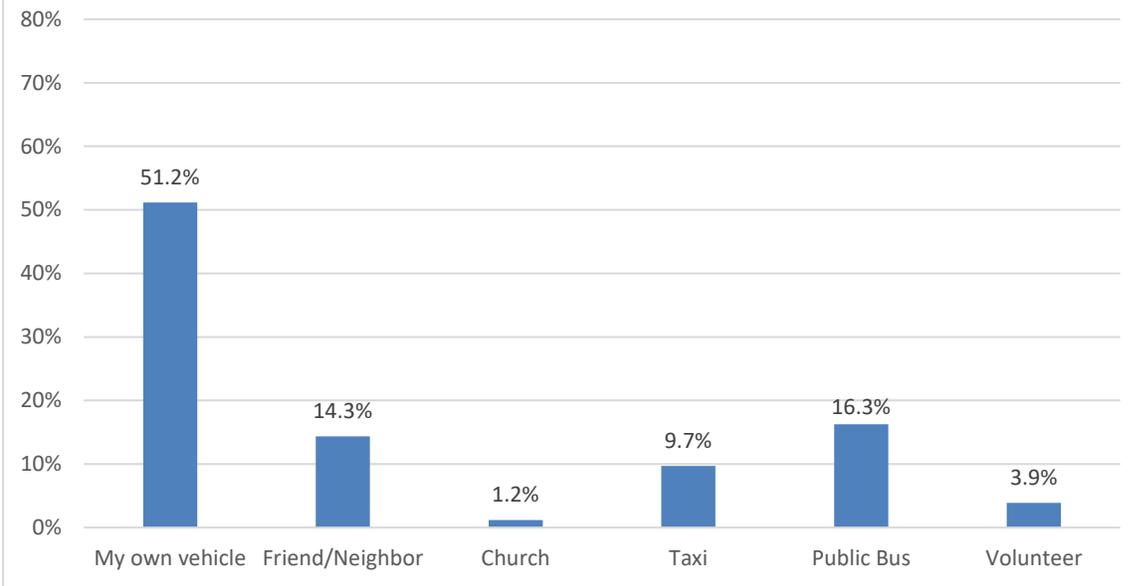


Figure 50: Santa Cruz County Sources of Transportation



Appendix A: Changes from 2013 to 2016

Southeast Arizona

From 2013 to 2016, three of the top five serious problems regionwide remained the same. Those were affordable dental care, affordable assistive devices, and maintenance and repair of home. Affordable dental care remained the number one serious problem, while the share of respondents identifying it as a serious problem increased from 28.4 to 37.5 percent (those identifying it as a problem—either “some problem” or “serious problem”—increased from 57.7 to 64.8 percent). Income (having enough money for basic needs) moved up from the eighth-ranked serious problem in 2013 to the fourth spot in 2016. Telemarketing or in-home sales, which was the fifth-highest-ranked serious problem in 2013 dropped to ninth place. Cost of energy/utilities, which was the ninth-ranked serious problem in 2013, moved up to the fifth-ranked spot. With regard to those issues that were identified as a problem (either as “some problem” or “serious problem”), telemarketing or in-home sales, which was the second-highest-ranked problem in 2013, dropped to eighth.

Cochise County

In Cochise County, the list of the top five serious problems remained the same, with some change in ordering. Affordable dental care remained the number one serious problem from 2013 to 2016. In 2016, 37.4 percent of respondents identified affordable dental care as a serious problem, up from 26.3 percent in 2013. Affordable assistive devices moved from the third to the second-ranked serious problem. Telemarketing or in-home sales moved from the fourth-ranked serious

problem in 2013 to third in 2016. Maintenance and repair of the home moved from the fifth to the fourth ranking. Maintenance of the yard moved from the second- to the fifth-ranked serious problem.

Graham County

In Graham County, employment opportunities moved from the first-ranked serious problem to the 13th serious problem from 2013 to 2016. Affordable dental care moved from the second to first ranking. Finding legal assistance decreased in its ranking as a serious problem, moving from fourth to 20th. Recreational or social opportunities also decreased in ranking as a serious problem, moving from fifth to 15th. Maintenance of the yard became a more widely spread serious problem between 2013 and 2016, moving from the seventh to the third ranking.

Greenlee County

In Greenlee County, maintenance and repair of home moved up from the third-ranked serious problem to the number-one most widely identified serious problem between 2013 and 2016. Affordable dental care moved from the number-one-ranked serious problem to the second-ranked position. Maintenance of yard increased in ranking of serious problems, moving from sixth to third. Cost of energy/utilities moved up from the seventh most widely identified serious problem to the fourth. Transportation increased in ranking as a serious problem, moving up from 13th to fifth place. Telemarketing or in-home sales decreased from the second to the 14th ranked serious problem; recreational or social opportunities fell from fourth to 10th; and

finding legal assistance dropped from the fifth- to the eighth-ranked serious problem.

Santa Cruz County

In Santa Cruz County, affordable dental care increased from the fourth-ranked to the top-ranked serious problem between 2013 and 2016. Affordable assistive devices remained the second most widely identified serious problem, while income (having enough money

for basic needs) increased from 33rd to the third-ranked position. Along with that, cost of energy/utilities moved from 34th to fourth, while cost of housing jumped from 12th to fifth place among serious problems. Obtaining information on selecting nursing homes or assisted living facilities fell from the number-one serious problem in 2013 to 25th in 2016, while age discrimination decreased from third to 11th and loss of a spouse/loved one moved from fifth to 20th.

Appendix B: Survey Instrument (English Version)

SEAGO SURVEY OF OLDER RESIDENTS

To take this survey online, visit www.SurveyMonkey.com/R/SEAGO2016

1. What town do you live in? _____
2. Zip Code: _____
3. Here is a list of issues or activities that some people say are problems for older Americans. To what degree is each of these items a problem for you personally? Please circle one response to each item.

	NO PROBLEM	SOME PROBLEM	SERIOUS PROBLEM
Availability of health care providers (doctors, hospitals)	1	2	3
Paying for prescription drugs	1	2	3
Affordable dental care	1	2	3
Affordable assistive devices (hearing aids, glasses, canes, etc.)	1	2	3
Getting information about services	1	2	3
Having someone check on me daily	1	2	3
Preparing nutritious meals	1	2	3
Personal Care (bathing, washing hair)	1	2	3
Homemaker services (shopping, housekeeping)	1	2	3
Getting information about disease prevention	1	2	3
Transportation	1	2	3
Maintenance and repair of home	1	2	3
Accessibility modifications in my home (grab bars)	1	2	3
Maintenance of yard	1	2	3
Recreational or social opportunities	1	2	3
Counseling or mental health services	1	2	3
Bereavement/grief counseling/hospice services	1	2	3
Finding legal assistance	1	2	3
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	1	2	3
Cost of housing	1	2	3
Income (having enough money for basic needs)	1	2	3
Cost of energy/utilities	1	2	3
Employment opportunities	1	2	3
Age discrimination (loans, insurance, employment)	1	2	3
Elderly abuse, exploitation	1	2	3
Personal Safety (Crime)	1	2	3

(See other side)

	NO PROBLEM	SOME PROBLEM	SERIOUS PROBLEM
Telemarketing or In-Home Sales	1	2	3
Loneliness	1	2	3
Loss of spouse/loved one	1	2	3
Volunteer opportunities	1	2	3
Raising grandchildren	1	2	3
Obtaining information on selecting nursing home or assisted living facility	1	2	3
Processing monthly bills and/or medical claims	1	2	3
Providing care and supervision for an elderly family member	1	2	3
Maintaining my personal independence	1	2	3

4. Whom do you usually go to for advice about your health insurance or Medicare? (Circle all that apply):

- a. Agency on Aging (SEAGO)
- b. State Health Insurance Assistance Program (SHIP)
- c. State Department of Insurance
- d. Insurance Agent
- e. Have never asked for advice
- f. Other (please specify): _____

5. What is your source of transportation? (Circle all that apply):

- a. My own vehicle
- b. Friend/Neighbor
- c. Church/Place of Worship
- d. Taxi
- e. Public bus
- f. Volunteer
- g. Other (please specify): _____

6. Circle the group that contains your age.

- Under 60
- 60 - 64
- 65 - 69
- 70 - 74
- 75 - 79
- 80 - 84
- 85 - 89
- 90 or over

7. Gender: Male Female

8. What is your racial/ethnic origin?

- a. White (Non-Hispanic)
- b. Hispanic/Latino
- c. Black/African-American
- d. Asian/Pacific Islander
- e. American Indian/Native American
- f. Other (please specify): _____

9. Primary language spoken: English Spanish Other (please specify): _____

**PLEASE RETURN NO LATER THAN: NOVEMBER 30, 2016
TO EITHER THE SENIOR CENTER OR YOUR SERVICE PROVIDER**

OR MAIL TO:

SEAGO Area Agency on Aging
300 Collins Road
Bisbee, AZ 85603
(520) 432-2528
Aging@SEAGO.org

Appendix C: Survey Instrument (Spanish Version)

ENCUESTA DE SEAGO PARA PERSONAS DE LA TERCERA EDAD

Para participar en esta encuesta en internet: www.SurveyMonkey.com/R/SEAGO2016S

1. ¿En qué comunidad vive? _____
2. Código Postal: _____
3. Aquí hay una lista de temas o actividades que algunos dicen causan problemas para personas mayores. ¿A qué grado le causan problemas a usted personalmente? Por favor marque el número que corresponde a la respuesta apropiada para cada tema.

	NO ES UN PROBLEMA	ES UN PROBLEMA	ES PROBLEMA SERIO
Existencia de servicios médicos (doctores, hospitales)	1	2	3
Pagando para recetas médicas	1	2	3
Servicios dentales que no son demasiado caros	1	2	3
Aparatos de ayuda (audífonos, lentes, bastones, etc.)	1	2	3
Obteniendo información acerca de servicios	1	2	3
Teniendo alguien que verifica cada día que estoy bien	1	2	3
Preparando comidas nutritivas	1	2	3
Aseo personal (bañando, lavando el pelo)	1	2	3
Limpieza de casa y haciendo el mandado	1	2	3
Obteniendo información para prevenir enfermedades	1	2	3
Transporte	1	2	3
Mantenimiento y reparación de la casa	1	2	3
Modificando mi casa para que sea más accesible	1	2	3
Mantenimiento del jardín y del exterior de la casa	1	2	3
Oportunidades sociales o de recreo	1	2	3
Servicios de un consejero psicológico	1	2	3
Ayuda para alguien que está a punto de morir, o para alguien que está afligido por la muerte de un ser querido	1	2	3
Obteniendo servicios legales (de un abogado)	1	2	3
Obteniendo información acerca de seguros que pagan gastos médicos (AHCCCS, Medicare, etc.)	1	2	3
Costo de una vivienda	1	2	3
Ingresos (teniendo suficiente para gastos básicos)	1	2	3
Costo de la electricidad y del gas	1	2	3
Oportunidades de empleo	1	2	3
Discriminación por edad avanzada (prestamos, seguros, empleo)	1	2	3
Abuso o explotación de personas mayores	1	2	3
Seguridad personal (Crímenes)	1	2	3

	NO ES UN PROBLEMA	ES UN PROBLEMA	ES PROBLEMA SERIO
Ventas por teléfono o en su casa	1	2	3
Soledad	1	2	3
Pérdida de un esposo o un ser querido	1	2	3
Oportunidades de ser voluntario	1	2	3
Criando nietos	1	2	3
Obteniendo información para seleccionar un asilo o hogar para personas mayores	1	2	3
Pagando cuentas mensuales o cuentas médicas	1	2	3
Cuidando y supervisando a un pariente mayor de edad	1	2	3
Manteniendo su independencia personal	1	2	3

4. ¿Que persona consulta usted si necesita consejos acerca de su seguro médico o de Medicare? (Marque más que uno si es apropiado):

- g. Agencia para personas de la tercera edad (SEAGO)
- h. Agencia estatal que provee ayuda con Medicare (SHIP)
- i. Departamento estatal de seguros
- j. Agente que vende pólizas de seguro
- k. Nunca he llamado para conseguir consejos
- l. Otro (por favor identifique): _____

5. ¿Cuál es su modo de transporte? (Marque más que uno si es apropiado):

- a. Mi carro propio
- b. Amigo o vecino
- c. Miembro de mi iglesia
- d. Taxi
- e. Camión público
- f. Voluntario
- g. Otro (por favor identifique): _____

6. Marque el grupo que incluye su edad.

Menos de 60 65 - 69 75 - 79 85 - 89
60 - 64 70 - 74 80 - 84 90 o más

7. Es usted: Masculino Femenino

8. ¿Cuál es su raza?

- a. Blanco (No-Hispano)
- b. Hispano/Latino
- c. Negro/Africano-Americano
- d. Asiático/Isla Pacífico
- e. Indio Americano
- f. Otro (por favor identifique): _____

9. Idioma prima: Inglés Español Otro (Por favor identifique): _____

**POR FAVOR DEVUELVA ESTA ENCUESTA ANTES DEL 30 DE NOVIEMBRE DE 2016
ENTREGUELO A SU CENTRO DE LA TERCERA EDAD O A SU PROVEEDOR DE SERVICIOS
O ENVIÉLO A**

SEAGO Area Agency on Aging
300 Collins Road
Bisbee, AZ 85603
(520) 432-2528
Aging@SEAGO.org

Appendix D: Other Sources of Advice Regarding Health Insurance or Medicare

Southeast Arizona

AARP	Family member	Medicare
AARP, United Health Care	Family member	Medicare
AHCCCS	Family Member	Medicare
AHCCCS	Family member	Medicare
AHCCCS	Family member	Medicare
AHCCCS, Quimby	Family member	Medicare, AARP, United Health
Antonio Sedgwick "Licenciado"	Family member	Care
Care giver	Family member	Medicare, Social Security
Case Manager	Family member	Military
Case Manager	Family member	Nurse, providers
ChampVA	Family member	Pamphlet
Chiricahua Community Health Center	Family member	Pamphlet, TV
Chiricahua Community Health Center	Family member	Pamphlets
Copper Queen Medical Associates	Family member	Phone calls, pamphlets
County Health Dept	Family member	Research
Department of Health Care	Family member	Retirement plan
DES	First person I see	SEACUS
DES	Friend	Social Security Disability
Doctor's Office	Friend	Social Security Office
Doctor's Office	Friend	Social Security, APS
Doctor's Office	Friend	Spouse
Doctor's Office	Friend	Supplement to Medicare
Doctor's Office	Friend	TRICARE, Veterans Administration
Doctor's Office	Friend, Family member	United Health Care
Doctor's Office	Friend, Family Member	United Health Care
Doctor's Office	Friend, pastor, Social Security	United Health Care
Doctor's Office	Office, Library	United Health Care
Doctor's Office	Friends, pamphlet	United Health Care
Don't know where to go	Guardian	Veterans Administration
Employer	HealthNet of Arizona	Veterans Administration
Employer	Insurance workshop	Veterans Administration
Employer	Internet	Veterans Administration
Employer	Internet	Veterans Administration
Employer, Library, Social Security Office	Internet	Veterans Administration
Family member	Internet	Veterans Administration
Family member	Internet	Veterans Administration
Family member	J Nerey	Veterans Administration
Family member	Javier Nerey	ViCAP
Family member	Mariposa Health Clinic	Wellness Center Safford
Family member	Medicaid, doctors, hospitals	
Family member	Medicare	

Cochise County

AHCCCS	Friend
Care giver	Friend
Case Manager	Friend
ChampVA	Friend, Family member
Chiricahua Community Health Center	Friend, pastor, Social Security Office, Library
Chiricahua Community Health Center	HealthNet of Arizona
Copper Queen Medical Associates	Internet
DES	Internet
Doctor's Office	Internet
Doctor's Office	Medicaid, doctors, hospitals
Employer	Medicare
Employer	Medicare
Employer	Medicare
Employer, Library, Social Security Office	Military
Family member	Pamphlet
Family member	Pamphlets
Family member	Research
Family member	United Health Care
Family member	Veterans Administration
Friend	ViCAP

Graham County

AARP	Internet
Department of Health Care	Pamphlet, TV
Doctor's Office	Retirement plan
Don't know where to go	SEACUS
Employer	Social Security Disability
Family member	Social Security, APS
Family member	Spouse
Family member	Supplement to Medicare
Family member	United Health Care
Family member	United Health Care
Family member	United Health Care
Friend	Veterans Administration
Friend, Family Member	Veterans Administration
Friends, pamphlet	Veterans Administration
Insurance workshop	Veterans Administration
Internet	Wellness Center Safford

Greenlee County

County Health Dept
Guardian
Internet
Medicare
Nurse, providers
Phone calls, pamphlets
Social Security Office
Veterans Administration

Santa Cruz County

AARP, United Health Care
AHCCCS
AHCCCS
AHCCCS, Quimby
Antonio Sedgwick "Licenciado"
Case Manager
DES
Doctor's Office
Doctor's Office
Doctor's Office
Doctor's Office
Doctor's Office
Family member
Family member
Family Member

Family member
Family member
Family member
Family member
Family member
First person I see
Friend
Friend
J Nerey
Javier Nerey
Mariposa Health Clinic
Medicare
Medicare
Medicare, AARP, United Health Care
Medicare, Social Security
TRICARE, Veterans Administration
United Health Care

Appendix E: Other Sources of Transportation

Southeast

Arizona

AAAA	Family member	Family member
Ambulance	Family member	Family member
Bicycle	Family member	Family member
Center for Aging	Family member	Health Bus
Center of Aging	Family member	Horse
Community	Family member	my children
Disabled American Veterans	Family member	My health care taxi
Van	Family member	Nogales Public Works for
Douglas Rides	Family member	Seniors & Handicap (Great
Douglas Rides	Family member	Service)
Evercare Transportation thru	Family member	Nogales Rides
United Health	Family member	Nogales Rides
Family member	Family member	None
Family member	Family member	Paid help
Family member	Family member	Patagonia Senior Citizens
Family member	Family member	Van Prog
Family member	Family member	SCP Inc
Family member	Family member	SEACAP
Family member	Family member	Senior Citizen Van
Family member	Family member	Senior Van
Family member	Family member	Senior Van
Family member	Family member	taxe AHCCCS
Family member	Family member	Transportacion
Family member	Family member	Transportacion
Family member	Family member	Transportacion citas-
Family member	Family member	Medicas-a Tucson y Alguas
Family member	Family member	Veces a la Clinica Meriposa
Family member	Family member	United Health Care
Family member	Family member	Van
Family member	Family member	Van
Family member	Family member	Van in Duncan
Family member	Family member	Van Transportation
Family member	Family member	ViCAP
Family member	Family member	VICAP
Family member	Family member	Walk
Family member	Family member	Walk
Family member	Family member	Walk
Family member	Family member	Walk to Food City
Family member	Family member	Whatever I can get
Family member	Family member	

Cochise County

AAA	Family member	Family member
Ambulance	Family member	Family member
Disabled American Veterans Van	Family member	Family member
Douglas Rides	Family member	Family member
Douglas Rides	Family member	Family member
Family member	Family member	My health care taxi
Family member	Family member	United Health Care
Family member	Family member	ViCAP
Family member	Family member	ViCAP
Family member	Family member	Walk
Family member	Family member	Walk

Graham County

Family member
Paid help
SEACAP
Whatever I can get

Greenlee County

Bicycle
Family member
Health Bus
Van in Duncan
Walk

Santa Cruz County

County Health Dept
Guardian
Internet
Medicare
Nurse, providers
Phone calls, pamphlets
Social Security Office
Veterans Administration

US ECONOMIC RESEARCH

Economic, Business and Public Policy Research and Consulting

US ECONOMIC RESEARCH
P.O. Box 1574
Tombstone, Arizona 85638-1574
(520) 508-7731
www.USEconomicResearch.com
Robert@USEconomicResearch.com

Appendix E4 - Service Utilization SFY 2016-17

Total Average Clients served a month	
HSK-HCB	424.88
PRC-HCB	138.75
RSP-HCB	16.00
HDM-HCB	355.75
CNG-HCB	452.63
CMG-HCB	553.38
CMG-FCS/CM5	41.63
OTR-FCS	147.50
CGT-FCS	1.88
NRH-HCB	11.25
TSP-HCB	9016.88

														Feb	8
SERVICE	HSK-HCB	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
Accent Care SC		18	17	17	18	18	17	15	14	0	0	0	0	134.00	16.75
Accent Care Graham		13	14	13	13	13	12	13	12	0	0	0	0	103.00	12.88
Accent Care GL		8	9	9	8	8	8	7	6	0	0	0	0	63.00	7.88
Accent Care Cochise		174	168	155	154	148	136	140	135	0	0	0	0	1210.00	151.25
AZ Consumer Direct		22	22	0	23	0	0	22	21	0	21	20	20	171.00	21.38
GCHD		49	51	49	49	51	48	51	52	0	0	0	0	400.00	50.00
Lutheran SC		21	22	21	21	20	20	20	20	0	0	0	0	165.00	20.63
Lutheran COCHISE		55	53	53	52	52	49	50	51	0	0	0	0	415.00	51.88
SEACUS		80	77	86	85	85	79	82	87	0	0	0	0	661.00	82.63
														3322.00	415.25

SERVICE	HSK-HCB-LOT	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
Accent Care CO		4	6	5	8	8	7	7	7	0	0	0	0	52.00	6.50
GCHD		0	1	0	1	1	1	0	0	0	0	0	0	4.00	0.50
Lutheran CO		1	1	1	1	1	1	1	1	0	0	0	0	8.00	1.00
SEACUS		0	1	1	1	0	0	1	1	0	0	0	0	5.00	0.63
														69.00	8.63

SERVICE	HSK-HCB-DP7 - SPP	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
Accent Care CO		0	0	0	0	2	2	2	2	0	0	0	0	8.00	1.00
														8.00	1.00

SERVICE	PRC-HCB	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
Accent Care	SC	7	7	7	7	6	6	6	6	0	0	0	0	52.00	6.50
Accent Care	Graham	2	2	2	2	2	2	1	6	0	0	0	0	19.00	2.38
Accent Care	GL	2	2	2	1	1	1	1	1	0	0	0	0	11.00	1.38
Accent Care	Cochise	65	59	56	53	50	48	45	44	0	0	0	0	420.00	52.50
AZ Consumer Direct		9	9	0	9	0	0	9	9	0	0	9	9	63.00	7.88
GCHD		26	26	24	25	25	23	24	26	0	0	0	0	199.00	24.88
Lutheran	SC	7	8	8	8	7	7	7	7	0	0	0	0	59.00	7.38
Lutheran	COCHISE	17	17	17	17	16	15	14	15	0	0	0	0	128.00	16.00
SEACUS		22	21	21	19	20	0	22	25	0	0	0	0	150.00	18.75
														1101.00	137.63

SERVICE	PRC-HCB-LOT	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
Accent Care	CO	1	1	0	1	1	1	1	1	0	0	0	0	7.00	0.88
GCHD		0	0	0	1	1	0	0	0	0	0	0	0	2.00	0.25
														9.00	1.13

SERVICE	RSP-HCB	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
Accent Care	SC	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Accent Care	Graham	1	1	1	0	0	0	0	1	0	0	0	0	4.00	0.50
Accent Care	Cochise	7	7	8	5	3	6	3	3	0	0	0	0	42.00	5.25
AZ Consumer Direct		0	0	0	0	0	0	0	0	0	1	1	1	3.00	0.38
GCHD		1	1	1	1	1	1	1	1	0	0	0	0	8.00	1.00
Lutheran	SC	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Lutheran	COCHISE	3	3	3	3	3	3	3	3	0	0	0	0	24.00	3.00
SEACUS		4	4	6	6	5	5	6	6	0	0	0	0	42.00	5.25
														123.00	15.38

SERVICE	RSP -HCB-LOT	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
	Accent Care CO	0	0	0	1	1	1	0	0	0	0	0	0	3.00	0.38
	GCHD	0	1	1	0	0	0	0	0	0	0	0	0	2.00	0.25
														5.00	0.63

SERVICE	HDM-HCB	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
	CCS	109	108	102	100	83	91	84	85	0	0	0	0	762.00	95.25
	Douglas ARC	135	142	115	113	112	112	123	124	0	0	0	0	976.00	122.00
	Mom's Meals	40	48	46	48	38	41	55	59	0	0	0	0	375.00	46.88
	SEACUS	30	104	104	96	96	92	89	76	0	0	0	0	687.00	85.88
														2800.00	350.00

SERVICE	HDM-HCB-LOT	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
	CCS	0	0	0	4	3	3	3	3	0	0	0	0	16.00	2.00
	Mom's Meals	0	0	0	0	1	1	5	7	0	0	0	0	14.00	1.75
	SEACUS	0	0	0	1	1	3	4	7	0	0	0	0	16.00	2.00
														46.00	5.75

SERVICE	CNG-HCB	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
	CCS	20	24	17	6	20	22	22	18	0	0	0	0	149.00	18.63
	Douglas ARC	47	39	39	41	41	37	39	39	0	0	0	0	322.00	40.25
	Senior Citizens of Patagonia	78	82	81	85	102	98	96	100	0	0	0	0	722.00	90.25
	Santa Cruz Council on Aging	157	168	153	0	166	165	0	167	0	0	0	0	976.00	122.00
	SEACUS	76	90	95	98	0	0	68	69	0	0	0	0	496.00	62.00
	City Tombstone	121	115	114	110	120	125	123	128	0	0	0	0	956.00	119.50
														3621.00	452.63

SERVICE	CMG-HCB	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
CHSS		387	392	0	390	387	391	390	385	0	0	0	0	2722.00	340.25
GCHD		68	72	54	52	49	53	61	58	0	0	0	0	467.00	58.38
SCCPF		88	85	94	94	87	90	87	88	0	0	0	0	713.00	89.13
SEACUS		56	53	75	55	64	69	84	69	0	0	0	0	525.00	65.63
														4427.00	553.38

SERVICE	CMG-FCS-CM5	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
CHSS		50	51	0	48	49	48	45	42	0	0	0	0	333.00	41.63
GCHD		0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
SCCPF		0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
SEACUS		0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
														333.00	41.63

SERVICE	OTR-FCS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
CHSS		295	299	0	295	0	0	291	0	0	0	0	0	1180.00	147.50
GCHD		0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
SCCPF		0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
SEACUS		0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
														1180.00	147.50

SERVICE	CGT-FCS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total client YTD	AVG # served per month
CHSS		6	0	0	4	0	0	5	0	0	0	0	0	15.00	1.88
GCHD		0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
SCCPF		0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
SEACUS		0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
														15.00	1.88

SERVICE	NRH-HCB												Total client YTD	AVG # served per month
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
GCHD	11	12	12	11	11	10	11	12	0	0	0	0	90.00	11.25
													90.00	11.25

SERVICE	TSP-HCB												Total client YTD	AVG # served per month
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
SEACAP - Graham	298	310	268	214	153	118	0	150	0	0	0	0	1511.00	188.88
SEACAP - Clifton	138	65	48	107	107	148	175	228	0	0	0	0	1016.00	127.00
SEACAP - Duncan	59	157	186	129	156	127	142	176	0	0	0	0	1132.00	141.50
BENSON	1214	1261	1156	1154	782	881	835	983	0	0	0	0	8266.00	1033.25
BISBEE	3050	3012	2751	2987	2847	2900	2788	2824	0	0	0	0	23159.00	2894.88
DOUGLAS	3948	4927	5123	5322	4914	4043	4328	4446	0	0	0	0	37051.00	4631.38
													72135.00	9016.88

Demographics Analysis Report

Selected Parameters			
From	07/01/2016	To	02/28/2017
Region/Contractor:	SOUTHEASTERN AZ GOVERNMENTS		<input checked="" type="checkbox"/> Received more than 0 units
Provider:	All	Service Name:	Case Management
Service Location :	All	Program:	All
Route:	All	Service Detail:	All
		Enrollment	Enrolled and Disenrolled
		Client:	All

Total Unduplicated Clients: 114 (100.0%) | Clients With No Demographics Data: 0 (0.0%)

Age Groups (age as of the last day of the state fiscal		
less 25	0	0 %
25 to 34	0	0 %
35 to 44	3	3 %
45 to 54	8	7 %
55 to 59	7	6 %
60 to 64	9	8 %
65 to 69	5	4 %
70 to 74	15	13 %
75 to 79	18	16 %
80 to 84	18	16 %
85+	29	25 %
Missing	2	2 %
Declined to State	0	0 %
Race		
American Indian or Alaskan Native	1	1 %
Asian	1	1 %
Black/African American	1	1 %
Native Hawaiian or other Pacific Islander	0	0 %
Other	0	0 %
Unknown	1	1 %
White - Hispanic	47	41 %
White - Non-Hispanic	54	47 %
White	0	0 %
Race Missing	9	8 %
Declined to State	0	0 %
Ethnicity		
Hispanic or Latino	48	42 %
Not Hispanic or Latino	57	50 %
Missing	9	8 %
Declined to State	0	0 %
Unknown	0	0 %

Demographics Analysis Report

Static text

Selected Parameters

From 07/01/2016 To 02/28/2017

Region/Contractor: SOUTHEASTERN AZ GOVERNMENTS

Provider: All

Service Location : All

Route: All

Received more than 0 units

Service Name: Case Management

Program: All

Service Detail: All

Enrollment Enrolled and Disenrolled

Client: All

Total Unduplicated Clients: 114 (100.0%) | Clients With No Demographics Data: 0 (0.0%)

Urban/Rural

Rural	92	81 %
Urban	19	17 %
Missing	3	3 %
Declined to State	0	0 %

Gender

Male	39	34 %
Female	72	63 %
Declined to State	0	0 %
Unknown	3	3 %

Language

American Indian (w/ Eng.)	0	0 %
American Indian (w/o Eng.)	0	0 %
Declined to state	0	0 %
English	56	49 %
Other, specify	0	0 %
Spanish (w/ Eng.)	18	16 %
Spanish (w/o Eng.)	19	17 %
Unknown	21	18 %

Household Composition (Lives Alone)

Declined to state	1	1 %
Institutionalized	1	1 %
Lives Alone	46	40 %
Other	2	2 %
With Domestic Partner	3	3 %
With Non-Relative(s)	5	4 %
With Other Relative(s)	8	7 %
With Parent(s)	3	3 %
With Spouse	13	11 %
Missing	32	28 %

Demographics Analysis Report

Static text

Selected Parameters			
From	07/01/2016	To	02/28/2017
Region/Contractor:	SOUTHEASTERN AZ GOVERNMENTS		<input checked="" type="checkbox"/> Received more than 0 units
Provider:	All	Service Name:	Case Management
Service Location :	All	Program:	All
Route:	All	Service Detail:	All
		Enrollment	Enrolled and Disenrolled
		Client:	All

Total Unduplicated Clients: 114 (100.0%) | Clients With No Demographics Data: 0 (0.0%)

At or below 100% FPL *					
Declined to state income				3	3 %
No				28	25 %
Yes				35	31 %
Missing				48	42 %
Clients with Minimal w/ Qualifier, Moderate, or Maximum Assist by Number of ADL/IADL Categories (Threshold: Moderate or Higher w/ Qualifier)					
0 ADL's	17	15 %	0 IADL's	54	47 %
1 ADL's	17	15 %	1 IADL's	0	0 %
2 ADL's	10	9 %	2 IADL's	0	0 %
3 ADL's	25	22 %	3 IADL's	3	3 %
4 ADL's	29	25 %	4 IADL's	12	11 %
5 ADL's	28	25 %	5 IADL's	15	13 %
6 ADL's	15	13 %	6 IADL's	9	8 %
			7 IADL's	4	4 %
			8 IADL's	7	6 %
Missing	10	9 %	Missing	10	9 %
Nutrition Risk Level					
High				25	22 %
Mild				2	2 %
Moderate				21	18 %
None				1	1 %
Missing				63	55 %

Appendix F1 - State Funding Formula Based on 2010 Census

ALLOCATION OF STATE APPROPRIATIONS FOR SFY 2017-18

COUNTY	TOTAL OVER 60 POPULATION 2010 CENSUS	FORMULA BY PERCENT OVER 60	INDEPENDENT LIVING SUPPORTS (ILS) ALLOCATION BY		STATE RESPITE ALLOCATION BY FORMULA	TOTAL STATE ALLOCATIONS	CHANGE IN STATE ALLOCATIONS PER NEW FORMULA
			BASE	FORMULA			
COCHISE	29,310	65.60%	\$90,000	\$10,747	\$12,876	\$113,623	\$3,233
GRAHAM	5,384	12.05%	\$90,000	\$1,974	\$2,365	\$94,339	\$594
GREENLEE	1,356	3.04%	\$90,000	\$498	\$597	\$91,095	\$150
SANTA CRUZ	8,629	19.31%	\$90,000	\$3,163	\$3,790	\$96,953	\$951
AAA TOTAL	44,679	100.00%	\$360,000	\$16,382	\$19,628	\$396,010	\$4,928

Appendix F2 - OOA Funding Formula Based on 2010 Census

SEAGO OLDER AMERICANS ACT FORMULA BASED ON 2010 CENSUS AND ACS

COUNTY	NON-MINORITY ELDERS AGED 60 OR OLDER						MINORITY ELDERS AGED 60 OR OLDER						SUM OF WEIGHTED TOTALS	FORMULA BY PERCENT
	ABOVE POVERTY	W1	WEIGHTED TOTAL	BELOW POVERTY	W3	WEIGHTED TOTAL	ABOVE POVERTY	W2	WEIGHTED TOTAL	BELOW POVERTY	W4	WEIGHTED TOTAL		
COCHISE	20,559	1.00	20,559	1,685	1.75	2,949	5,405	1.10	5,946	1,661	3.00	4,983	34,436	64.34%
GRAHAM	3,680	1.00	3,680	318	1.75	557	1,190	1.10	1,309	196	3.00	588	6,134	11.46%
GREENLEE	682	1.00	682	75	1.75	131	527	1.10	580	72	3.00	216	1,609	3.01%
SANTA CRUZ	3,167	1.00	3,167	304	1.75	532	4,121	1.10	4,533	1,037	3.00	3,111	11,343	21.19%
AAA TOTAL	28,088	1.00	28,088	2,382	1.75	4,169	11,243	1.10	12,367	2,966	3	8898.00	53,522	100.00%

Appendix G: Comments from Advisory Council on Aging

1/19/2017

The Council reviewed the Draft Area Plan page by page. Several members of the Council had questions regarding the statistics being old and stated they believe the numbers are low. They were advised that the numbers were from the most recent census taken in 2010. Members offered to go to their local health departments to assist with providing more current statistics. The Council is concerned that the older statistics would decrease the amount of money available to the different areas that AAA serves. ACOA was assured that using the 2010 Census numbers do not affect the funding AAA receives.

The council had questions about the Carlos Apache Nation and the inter-tribal council. They wanted to know if people on the reservation receive our services and how those numbers affect our funding and statistics. The Council also inquired as to if the Apache nation can provide non-Indians with services. Research will be done and they will be informed of the findings on the upcoming meeting.

The Council reviewed the goals and objectives portion of the AAA area plan. The council inquired about strengthening the utilization and partnership with adult protective services. Council expressed concerns about lack of responsiveness from APS and older citizens. Staff will work in getting someone from APS come and present at the upcoming ACOA meeting

ACOA went over the Key Changes to Service Delivery section of the Area Plan and highlighted the changes AAA will be working on in the future. Key points of the COB for the current year were touched on and the timeline for completion of the Area plan was also shared with the Council. The Council had no questions on these sections of the plan.

4/20/2017

The ACOA reviewed the final draft of the Area Plan which now included all of the attachments required by DES-DAAS. When bringing the FCSP Caregiver Case Manager in House was discussed, there were no objections. Instead, one member of the ACOA council stated that he has been volunteering for other organizations and felt that FCSP information is not getting out. He expressed a desire for this individual to reach out to other agencies or programs in the communities and inform them of what is available. The AAA Program Manager stated that this is why the SEAGO-AAA wants to implement this change and believes that the change will improve outreach and information on the program.

The Program Development scope of work was discussed. The Program Manager explained that back in 2015 at SEAGO's Strategic Planning retreat, participants considered the possibility of merging two federally designated human services agencies under one administration. The possibility was again brought up at the most recent retreat in 2017 and participants proposed to investigate funding options for conducting a feasibility study that would evaluate the consolidation of human services administration at SEAGO and SEACAP. The Council did not object to this possibility. It was explained that the SEAGO-AAA has case managers who enter people's homes to make assessments and so does SEACAP and merging the two organizations would eliminate duplication of this service. Some members of the council commented that they have never seen a case manager from SEACAP perform an in-home assessment but rather have the client come to their office when sometimes it is an impediment for them to do so. They are interested to see how that turns out. The Council voted unanimously to accept the Area Plan as is.



**SouthEastern Arizona Governments Organization
Area Agency on Aging, Region VI**

PRESS RELEASE

FOR IMMEDIATE RELEASE

Contact Laura Villa at SEAGO, 520 432-2528 ext 208

PUBLIC HEARING SCHEDULED ON AREA PLAN ON AGING

The SEAGO Area Agency on Aging is in the process of developing a four year Area Plan on Aging for fiscal years 2018-2021. The new Area Plan will go into effect on **July 1, 2018**. The Area Plan serves as the planning document which identifies priority needs, goals, objectives, funding and advocacy efforts that will be undertaken by the Region 6 Area Agency on Aging and our provider network in developing, implementing and building collaborations and programs for seniors in Cochise, Graham, Greenlee, and Santa Cruz Counties for the next four years. The Area Plan describes the manner in which the Area Agency on Aging plans to utilize state and federal funds, and how it will carry out its administrative responsibilities. 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 Region 6 as required under the Older Americans Act.

A public hearing has been scheduled for:

March 1, 2017 10:00 A.M. at S.V Police dept. 911 Coronado Dr. Sierra Vista, AZ 85635
March 8, 2017 10:00 A.M. at Casitas de Santa Cruz 1769 W Target Range Rd. Nogales, AZ 85621
March 15, 2017 10:00 A.M. at Clifton Public Library, 588 Turner Ave, Clifton AZ 85533
March 22, 2017 10:00 A.M. at Graham County General Services Bldg., 921 W Thatcher Blvd. Safford AZ 85546

The SEAGO Area Agency on Aging Administration, Board of Directors and Advisory Council realizes that the economic decline and system changes occurring daily on national, state, and local levels will have a serious impact on the current service delivery system and funding for senior programs. Therefore we request that seniors, service providers, families, caregivers, and all interested in senior issues attend and provide input to make the plan a comprehensive one that addresses real needs. To access the draft area plan click here www.seago.org

For more information, please contact Laura Villa at 520-432-2528, ext 208.

300 Collins Road, Bisbee, Arizona 85603

FAX (520) 432-9168

Public Hearing Comments

Cochise- Sierra Vista Police Department 3/1/2017

Participants: 8

Discussed with participants the top three needs in Cochise County and they were not surprised to hear the result. With 37.4%, affordable dental care was the highest need in Cochise County. A resident and professional who provides assistance to the elderly and disabled shared that living in a border town many people opt for crossing into Mexico because dental work is much cheaper than in the U.S. However other people in the group commented on the issues with transportation to and from and those needing companionship would cause a struggle for them crossing the border.

Santa Cruz- Casitas de Santa Cruz Nogales 3/8/2017

Participants: 32

This presentation was performed in Spanish since most of the attendees were residents of the housing complex, although there were also participants from Department of Economic Security (ADES), Santa Cruz Council on Aging (SCCOA), residents and manager from the Bowman Senior Housing Complex, and a case manager from Santa Cruz County Public Fiduciary who did not mind that it be that way since they are bilingual. The entire Needs Assessment was reviewed and participants were glad that the county did so well in getting these out in the community and people participated in filling them out. They were not surprised that dental continues to be a huge need. It was shared that because Nogales is a border town many opt to cross to Nogales, Sonora, Mexico for their dental care which is far cheaper than using available services in Arizona. I was asked if the new Administration would have a greater impact in (reduced funding) the services that we receive as that is very concerning to them. They would like to see more units of service with what is currently being offered at the moment but are grateful to have at least what is available.

Greenlee- Clifton Public Library 3/15/2017

Participants: 4

Discussed with participants the top three needs in Greenlee County and they were not surprised to hear the results. Local participants who attended were a member of the Advisory Council on Aging and a community resident interested in knowing more about what SEAGO AAA does. No comments in particular were discussed regarding the results, however some were surprised that there was not a larger crowd.

Graham- Graham county General Services Building 3/22/2017

Participants: 15

Needs Assessment as well as the draft Area Plan were discussed with an audience of mostly professionals who attended the meeting. Good referrals were made to AAA of community leaders who would be willing to partner with us to provide assistance in A Matter of Balance, start of the Aging Mastery program as well as funding for these. Some of these participants were surprised that transportation was not the highest priority. When touching on the area plan, the transition between SEACAP and Easter Seals Blake Foundation was brought up for TSP. It was suggested that AAA provide more education via webinars in order to reach out those individuals who are not able to assist in person and these will be considered in the future. No discussion was made regarding the allocation of funds specifically.