

Annual Report 2019



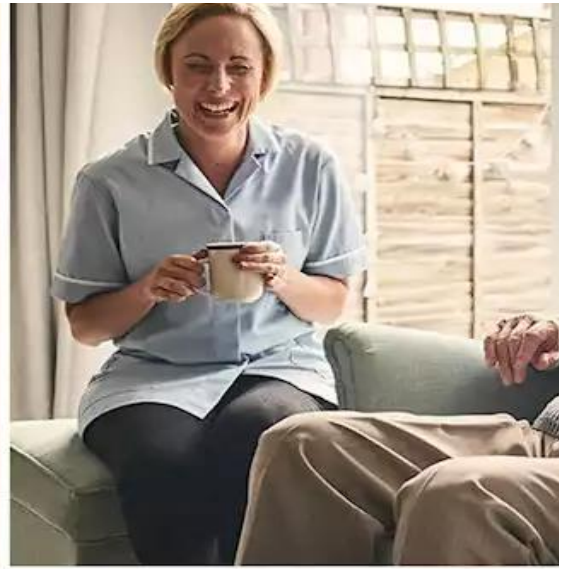
**Southeastern Arizona Governments
Organization
Area Agency on Aging**



This program was funded through a Contract with the Arizona Department of Economic Security. "Under Titles VI and VII of the Civil Rights Act of 1964(Title VI and Title VII) and the Americans Disabilities Act of 1990(ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, SEAGO Area Agency on Aging prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex national origin, age, and disability. The SEAGO Area Agency on Aging must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, the SEAGO Area Agency on Aging must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the SEAGO Area Agency on Aging will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in an alternative format or for further information about this policy please contact: SEAGO Area Agency on Aging at 520-432-2528." Para obtener este documento en otro formato u obtener informacion adicional sobre esta politica, SEAGO Area Agency on Aging 520-432-2528. This program was funded through a Contract with the Arizona Department of Economic Security.

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From the Director, Laura Villa:

We miss you Cindy Donahue!

SFY 19 brought tears to our eyes when our Long Term Care Ombudsman volunteer Cindy left this world to be in a better place. She left us with memories that will never fade away, her smile, laughter and most importantly her way of perceiving volunteerism. She will remain in our hearts forever. Cindy dedicated over 10 years to the SEAGO-AAA LTC program; she visited LTC facilities on a monthly basis and was always available to step in when needed. Cindy taught us that with dedication and a smile everything is possible, and this helps us day to day as we follow our path to success.

The Real Emergency and Disaster Innovative Meals-READI Meals Program evolved from a desire to address the lack of emergency nutritional response policies throughout our region. Our Health and Nutrition Program Coordinator invested much time, research and effort to bring this concept to life. DES-DAAS helped support our vision through the first stage of the program's implementation. Harvest Right freeze driers were purchased, assembled and put to the test. Boxes of fresh produce were donated to AAA by Borderland Foodbank, in Santa Cruz County. AAA staff tested the machine by freeze-drying fruits and vegetables, which in most cases, in a time of dire need will provide safe, nutritious food that will be exactly as the name implies; ready.

In mid-2019, SEAGO-AAA invested time and effort to apply for a federal grant through the Administration of Community Living (ACL). When this grant was not obtained DES-DAAS allowed us to use carryover funds in order to move into the second phase of the READI Meals project.

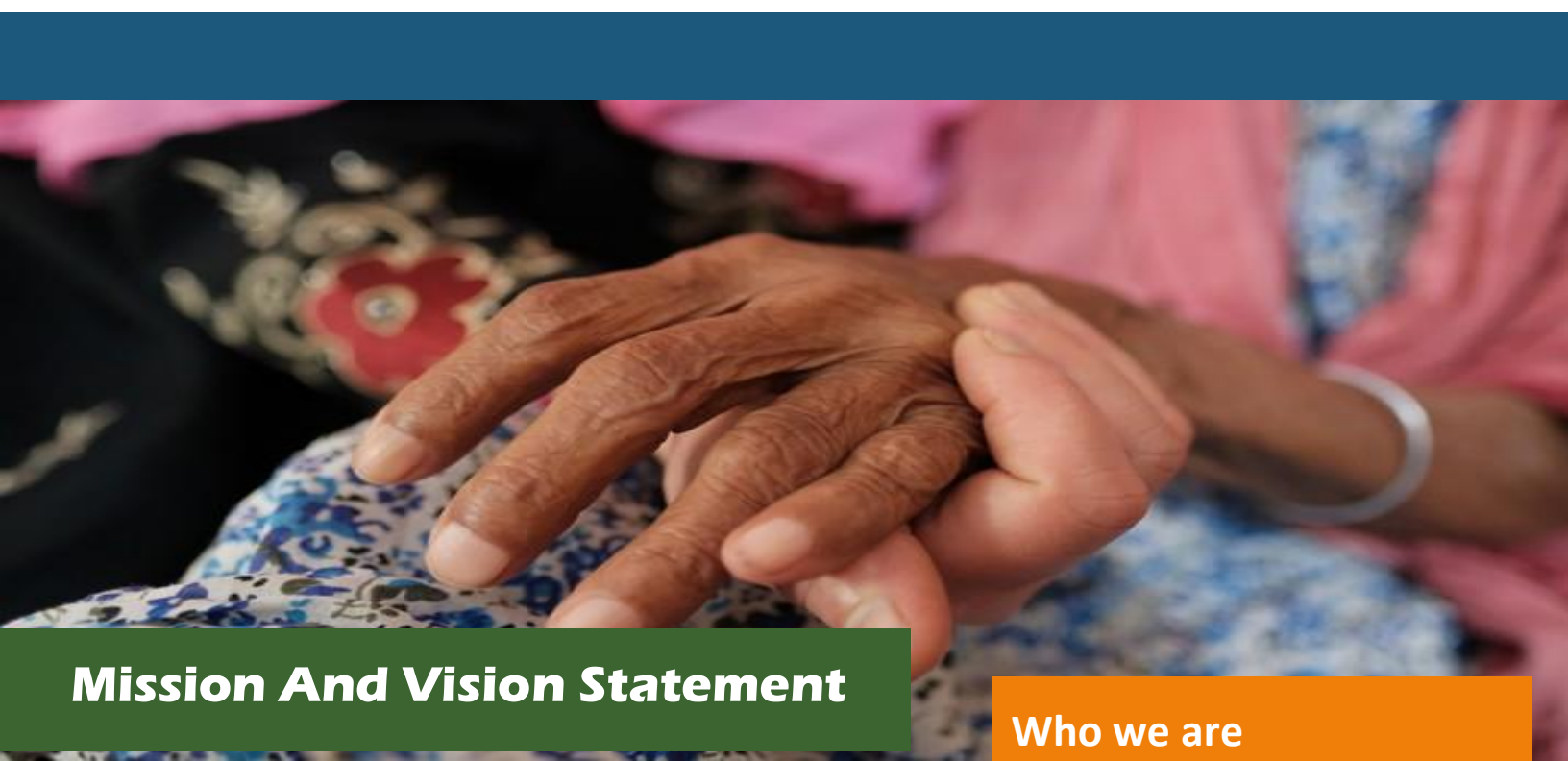
With positive results in Cochise and Eastern Santa Cruz counties, The End of Life, Thoughtful Life Conversations program reached out to the David and Lura Lovell Foundation, who granted SEAGO-AAA with \$141,950 over two years. These funds allow us to continue our instructional and informative efforts in Cochise County and expand to Graham, Greenlee and Santa Cruz counties. The TLC program continues to grow in Cochise County, thanks to the hard work and dedication of Ronnie Squyres, the program director, and her team of passionate volunteers. Together they are increasing the number of TLC interest and workshops daily. Although the current national health crisis has temporarily curtailed our ability to physically provide information and instruction, AAA is utilizing multiple virtual platforms to keep the chain of distribution viable. In observance of National Healthcare Decisions Day in April 2019, AAA hosted a workshop in Sierra Vista for over 70 attendees and valuable presenters, which was very well received. In SFY19, Graham County came on board as a provider, via a subcontract made with Southeastern Arizona Community Unique Services (SEACUS) who oversees Graham and Greenlee counties.

Through increased advocacy and additional funds granted to our region, SEAGO-AAA was able to increase the units of service overall as well as to provide emergency help for those who are in greater need. During the end of SFY19 Case Management alongside with Home and Community Based service providers worked diligently to remove people from the waiting list as well as switch those who had higher qualifications for attendant care services. This is particularly important since housekeeping services will be eliminated in the new fiscal year, thereby allowing us to serve those who are in greater need and potentially increase their units of service in the future.

In essence, the SEAGO AAA seems like your ordinary service and resource provider. However, the SEAGO Area Agency on Aging is more than what we do; it is who we are. Our team of six whole-hearted women who care about our region provide continuous support and dedication to our clients through all the services that we provide. Without their teamwork and passion for serving, our organization would not flourish and our efforts would not be as successful. To them and to our supporters, I'd like to extend a warm, heartfelt thank you.



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Mission And Vision Statement

MISSION:

SEAGO Area Agency on Aging's mission is to provide services that empower individual choice, independence and dignity for our aging & disabled population and their caregivers.

VISION:

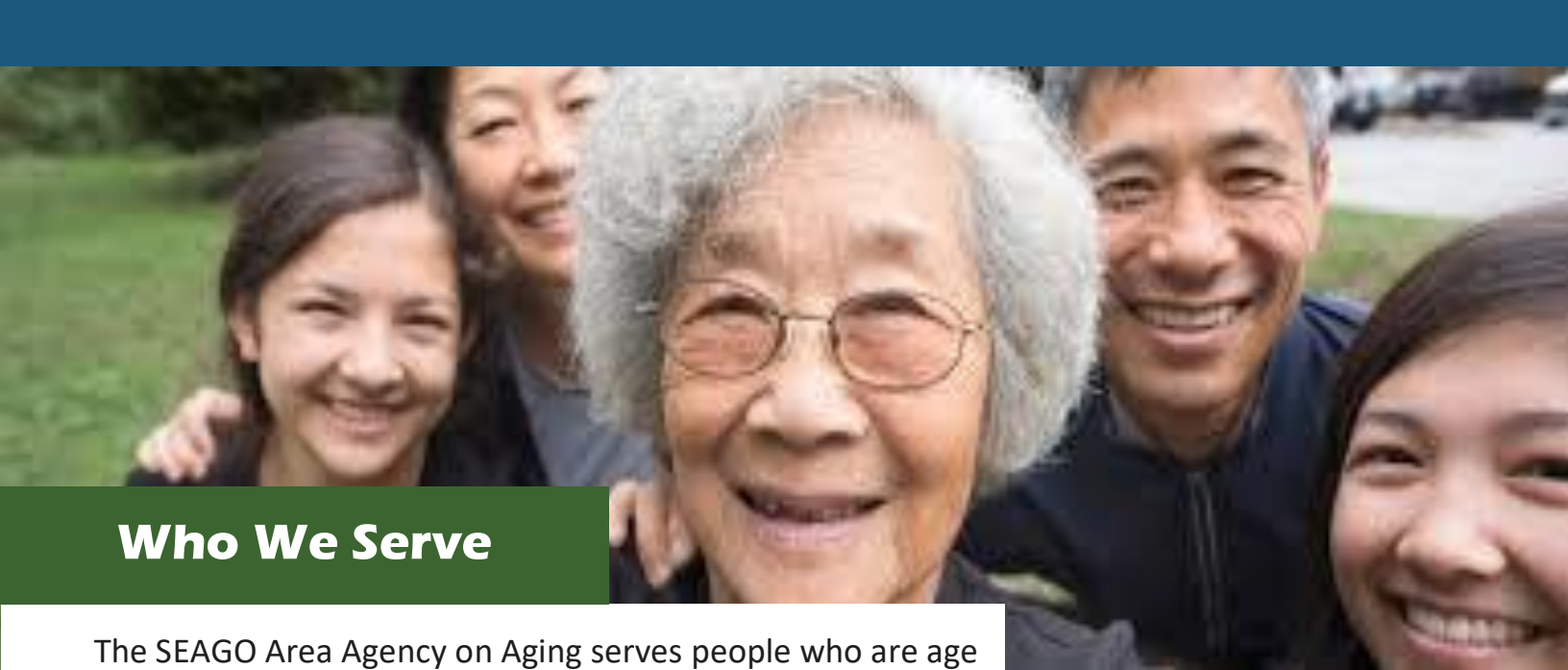
SEAGO AAA's vision is to create age-friendly communities in Southeastern Arizona that encourage and support individuals to live with dignity and choice



Who we are

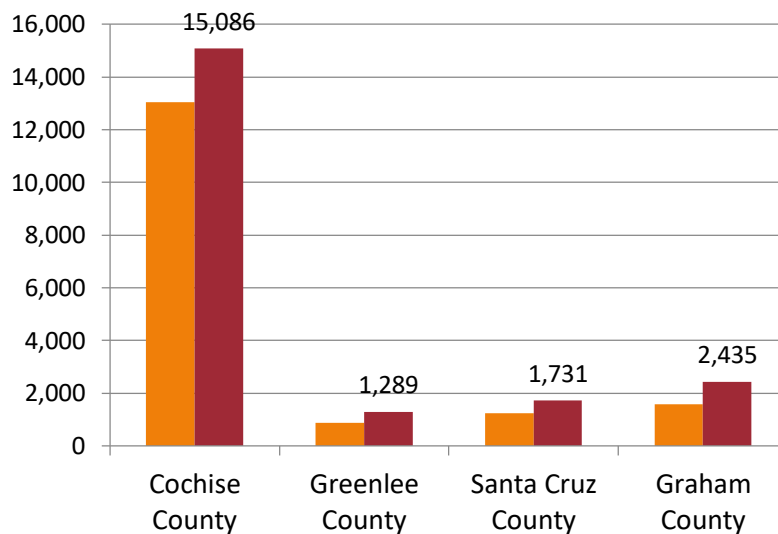
Area Agencies on Aging (AAA) were established through the older Americans Act amendments of 1973 in order to provide a local structure for addressing the needs and concerns of older persons. Nationwide there are 622 Area Agencies on Aging, 57 State Units on Aging and innumerable local service providers which together with the federal Administration on Aging constitute the National Aging Network.





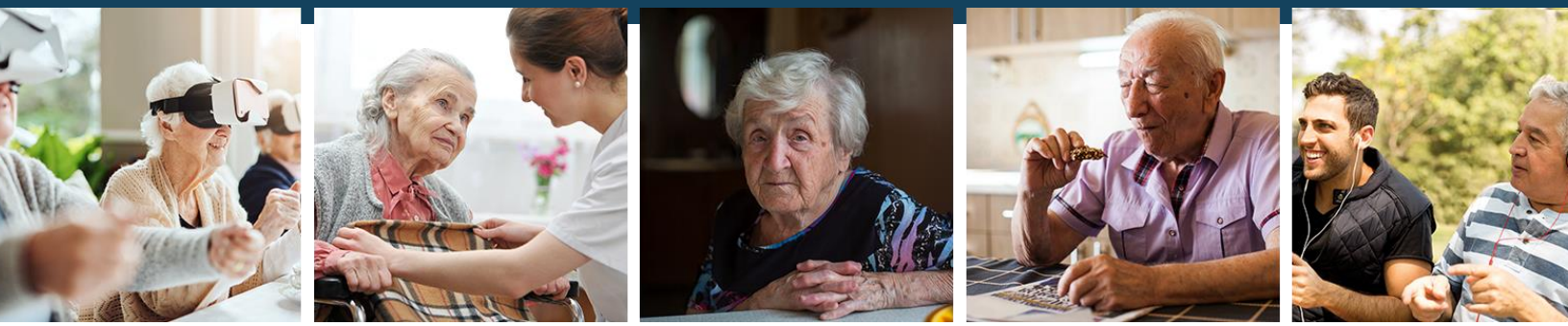
Who We Serve

The SEAGO Area Agency on Aging serves people who are age 60 and over and/or their family caregivers, and disabled adults in Cochise, Graham, Greenlee, and Santa Cruz Counties in Southeastern Arizona by providing information and assistance in accessing services that will help older adults stay in their own homes and communities. The goal of an Area Agency on Aging is to enable older people to maintain maximum independence and dignity in the least restrictive environment. The amount of assistance that is provided is dependent upon the needs of the older adult. These services can be short-term (such as getting signed up for a prescription drug program) or long-term (such as someone who is frail or who has a chronic health condition receiving ongoing monitoring and support from a Case Manager) and anywhere in between. Examples of community-based services include: congregate and home delivered meals, caregiver support, case management, attendant care and help with benefit questions.



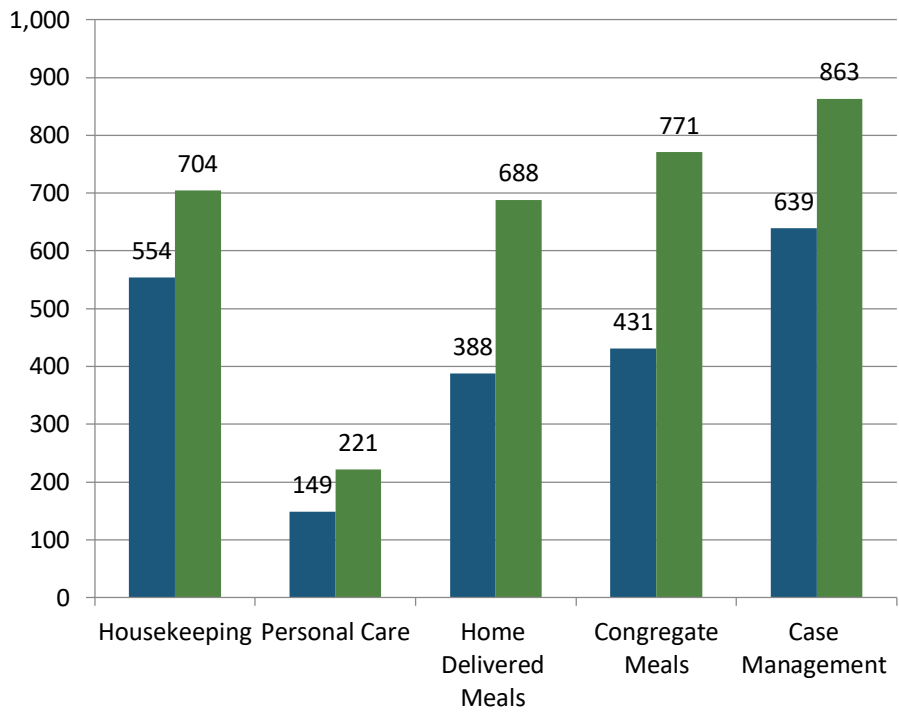
Clients Served In SEAGO-AAA Four County Region

- Clients 17-18
- Clients 18-19



SERVICE	UNITS/HOURS 17-18	UNITS/HOURS 18-19	CLIENTS SERVED 17- 18	CLIENTS SERVED 18-19
<i>Home and Community based services</i>				
Housekeeping	22,299	25,264	554	704
Personal Care	10,162	11,490	149	221
Home Delivered Meals	83,625	93,984	388	688
Congregate Meals	44,080	46,240	431	771
Case Management	11,493	9,642	639	863
Visiting Nurse	238	103	10	11
Legal Services	327	0	170	0
Transportation	110,710	99,303	9,098	9,172
<i>Family Caregiver Support Program</i>				
Respite	3,015	3,471	24	42
Caregiver training	7	12	98	197
<i>State Health Insurance Program-Senior Medicare Patrol</i>				
Medicare Counseling	1,632	1,067	1129	1,136
Scam Jams/ Medicare Workshops	27	17	617	1,778
<i>Long Term Care Ombudsman Program</i>				
Closed Case Complaints	1685	1633	1464	1269
<i>Health and Nutrition</i>				
A Matter of Balance	21	12	56	18
Aging Mastery Program	1	1	10	14
Tai Chi for Arthritis	0	108	0	125
<i>Information and Referral(collected data as on June 2019)</i>				
Calls/Walk-ins	310	1,240	719	310
Total	575,614	582,597	29,015	33,250

SEAGO Area Agency on Aging receives designated federal funding through the Older Americans Act, state funding through Arizona Department of Aging Services and local organizations to directly provide these services within each county.



Client Service Hours Served In SEAGO-AAA Four County Region

■ CLIENTS SERVED 17-18
 ■ CLIENTS SERVED 18-19

- SFY 2019 Service Providers**
- Accent Care**
 - Arizona Consumer Direct**
 - City of Benson**
 - City of Bisbee**
 - City of Douglas**
 - City of Tombstone**
 - Catholic Community Services**
 - Cochise Health and Social Services**
 - Douglas ARC**
 - Easter Seals Blake Foundation**
 - Greenlee County Health Department**
 - Lutheran Social Services**
 - Moms Meals**
 - Southern Arizona Legal Aid**
 - Santa Cruz Council on Aging**
 - Senior Citizens of Patagonia**
 - Santa Cruz Public Fiduciary**
 - South Eastern Arizona Community Unique Services**
 - Volunteer Interfaith Caregiver Program**



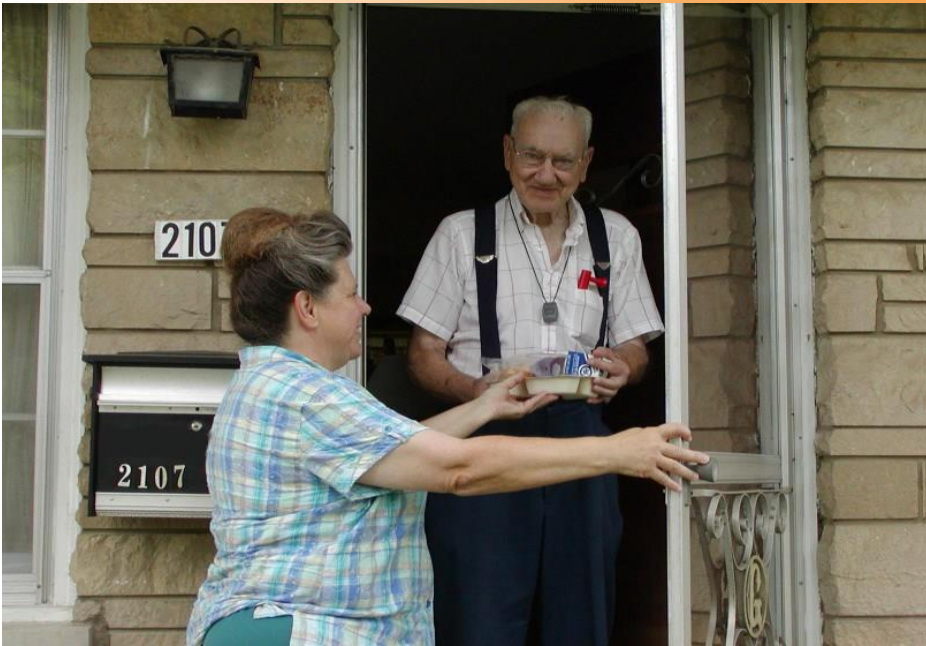
SERVICE	UNITS/HOURS 17-18	UNITS/HOURS 18-19	CLIENTS SERVED 17-18	CLIENTS SERVED 18- 19
<i>Home and Community based services</i>				
Housekeeping	11,018	14,560	353	491.17
Personal Care	3,613	4,791	78	151.67
Home Delivered Meals	52,138	59,546	254	410.52
Congregate Meals	16,236	17,645	144	449
Case Management	7,384	6,606	421	675.58
Visiting Nurse	0	0	0	0
Legal Services	0	0	0	0
Transportation	100,321	87,751	8150	8242.44
<i>Family Caregiver Support Program</i>				
Respite	1,752	2,521	12	29
Caregiver training	3	6	26	76
<i>State Health Insurance Program-Senior Medicare Patrol</i>				
Medicare Counseling	1,150	479	727	487
Scam Jams/ Medicare Workshops	20	12	383	1055
<i>Long Term Care Ombudsman Program</i>				
Closed Case Complaints	965	913	891	829
<i>Health and Nutrition</i>				
A Matter of Balance	10	12	18	18
Aging Mastery Program	1	1	10	14
Tai Chi for Arthritis	0	48	0	12
<i>Information and Referral(collected data as on June 2019)</i>				
Calls/Walk-ins	0		0	
Total	196,616	197,045	13,048	15,086



Cochise County

has a population of 126,770 people. 22.3% of the Population is age 65 or over. The County covers 6,219 square miles.





Greenlee County

has a population of 9,483 people. 13.2% of the Population is age 65 or over. The County covers 1,848 square miles.



SERVICE	UNITS/HOURS 17-18	UNITS/HOURS 18-19	CLIENTS SERVED 17-18	CLIENTS SERVED 18-19
<i>Home and Community based services</i>				
Housekeeping	3,777	2,458	56	51.42
Personal Care	1,634	2,357	26	25.25
Home Delivered Meals	7,345	8,471	35	42
Congregate Meals	2,229	1,665	22	37
Case Management	781	783.97	52	56.58
Visiting Nurse	238	103	10	11.42
Legal Services	0	0	0	0
Transportation	5,518	6,885	489	576.25
<i>Family Caregiver Support Program</i>				
Respite	202	162	2	2.4
Caregiver training	1	3	21	13
<i>State Health Insurance Program-Senior Medicare Patrol</i>				
Medicare Counseling	52	73	52	97
Scam Jams/ Medicare Workshops	0	1	0	132
<i>Long Term Care Ombudsman Program</i>				
Closed Case Complaints	0	0	0	0
<i>Health and Nutrition</i>				
A Matter of Balance	3	0	12	0
Aging Mastery Program	0	0	0	0
Tai Chi for Arthritis	0	0	0	0
<i>Information and Referral(collected data as on June 2019)</i>				
Calls/Walk-ins	0	0	0	0
Total	22,038	23,200	864	1,289

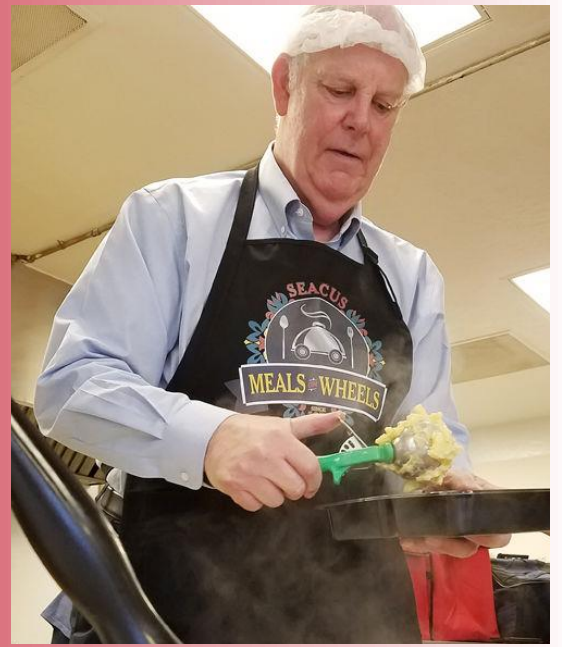


SERVICE	UNITS/HOURS 17-18	UNITS/HOURS 18-19	CLIENTS SERVED 17-18	CLIENTS SERVED 18-19
<i>Home and Community based services</i>				
Housekeeping	3,515	3,731	88	93.67
Personal Care	1,390	1,724	25	29.08
Home Delivered Meals	17,925	22,109	71	214.83
Congregate Meals	4,459	6,179	46	72
Case Management	765	673.45	72	82
Visiting Nurse	0	0	0	0
Legal Services	0	0	0	0
Transportation	4,871	4,667	459	353.19
<i>Family Caregiver Support Program</i>				
Respite	1,057	696	9	8.17
Caregiver training	2	1	28	10
<i>State Health Insurance Program-Senior Medicare Patrol</i>				
Medicare Counseling	90	323	186	310
Scam Jams/ Medicare Workshops	1	1	70	336
<i>Long Term Care Ombudsman Program</i>				
Closed Case Complaints	360	360	170	110
<i>Health and Nutrition</i>				
A Matter of Balance	0	0	0	0
Aging Mastery Program	0	0	0	0
Tai Chi for Arthritis	0	12	0	18
<i>Information and Referral(collected data as on June 2019)</i>				
Calls/Walk-ins	0	0	0	0
Total	35,231	41,143	1,591	2,435



Graham County

has a population of 38,072 people. 13.9% of the Population is age 65 or over. The County covers 4,641 square miles.





Santa Cruz County

has a population of 46,511 people. 18.1% of the Population is age 65 or over. The County covers 1,238 square miles.



SERVICE	UNITS/HOURS 17-18	UNITS/HOURS 18-19	CLIENTS SERVED 17-18	CLIENTS SERVED 18-19
<i>Home and Community based services</i>				
Housekeeping	3,989	4,515	57	67.92
Personal Care	3,525	2,619	20	15.42
Home Delivered Meals	6,217	3,858	28	20.7
Congregate Meals	21,156	20,751	219	212.5
Case Management	2,563	1,579	94	49.25
Visiting Nurse	0	0	0	0
Legal Services	0	0	0	0
Transportation	0	0	0	0
<i>Family Caregiver Support Program</i>				
Respite	4	92	1	2
Caregiver training	1	2	23	98
<i>State Health Insurance Program-Senior Medicare Patrol</i>				
Medicare Counseling	340	192	164	242
Scam Jams/ Medicare Workshops	6	3	164	255
<i>Long Term Care Ombudsman Program</i>				
Closed Case Complaints	360	360	403	330
<i>Health and Nutrition</i>				
A Matter of Balance	8	0	26	0
Aging Mastery Program	0	0	0	0
Tai Chi for Arthritis	0	48	0	95
<i>Information and Referral(collected data as on June 2019)</i>				
Calls/Walk-ins	0	0	0	0
Total	38,180	33,956	1,250	1,731



SFY 18-19 SEAGO Area Agency on Aging Financial Statement

REVENUE

Older Americans Act	\$ 1,876,427.00
Social Services Block Grant	\$ 594,170.00
State Funding	\$ 657,255.00
Local funds(includes sponsorships)	\$ 92,738.42
TOTAL REVENUE	\$ 3,220,590.42

EXPENSES

Direct Services(inc. Conference)	\$ 231,888.56
Sub-Contracted Services	\$ 2,301,395.53
Administration	\$ 223,846.69
Aging Mastery Willcox class Material-Southwest Gas	\$ 750.00
End of Life/Legacy Foundation	\$ 18,936.00
End of Life/David and Lura Lovel Foundation	\$ 66,700.00
TOTAL EXPENSES	\$ 2,843,516.78

DIRECT SERVICES

Administration	\$ 230,199.11
Advocacy	\$ 31,399.28
LTC Ombudsman	\$ 50,556.61
Information & Referral	\$ 12,162.00
Caregiver training	\$ 6,107.86
Outreach	\$ 30,138.26
Medicare & Benefits	\$ 67,617.00
Health & Wellness	\$ 23,025.42
Program Development (READI)	\$ 4,529.71
Aging Mastery Program	\$ 750.00
End of Life	\$ 85,636.00
TOTAL	\$ 542,121.25

SUB-CONTRACTED SERVICES

Case Management	\$ 286,825.82
Home & Adult Care	\$ 1,770,980.78
Transportation	\$ 229,047.93
Legal Aid	\$ 14,541.00
TOTAL	\$ 2,301,395.53

Our Volunteers Brighten Lives



Cindy Donahue

Ann Peschka

Bill Peschka

Laurie Lewis

Derek Morgan

Pam Masters

Elton Bowman

Karina Lizarraga

Tangi Beckham

Bernice Bagnaschi

Ed Bagnaschi

Lisa Conley

Kim Jackson

Sandy Boyer

Jaime Aguilar

David Morse

Dr. Arnaldo Montiel

Sandra Gaines

Gary Clark

Kim Jackson

Valadee Crotts

Linda Huffstetler-

Dearing

Royce Hunt

Norma Sullivan

Kathy Spangler

Kim Burks

Monica Romero

Frank Montoya



The Advisory Council is charged with furthering the agency's mission of developing and coordinating community-based systems of services for all older persons in the planning and service area. Advisory council members are an important resource to the AAA in expanding the agency's — lead beyond the walls.



Our dedicated Advisory Council on Aging (L to R): President Jaime Aguilar, David Morse, Dr. Arnoldo Montiel, Sandra Gaines, Gary Clark, Kim Jackson, Valadee Crotts, Linda Huffstetler-Dearing, Royce Hunt, Norma Sullivan, Kathy Spangler, Kim Burks, Monica Romero, Frank Montoya. We thank you for volunteering to represent your respective communities!



The **Family Caregiver Support Program** which was brought in-house during SFY18 came with its hiccups. With four different people coming on board, learning the scopes of work and implementing policies it became harder to advance with staff turnover. In this program, the Family Caregiver Coordinator was to bring the program to life and find innovative ways to engage caregivers in available resources through their communities. The FCSP coordinator collaborated with partners in Graham, Greenlee and Santa Cruz to assist with their annual Caregiver Conference events in order to reach out to unpaid caregivers. This helped us increase our outreach efforts and continue working towards the goal of the development of FCS program in our region. With the most recent FCSP coordinator who came on board beginning of SFY20, the story changes.

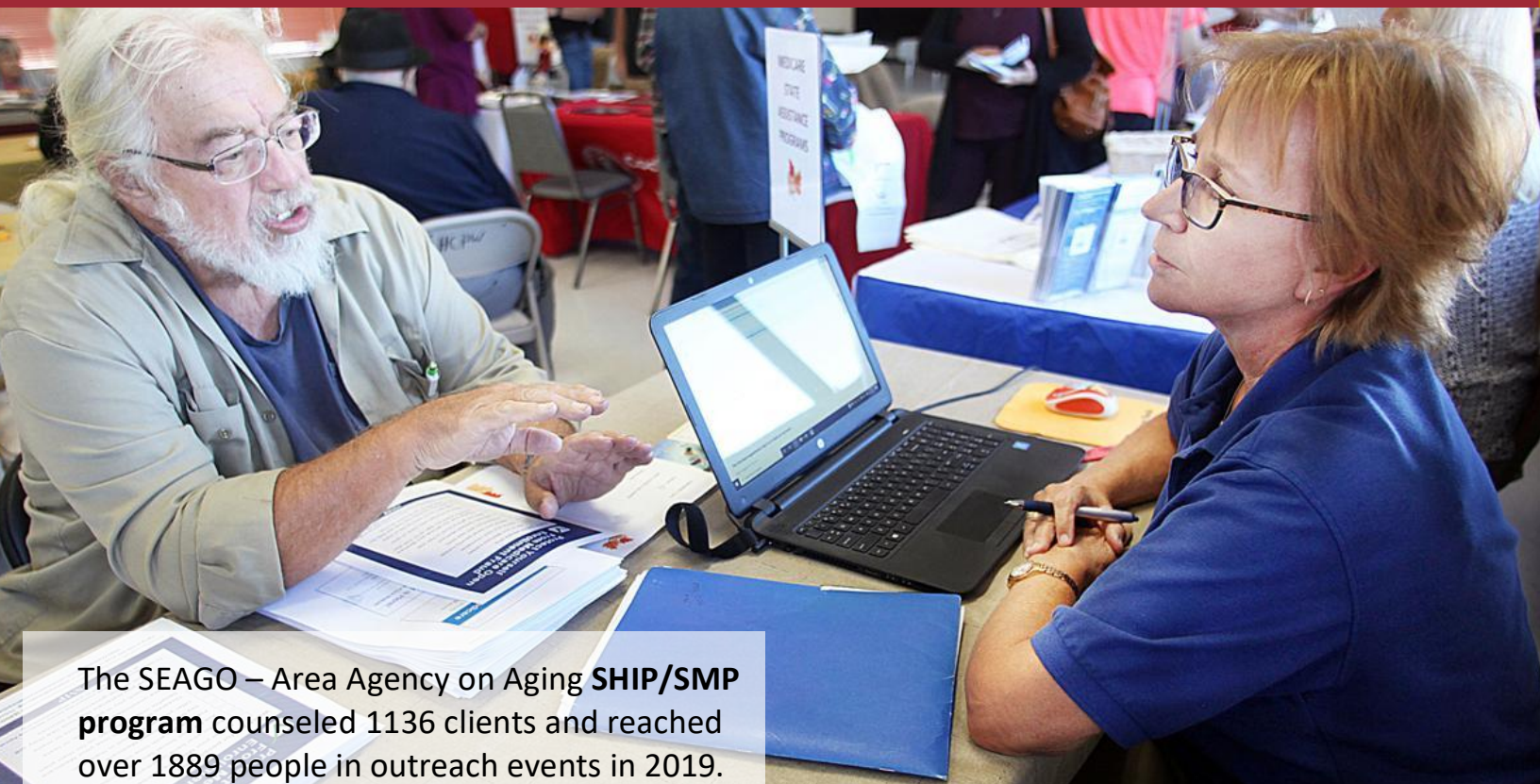


Health and Nutrition Program part time staff has brought the HNP program to another level with her passion and dedication. With Support from the Southwest Gas who funded part of the Aging Mastery Program class in Willcox. Tai Chi for Arthritis which was started along with three devoted instructors in Santa Cruz County helped increase visibility and recurrent classes throughout the county. These evidenced based programs allow the AAA to look for ways to help older adults decrease the risk of falls. A Matter of Balance added two volunteers in Cochise County imposing the AAA to find ways to sustain these programs moving forward and increase the amount of people we are reaching out to. The implementation of the Real Emergency and Disaster Innovative meals (READI) was created. With support from Department of Economic Security-Division of Adult and Aging Services (DES-DAAS) supported the idea and funded the initial proposal. READI is a freeze drying method that our four-county region congregate and home delivered meal providers can use to prepare for emergency situations.



By freeze drying left over food, veggies, fruits and more, these sites will be able to reduce food waste but most importantly provide their participants with shelf stable food that can last over 25 years and does not lose its nutrients or its flavor.





The SEAGO – Area Agency on Aging **SHIP/SMP program** counseled 1136 clients and reached over 1889 people in outreach events in 2019.

We were able to help our clients save over \$159,079.00 annually by advising them of their Medicare options and assisting them to enroll in the most cost effective Medicare Prescription Drug Plans. A good portion of our counseling time is spent on billing issues that can often be resolved with hospital and clinic billing offices, thereby saving our clients' money and protecting their credit rating. Many clients were screened and given application assistance for Medicare Saving Programs which save each eligible client over \$1734.00 annually in Medicare Part B premiums alone. Screenings and application assistance for the Low Income Subsidy or "Extra Help" save eligible clients approximately \$420.00 annually depending on the level of assistance. Our 3 SHIP volunteers spend over 700 volunteer hours a year, giving back to their communities and assisting their neighbors with Medicare questions and issues. We also offer educational presentations geared at keeping our seniors safe from fraudulent schemes and health care scams.



Grandparent scam, charity scam, funeral scam, sweepstakes scam. The list goes on. Fraudulent ploys to get money from senior citizens are so common these days that many have their own name.

The Federal Trade Commission said people 60 and older make up 26 percent of all fraud complaints – the most of any age group. The National Center for Victims of Crime puts the annual total cost of financial fraud in the \$40 billion range and points out that those of Medicare age are more likely to be targeted.

Hoping to make a dent in those staggering numbers, SEAGO's Area Agency on Aging hosted 17 Senior Scam Jams.

5th Annual Conference “Life’s A Journey Tools for the Road”



The SEAGO Area Agency on Aging’s 5th Annual Conference—Life’s A Journey—Tools for the Road—has come and gone. On June 5th, 2019 over 170 attendees joined us at the Cochise College Sierra Vista Campus to learn, network and share resources. Starting with the CEO for the National Association of Area Agencies on Aging, Sandy Markwood’s dynamic keynote address “What Does the Future Hold for You: Trends and New Directions in Aging,” set the tone. Conference goers were treated to a lineup of outstanding presenters. David Parra, the Associate State Director for Multicultural Outreach for AARP galvanized the audience with his presentation on “Social Security & Medicare – Challenges Ahead.” Kathleen Heard, retired Director of SEAGO – Area Agency on Aging was honored with the “Pioneer in Aging Service Award” for her 40 plus years of service.

The afternoon was filled with resources and information from Ronnie Squyres “Journey’s End Conversations,” Amber Frame’s relaxing “Tai Chi for Health” demonstration, and Laura Morehouse’s informative “Aging and Addicted: Opioid Use in Older Adults.” The day closed out with Doc Morgan from the American Red Cross giving us tips on “Personal Disaster Preparedness” and Greg McQuaide from Cochise Health and Social Services educating us on the importance of the “Cochise County at Risk Population



Kathleen Heard was presented with the N4A “Pioneer in Aging Service Award” for her 41 years of dedication to South Eastern Arizona’s Aging.

During those years Kathleen started congregate meal programs and developed community based long-term care services. Benefits and Medicare counseling, long term care options and advance directives orientations also became essential elements of the Area Agency’s work. She loved this challenging and interesting work, and deeply appreciated the incredible community partners that exist in the aging network in southeastern Arizona.



Then and Now

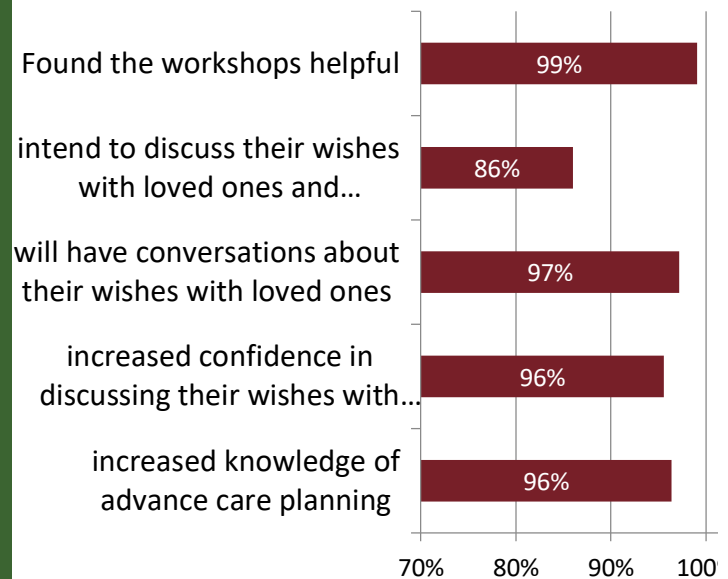
SEAGO – Area Agency on Aging’s Conference on Aging has grown into the biggest Aging Conference in Southeastern Arizona. With the help of the Desert Southwest Chapter of the Alzheimer’s Association and SEAHEC, our first Conference was held at the Bisbee Senior Center on Saturday, June 6th, 2015. We had 27 attendees, including the 5 vendors who set up information tables for us.

Advance Care Planning

The SEAGO AAA Legacy Foundation Grant to educate and prepare individuals on end of care life planning ended March 31, 2019. A review of the course progress showed that AAA exceeded our expected goals! During the course of the grant, 21 Honoring a Life: Advanced Care Planning workshops were completed, 9 community areas were served, and 15 local organizations, including faith-based, senior centers, libraries, Cochise College and more, were involved. We touched 281 participants' lives, with only one paid coordinator and 11 volunteer facilitators. With the data collected throughout the 8 months of the program funded by the Legacy Foundation, and the collaboration of our new volunteer grant writer Mary Jackson, course facilitator Veronica "Ronnie" Squyres, and the SEAGO AAA team, we submitted a grant proposal and application to the David and Lura Lovell Foundation to continue our efforts. On January 24th, we received notification that the Lovell Foundation Grant was awarded. This is a two year grant totaling \$141,262 which can be extended to three years if interest is present and our volunteer base grows. In announcing this to the Advisory Council On Aging in the previous months, the interest grew and we included Graham, Greenlee and Santa Cruz counties in the proposal. Our goal is to start with our partners in Graham County widening to Greenlee and Santa Cruz Counties in 2020. We are looking for potential volunteers who can commit to becoming certified as facilitators and hosting at least two workshops in a year.



Benefits from Advance Care Workshops



"Best Materials I have seen on this topic in a

"My eyes have been opened thanks."

"I had no idea about how to do this directive and now I am able to. Thank You for this program."

Our first National Healthcare Decision Day Luncheon was held April 16 at Cochise College. Participants got an opportunity to learn and ask questions about palliative care, legal aspects of advance care planning, hospice and area resources from local speakers and agency staff who manned display tables. It was well attended (79 participants) and great feedback was received from those attending about the quality of speakers and the lunch! We are looking forward to an even bigger event next year. A big thank you to our sponsors: Legacy Foundation of Southeast AZ, David and Lura Lovell Foundation and Cochise College.



HAVE YOU HAD THE CONVERSATION?

Be on the lookout for new advance care planning workshops (free) in your area. For more information on advanced care planning, available workshops and end of life documents please visit this link.

<https://www.seago.org/advance-care-planning>



We're on the Web!

Visit us at:

seago.org/area-agency-on-aging

Find us on Facebook!

Facebook.com/seagoareaagencyonaging/

You can Tweet us!

[@seago_on](https://twitter.com/seago_on)



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