



SEAGO AREA AGENCY ON AGING

Annual report 2018

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Table of Contents

A Message from your AAA team	3
Mission and Vision Statement	4
Who We Are	5
What We Do	5
SFY 17-18 Year in Review	6
Service Providers	6
Cochise County	7
Greenlee County	8
Graham County	9
Santa Cruz County	10
Community Donors	11
Volunteers	11
Older Americans Awareness Picnic	12
Tai Chi for Arthritis and Fall Prevention	12
End of Life Program	13
Advisory Council on Aging	13
Financial Activities	14
AAA Staff	15

A Message from Your AAA Team

The 2018 fiscal year has come to a close and I'm pleased to recount what our AAA team was able to accomplish. Our team is comprised of five wonderful members whose enthusiastic endeavors make our programs feasible. This has been a fruitful year and one which has allowed us to introduce a popular new program detailed below, as well as produce another Annual Conference on Aging which could not have been imagined previously. This was our 4th and best-attended conference to date!

Our region may be deemed as small, yet it encompasses 14,000 square miles. We utilize 18 different providers who help us deliver community and home-based services, increase visibility, enhance our credibility, and work with them to identify ways to deliver services more efficiently and economically. Our team stays current, knowledgeable and on-trend by networking, attending training and meetings. Our participation in health fairs and other community events allows us to read how our efforts are being received throughout the region.

This year, **The Legacy Foundation of Southeastern Arizona** turned one of our dreams into reality by providing funding to implement the End of Life Program. End of Life and Advance Care Planning advocacy have become two of our most vital and sought-after outreach tools. We contract with Veronica "Ronnie" Squyres, who chairs the Community Coalition for Advance Care Planning (CCACP), trains and oversees 11 passionate volunteers who facilitate our numerous EOL-related workshops. With Ronnie's assistance, we offered 23 Honoring a Life workshops in 20 service areas; touched the lives of 295+ participants who are likely to introduce EOL to their loved ones, and have partnered with 25 local organizations - faith based, senior centers, libraries, and colleges - which have helped us disseminate this essential information throughout our communities.

For SEAGO AAA's 4th Annual Conference on Aging this year, funding was needed for a larger venue to encompass more facilitators and attendees. Once again, The Legacy Foundation, along with AARP, stepped up to finance this endeavor. It is also important to recognize the support from The Department of Economic Security, Division of Adult and Aging Services (DES-DAAS) and all our other generous sponsors. We were proud to host the Virtual Dementia Tour which changed the participants' perceptions towards dementia and break the stigma behind it.

None of what we do could be accomplished without the assistance and efforts of the aforementioned organizations and volunteers enabling us to provide services that will leave a lasting effect on those most vulnerable in our communities. With your continued support we hope to keep providing services for many years.

Laura Villa
AAA Director



SEAGO Area Agency on Aging 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

SEAGO Area Agency on Aging

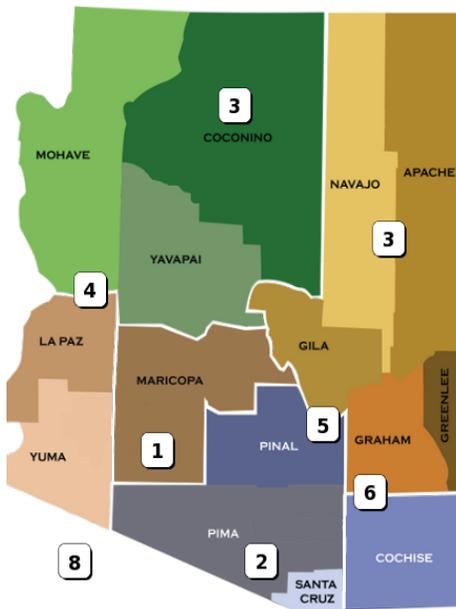
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Who Are We

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.



11,222 Clients served in Cochise County



777 Clients served in Greenlee County



834 Clients served in Santa Cruz County



1,176 Clients served in Graham County

Who We Serve

The SEAGO Area Agency on Aging serves people who are age 60 and over and/or their family members and a limited number of disabled adults in Cochise, Graham, Greenlee, and Santa Cruz Counties in South Eastern 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.

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.

Contracted Services: Units provided and older adults served in 2018

SERVICE	UNITS/HOURS	CLIENTS SERVED
<i>Home and Community based services</i>		
Housekeeping	22,129	554
Personal Care	10,162	149
Home Delivered Meals	83,625	388
Congregate Meals	44,080	431
Case Management	11,493	639
Visiting Nurse	238	10
Legal Services	327	170
Transportation	110,710	9,098
<i>Family Caregiver Support Program</i>		
Respite	3015	24
Caregiver Training	7	98
<i>State Health Insurance Program-Senior Medicare Patrol</i>		
Medicare Counseling	1632	1129
Scam Jams/ Medicare Workshops	27	617
<i>Long Term Care Ombudsman Program</i>		
Closed Case Complaints	26	808
<i>Health and Nutrition</i>		
A Matter of Balance	21 Activities	56 Attendees
Aging Mastery Program	1 Class	8 Attendees
<i>Information and Referral(collected data as on May 2018)</i>		
Calls/Walk-ins	179.75 Hours	719
Total	287,672.75	14,898

Source: AAA Analysis Tool and Program Coordinator reports

SFY 2018 Service Providers

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

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.



SERVICE	UNITS/HOURS	CLIENTS SERVED
<i>Home and Community based services</i>		
Housekeeping	11,018	353
Personal Care	3,613	78
Home Delivered Meals	52,138	254
Congregate Meals	16,236	144
Case Management	7,384	421
Visiting Nurse	Program not available in Cochise county	0
Legal Services	Breakdown not available by County	0
Transportation	100,321	8150
<i>Family Caregiver Support Program</i>		
Respite	1,752	12
Caregiver Training	3	26
<i>State Health Insurance Program-Senior Medicare Patrol</i>		
Medicare Counseling	1,150	727
Scam Jams/ Medicare Workshops	20	383
<i>Long Term Care Ombudsman Program</i>		
Closed Case Complaints	17	648
<i>Health and Nutrition</i>		
A Matter of Balance	10 Activities	18 Attendees
Aging Mastery Program	1 Class	8 Attendees
<i>Information and Referral (collected data as of May 2018)</i>		
Calls/Walk-ins	Breakdown not available by County	
Total	193,663	11,222



Cochise Connections is a new intercity bus route connecting the cities of Douglas, Bisbee and Sierra Vista. Service is anticipated to expand to Huachuca City and Benson in 2018. Seniors with a AAA bus pass can utilize the service without any cost to them.



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	CLIENTS SERVED
<i>Home and Community based services</i>		
Housekeeping	3,777	56
Personal Care	1,634	26
Home Delivered Meals	7,345	35
Congregate Meals	2,229	22
Case Management	781	52
Visiting Nurse	238	10
Legal Services	Breakdown not available by County	0
Transportation	5,518	489
<i>Family Caregiver Support Program</i>		
Respite	202	2
Caregiver Training	1	21
<i>State Health Insurance Program-Senior Medicare Patrol</i>		
Medicare Counseling	52	52
Scam Jams/ Medicare Workshops	0	0
<i>Long Term Care Ombudsman Program</i>		
Closed Case Complaints	0	No long term care facilities in area
<i>Health and Nutrition</i>		
A Matter of Balance	3 Activities	12 Attendees
Aging Mastery Program	0 Class	0 Attendees
<i>Information and Referral (collected data as of May 2018)</i>		
Calls/Walk-ins	Breakdown not available by County	
Total	21,780	777



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.



SERVICE	UNITS/HOURS	CLIENTS SERVED
<i>Home and Community based services</i>		
Housekeeping	3,515	88
Personal Care	1,390	25
Home Delivered Meals	17,925	71
Congregate Meals	4,459	46
Case Management	765	72
Visiting Nurse	Program not available in Graham county	0
Legal Services	Breakdown not available by County	0
Transportation	4,871	459
<i>Family Caregiver Support Program</i>		
Respite	1,057	9
Caregiver Training	2	28
<i>State Health Insurance Program-Senior Medicare Patrol</i>		
Medicare Counseling	90	186
Scam Jams/ Medicare Workshops	1	70
<i>Long Term Care Ombudsman Program</i>		
Closed Case Complaints	3	122
<i>Health and Nutrition</i>		
A Matter of Balance	0 Activities	0 Attendees
Aging Mastery Program	0 Class	0 Attendees
<i>Information and Referral (collected data as of May 2018)</i>		
Calls/Walk-ins	Breakdown not available by County	
Total	34,076	1,176



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	CLIENTS SERVED
<i>Home and Community based services</i>		
Housekeeping	3,989	57
Personal Care	3,525	20
Home Delivered Meals	6,217	28
Congregate Meals	21,156	219
Case Management	2,563	94
Visiting Nurse	Program not available in Santa Cruz county	0
Legal Services	Breakdown not available by County	0
Transportation	Program not available in Santa Cruz county	0
<i>Family Caregiver Support Program</i>		
Respite	4	1
Caregiver Training	1	23
<i>State Health Insurance Program-Senior Medicare Patrol</i>		
Medicare Counseling	340	164
Scam Jams/ Medicare Workshops	6	164
<i>Long Term Care Ombudsman Program</i>		
Closed Case Complaints	6	38
<i>Health and Nutrition</i>		
A Matter of Balance	8 Activities	26 Attendees
Aging Mastery Program	0 Class	0 Attendees
<i>Information and Referral (collected data as of May 2018)</i>		
Calls/Walk-ins	Breakdown not available by County	
Total	37,815	834





Community Donors

\$25,080.70



\$18,936 SEAGO AAA EOL Care Matters
\$2,000 N4A Conference Scholarship
\$1,000 SEAGO AAA Conference Sponsorship



\$2,644.70 AAA Conference Sponsorship



\$250 AAA Conference Sponsorship



\$250 AAA Conference Sponsorship



Many of the programs offered through the Area Agency on Aging rely on committed volunteers to make our programs successful and meet the increasing need for services in our communities.

<u>Volunteers</u>	<u>Program</u>	<u>Hours</u>
4	Health and Wellness	68
3	Ombudsman Program	204
13	Medicare Program	619
		<u>891</u>
	\$9355.50 In-Kind	

- Bernice Bagnaschi
- Ed Bagnaschi
- Tangie Beckham
- Don Bowman
- Sandra Boyer
- Lisa Conley
- Cindy Donahue
- Karla Figueroa
- Billy Flores
- Kim Jackson
- Laurie Lewis
- Lilly Marrufo
- Nancy Matson
- Brisa Mungarro
- Ann Peschka
- Bill Peschka
- Norma Rendon
- Leslie Robles
- Martin Rubio
- Melissa Silver

Older Americans Awareness Picnic

In May of 2018 SEAGO AAA held its 1st Annual Older Americans Awareness Picnic in celebration of Older American Awareness Month. Participants were treated to lunch and provided information on community resources. AAA Staff was on hand to answer questions. We had community individuals

and professionals who came to spend some time with us for the first year. This event was possible, thanks to donations from Pepsi, Costco, Life Care and Haven of Sierra Vista.



Tai Chi for Arthritis and Fall Prevention

SEAGO AAA newest addition to Health and Nutrition program is Tai Chi for Arthritis and Fall Prevention.

In April, Tai Chi for Arthritis was started in Santa Cruz County with two established coaches. Tai Chi for Arthritis and Fall Prevention offers increased muscular strength supports and protects joints, which will reduce pain. Flexibility exercises also help to reduce pain and stiffness, thus improving mobility. stamina or fitness is important for overall health and proper function of your heart, lungs and muscles.





End of Life Program (EOL)

SEAGO AAA was awarded a grant from The Legacy Foundation of Southeastern Arizona for End of Life Care Matters. This new education program raises public awareness of advance care planning throughout Cochise County. SEAGO AAA and subcontractor Ronnie Squyres have taken the lead in accomplishing its goals of educating, promoting outreach and increase the number of community individuals who will fill out their Advanced Directives.



Advisory Council on Aging (ACOA)

The ACOA serves as a forum to allow the elderly of the four-county SEAGO region to identify the principal problems confronting them and to determine practical solutions to such problems. Members serve as advocates for the elderly, explore potential resources at the local, regional, state, and national levels, disseminate information with respect to the needs, problems and concerns of older adults, and advise SEAGO on matters relating to the development and administration of the Area Plan on Aging.

- Kathy Spangler-Benson**
- Leslie Lambert-Bisbee**
- Gary Clark** 1st Vice President-Douglas
- Kim Jackson-Huachuca** City
- Ed Bagnaschi-Sierra Vista**
- David Duff Chambers-Tombstone**
- Sara Nolan-Wilcox**
- Sandra Gaines-Safford**
- Arnold Lopez** Secretary-Thatcher
- Royce Hunt-Graham** County unincorporated
- Barbara Ahmann-Clifton**
- Valadee Crotts** –Duncan
- Jaime Aquilar** President-Greenlee County Unincorporated
- Luisa Masee-Nogales**
- Linda Huffstetler-Dearing** 2nd Vice President -Patagonia



Area Agency on Aging Financial Activities

SFY 17-18 SEAGO Area Agency on Aging Financial Statement

REVENUE

Older Americans Act	\$ 1,488,997.80
Social Services Block Grant	\$ 585,744.00
State Funding	\$ 743,291.00
Local funds	\$ 25,080.70
TOTAL REVENUE	\$ 2,843,113.50

EXPENSES

Direct Services	\$ 157,490.43
Sub-Contracted Services	\$ 2,156,519.13
Administration	\$ 215,890.56
TOTAL EXPENSES	\$ 2,529,900.12

DIRECT SERVICES

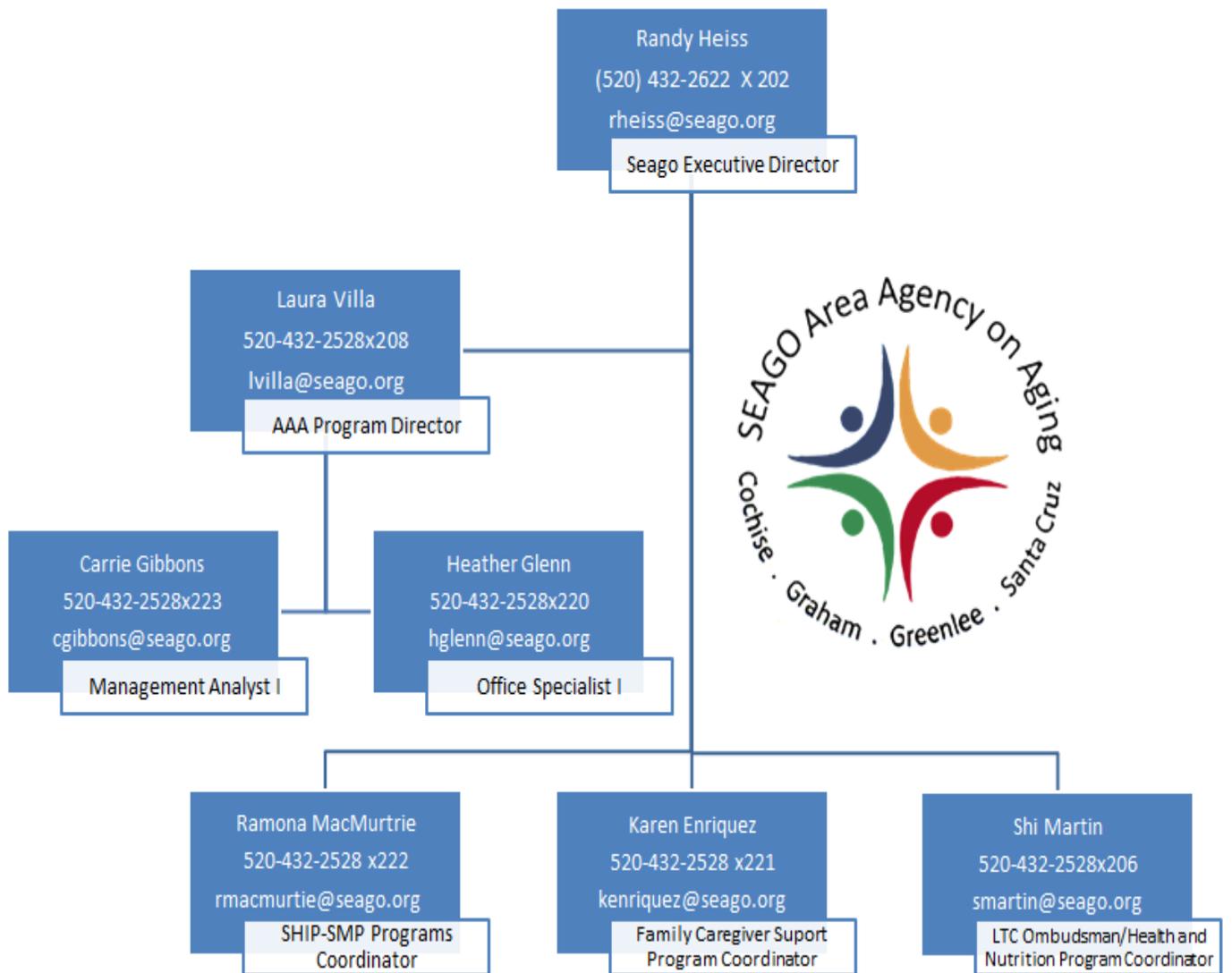
Advocacy	\$ 2,562.08
LTC Ombudsman	\$ 50,293.01
Information & Referral	\$ 14,933.13
Caregiver training	\$ 2,773.93
Outreach	\$ 19,171.51
Medicare & Benefits	\$ 53,301.96
Health & Wellness	\$ 14,454.81
End of Life	\$ 18,936.00
TOTAL	\$ 176,426.43

SUB-CONTRACTED SERVICES

Case Management	\$ 304,761.34
Home & Adult Care	\$ 1,591,137.96
Transportation	\$ 246,078.83
Legal Aid	\$ 14,541.00
TOTAL	\$ 2,156,519.13



SEAGO Area Agency on Aging Organizational Chart 2019



SAVE
The
DATE

**6th
Conference on
Aging
June 9, 2021**





SEAGO Area Agency on Aging is located at:

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