

**AREA PLAN ON AGING
FOR THE PERIOD
JULY 2022 THROUGH JUNE 2025**



AREA AGENCY ON AGING, REGION VI

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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 Director

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) _____
Mike Laws, 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 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 (**Census 2020 data not yet available**), 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 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 that performs and coordinates a variety of functions. Established in 1972, SEAGO is a 501(c) 3 nonprofit organization whose core function is to help local governments seek 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 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 various community organizations as partners and service providers 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 create new partnerships with other agencies serving the communities within our region.

Every five years, the SEAGO AAA issues a competitive Request for Applications to select the best-qualified service providers and ensure competition in arranging for services for elderly individuals and their caregivers. The AAA currently administers subaward agreements with the agencies identified in Appendix C. The AAA combines Older Americans Act, federal Social Service Block Grants, and state

appropriations into one line in the providers' subaward operating budgets. Service Providers identify all other funding sources that the AAA does not administer, 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 and how activities will be coordinated with county long-term care programs, Medicare, and ALTCS. It also asks how the provider will ensure that these fund sources are maximized to use AAA funding only when no other source is available and ensure coordination of services and the 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 the Administrative Council for input to submit to the Executive Board, which is the policy-making body of SEAGO. The AAA Program Director reports directly to the Executive Director of SEAGO regularly. (See staff table below.)

The Advisory Council on Aging (ACOA) meets quarterly to address issues arising in the communities and 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 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 Director 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; prepares financial reports, monitors performance under these awards; serves the purpose of enhancing programs and ensures compliance with all federal and state laws and regulations.
Office Specialist Full-Time	Sets up and maintains computer records on clients using the DAARS reporting system, maintains program administrative files, responds to questions from service providers and clients through information and referral, and delivers administration support.
Management Analyst Full-Time	Delivers Administrative support, performs programmatic monitoring, financial monitoring, oversees the case management program, and serves as their lead. Assist management in operating more efficiently and effectively and helps prepare policy and procedures manuals for the organization.
Health Insurance Coordinator Full-Time	Provides counseling to seniors on Medicare and other health insurance programs to access their healthcare options. Recruits, trains, and supervises volunteers, works to expand the volunteer base to ensure more excellent geographic coverage for this program. Provide outreach that will include activities that encompass cultural and intergenerational diversity. Collaborate with partnerships and networks to hold annual health fairs, Collect accurate data for needs assessment, program evaluation, and reporting.
Ombudsman Coordinator	Coordinates the ombudsman program represents and advocates for residents in nursing homes and assisted living facilities in the SEAGO region.

.75Time	Represents the Area Agency on Aging program with these facilities; recruits, trains, and oversees volunteers for each facility. She participates in the Elder Fraud and Abuse Prevention Taskforce-Coalition. The LTCO is working with local partners to begin the Elder Fraud and Abuse Taskforce in Cochise County to address the needs in Southeastern Arizona. Maintains a close relationship with DHS to assist with facility survey exits. Visits sites at least every other month. As a master trainer, she oversees the Health and Nutrition program.
Position	Duties
Accounts Manager AAA supports part of this position 1/10	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 reports; ensures that the financial system complies with applicable regulations.
Health and Nutrition Coordinator 1.25 Full-Time	The health and nutrition coordinator is a Professional certified food manager through the National Environmental Health Association and is responsible for monitoring the meal programs and nutrition-related provider training. Is responsible for coordinating its activities with other community agencies and voluntary organizations, providing supportive services and programs to older individuals. The Coordinator is responsible for recruiting, training, and overseeing volunteers. She is accountable for developing a network of evidence-based lay-leaders and coaches for AMOB and seeing that classes are provided multi-modal periodically throughout the region.
Family Caregiver Program Coordinator Full-Time	Provides a multifaceted system of support services for family caregivers, coordinates its activities with other community agencies and voluntary organizations by providing supportive services to family caregivers. Helps refer clients for respite services and collaborates closely with regional case managers to carry out these services; schedules caregiver outreach activities and caregiver training opportunities.
Transit Coordinator AAA supports 1/10 of this position	The transit coordinator is SEAGO's mobility manager under a contract with ADOT. This individual monitors all AAA-funded transportation programs throughout the SEAGO region to have transit programs and their funding integrated.

The SEAGO AAA Network: The SEAGO AAA is small, with approximately seven full-time equivalent staff. Without partnerships, minimally could be accomplished. Because SEAGO's focus has been on in-home services, senior centers are not effective in reaching seniors significantly since participation in nutrition sites in some communities has declined over the years. Various 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 19 different qualified service providers, 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, Benson, and Clifton to serve as insurance counseling sites.

Health fairs and resource fairs sponsored by hospitals, high schools, Cochise College, 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 five 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.

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 provide training on mutual interest topics such as grant writing. In Santa Cruz, the Desert Southwest Chapter of the Alzheimer's Association has also been a partner for an annual mini-conference in Nogales and the Southeastern Arizona Health Education Center (SEAHEC).

Region VI has a Facebook page updated regularly; we had had over 800 followers since the page creation five years ago. A Mobile App is created to make it easier for our communities to stay engaged and access the resource directories whenever is needed. The AAA meets with its Advisory Council on Aging once per quarter to keep them informed on updates and changes within the agency and discuss issues arising in the four-county region. SEAGO-AAA has a good standing relationship with three Chamber of Commerce who help us disseminate information in their communities. The Eastern Arizona Courier has been a blessing to have; they help publish articles from the AAA monthly, allowing us to increase visibility in Graham and Greenlee Counties. The AAA Program Director keeps current on national and state legislative issues and policies affecting seniors by participating as members 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 to develop 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. In 2019, we began program development of the Real Emergency and Disaster Innovative meals (READI). The READI program allows us to work with our subcontracted Sr. Centers and produce frozen, dried meals to comply with their emergency feeding plan. The READI meals program will help our sites reduce food waste and supply our participants with well-balanced, nutritious, and long-lasting freeze-dried meals. 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 to keep a current list of clients so that if an emergency occurs, the plan will activate immediately.

The SEAGO AAA has partnered with faith-based and community organizations to assist older individuals and their families who meet the qualifications for home and community-based services by co-sponsoring training. We have adopted the Community Connections, a panel of AAA staff zoom meetings that focus on reaching out to local organizations and promoting the program's services and more effectively deploy resources by helping participating organizations understand and build on each other's work.

As described above, training for caregivers dealing with dementia has been provided with the assistance of the Alzheimer's Association. SEAGO AAA formally contracts with Lutheran Social Services for

Home and Community Based Services in Cochise and Santa Cruz County. Also, SEAGO-AAA helps support Graham, Greenlee, and Santa Cruz County with the annual Family Caregiver workshops.

The development of evidence-based health promotion programs has brought a particular focus to the need for community partnerships to recruit coaches/lay leaders, conduct outreach to reach potential participants, and 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. We currently have six volunteers who help SEAGO teach Tai Chi classes, and since the master trainer is now certified to do virtual A Matter of Balance classes, these will be offered virtually.

SEAGO partnered with the Community Coalition for Advanced Care Planning to bring education and awareness of a delicate subject, End of Life. The Legacy Foundation of Southeast Arizona granted funds at the end of 2018 to begin our journey with Thoughtful Life Conversations in Cochise and Eastern Santa Cruz counties. We subcontracted with Veronica "Ronnie" Squyres, and Ronnie has taken this project to a whole new level. The David and Lura Lovell Foundation saw how much progress was made in one year and granted funds for another two years to expand to Graham and Greenlee County. These funds are still in use until December 2021. Thoughtful Life Conversations Workshops help people start conversations, empower decision-making and make advanced healthcare planning (including completing forms) more straightforward. Thus far, we have hosted 45 workshops, and 609 participants have benefited from this beautiful presentation.

Elders in this region identify transportation 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 providers are encouraged to transport multiple population groups because it is inefficient only to 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. These efforts have allowed seniors to receive transportation to medical appointments and other urgent needs to Tucson. The City of Willcox partnered with ADOT and SEAGO Mobility Resource for SE AZ to implement a dial-a-ride transit system serving the Willcox, Sunsites, Pearce, Bowie, and San Simon communities. The Area Agency on Aging is happy to help support those efforts to meet our most rural communities needs with affordable, reliable, and safe transportation.

PART III
NEEDS ASSESSMENTS

PART III – NEEDS ASSESSMENT

Background: Performing a region-wide needs assessment is integral to understanding the most urgent current needs and priorities of the elderly and disabled to update 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 distributions.

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 April 2021 meeting. Due to COVID, the AAA was not able to present the plan to the ACOA any earlier. At April 2021 meeting, the ACOA brainstormed activities that the SEAGO AAA should undertake over the next four fiscal years, reviewed the needs assessment results, and reviewed a second draft of the updated Area Plan. At the April 2021 meeting, the final draft of the updated Area Plan was reviewed by the ACOA and recommended for approval by the Administrative Council and Executive Board.

Due to COVID, the public hearings were postponed as we were unable to be in group gatherings. SEAGO-AAA was not able to provide input from our communities to be 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, demographic, historic utilization of AAA services and census data for the area was from the 2010 Census since the 2020 data is not out yet. Below is a summary of each of the results of these needs assessment components:

Needs Assessment Surveys: In the last quarter of calendar year 2020, 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 distribute the survey instrument and data analysis of the region-wide survey results. USER also created an electronic version of the survey posted on the SEAGO website, the AAA Facebook page, and distributed through Survey Monkey. Due to COVID, we could only get a handful of these surveys back from our communities.

Needs assessment surveys got distributed at senior housing complexes, nutrition sites, and other senior citizen group meeting places. SEAGO staff, case managers, home-delivered meals staff, and ACOA council members helped provide the surveys to those who were homebound and helped individuals fill them out. AAA staff emailed and passed out approximately 2,000 surveys to all existing clients in the region who receive services through our agency. By targeting individuals who are case-managed. Those individuals 60 years of age or older with the most significant social and economic need, with particular attention to older individuals who are low-income minority, older individuals residing in rural areas, older individuals with severe disabilities, older individuals with limited English speaking abilities and any individuals with Alzheimer's disease or related dementias were considered. This is the fifth 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 USER report, the survey indicated the most critical need of the elderly in Southeastern Arizona is affordable dental care. Affordable Dental Care was rated a serious problem by 41.1 percent of survey respondents from Cochise, Graham, and Greenlee. Maintenance and Repair of the home, identified as a serious problem by 24.9%, mainly for Greenlee County. Affordable Assistive Devices, identified as a serious problem by 24.8% for Cochise and Graham; Maintenance of the yard, identified as a serious problem by 24.3% for Greenlee County.

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents across southeast Arizona were affordable dental care, identified as a problem by 69.8% of those surveyed; affordable assistive devices, identified as a problem by 58.6%; maintenance of the yard, identified as a problem by 56.9%; maintenance and Repair of home, identified as a problem by 55.6%; and telemarketing or in-home sales, identified as a problem by 53.4% of respondents.

Survey respondents were asked to identify their sources of advice regarding health insurance or Medicare. In southeast Arizona, SEAGO AAA and insurance agent were the most popular sources at 21% and 20.5% of respondents, respectively. Popular write-in responses were family members, Medicare, SEACUS, and Veterans Administration. See Appendix D for a complete list of responses regarding other sources contacted.

Key Informant Questionnaires: *During this Area Plan, the Key Informant Questionnaires were not distributed or collected due to COVID. (Current data is not available).*

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 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 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. **The 2020 Census data is not yet available for consideration.**

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 allowances will increase in response to demand for services. Congregate meal utilization has increased in the Tombstone, Patagonia, and Nogales sites due to improved meals, personnel, socialization activities, and funding 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 trained, and these numbers will decrease significantly.
Maintenance and Repair of the home	Needs Assessment Surveys	Potential sources of assistance will be catalogued and feasibility of consolidating regional human services will be explored. Will reach out to existing organizations that already provide similar resources.
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 of the Yard	Needs Assessment Surveys	Potential sources of assistance will be catalogued; feasibility of consolidating regional human services will be explored.
Telemarketing or In-Home Sales	Needs Assessment Surveys	Increase public information forums on fraud prevention. Since the height of the pandemic, more seniors are utilizing Facebook and other social media postings containing valuable fraud-prevention information.
Finding Legal Assistance	Needs Assessment Surveys	AAA legal services are now available in partnership with Soto-Law, PLLC in Cochise County, and potentially expand to the rest of the region.

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

Operational Objectives:

O-1-1 To recruit and train volunteers in every vital community in the region to help the in-house programs at the Area Agency on Aging

O-1-2 To increase and expand the visibility of all in-house programs by performing monthly multi-modal presentations.

Output: Increase the number of our volunteer base and the number of hours that they dedicate to the programs.

Outcome: Our in-house programs will grow, and our communities will be well aware of the services and resources. AAA will be better prepared to meet the needs of those turning 65 and their family caregivers.

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 social media platforms such as the website, Facebook page, and partnerships with Chambers of Commerce and local newspapers.

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 expand the multi-modal A Matter of Balance and Tai Chi for Arthritis/Fall Prevention and Trualta interactive learning portal for caregivers throughout the region.

Output: Increase the number of Tai Chi for Arthritis and A Matter of Balance classes and increase registered family caregivers.

Outcome: Change in societal expectations about aging, higher levels of physical and emotional well-being, decrease falls, civic engagement, and more vital 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, decreasing long-term care institutionalization costs.

Output: Increase 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 Increase participation in coordination meetings and planning efforts.

Output: Increase transportation services will continue to meet the needs of elders who would otherwise be isolated.

Outcome: The most vulnerable and family caregivers will have available resources at their reach.

Strategic Objectives:

S-2-1 To develop partnerships throughout the region to implement evidence-based prevention programs, precisely A Matter of Balance and Tai Chi for Arthritis fall prevention and Trualta.

S-2-2 To establish relationships with hospital discharge planners and Long Term Care rehabilitation centers that will focus on care transitions for elderly patients back to home settings.

S-2-3 To expand relationships with Faith-Based Organizations and Fire Districts to reach a broader sector of the senior population and our caregivers.

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, fire departments, Red Cross, Health Departments, and AARP 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, and caregivers will have the tools needed to provide quality care.

O-3-2 To promote fall prevention, including A Matter of Balance and Tai Chi for Arthritis fall Prevention.

Output: To complete fact sheets on fall prevention and number of individuals who complete A Matter of Balance and Tai Chi classes.

Outcome: The number of falls reported in elders will decline.

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

Output: Increase the number of Ombudsman volunteers.

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 most prominent race group in this region. Demographic analysis report generated through the DAARS database is what SEAGO uses to track home and community-based services, congregate meals, and transportation needs. During SFY 2019-2020, data on household composition in the four-county region indicates 48% of all clients live alone, and 20% live with their spouse. **Appendix E5** provides a detailed demographic analysis of SEAGO AAA clients for SFY 2019-2020.

To meet our target population's service needs, providers employ bilingual and bicultural individuals in Spanish and English. They also use flyers and publications in both Spanish and English to reach elders and their families throughout the region. Moreover, provider staff is trained to recognize cultural or religious customs that need to be considered when providing service. To identify eligibility for assistance, the individual client assessments were 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, low income, and 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 monitored monthly to help keep waitlisted clients to a minimum and allocate funds where they are needed.

A variety of different forms of outreach are used. These are: word of mouth, personal contact, distribution of brochures and flyers to senior living facilities and other venues, posting ads or program information on the SEAGO website, AAA Facebook page, Constant Contact, and quarterly newsletters, as well as being present at the many events in the different communities are essential ways to find individuals who are eligible for our services. Each member of the Advisory Council on Aging represents a diverse community in the SEAGO region and serves as an ambassador for the AAA. These members work closely with their communities and share information and resource directories with their family and friends, and within the organizations they represent.

Presentations at community meetings, faith-based groups, trainings, and board meetings that SEAGO AAA Program Director participates in quarterly help get the word out about our services. The Chamber of Commerce in Cochise, Graham, and Santa Cruz help us disseminate information through their platforms. 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 fairs participants has also been beneficial, such as home-care agencies, hospitals, fire departments, long-term care facilities, senior housing complexes, disability organizations, and elder law attorneys. The Community Connections through the FCSP presents to local organizations on all AAA programs.

SEAGO's 19 contracted service providers plus its many community partners enable a very tiny Area Agency on Aging to function and implement this Area Plan. By collaborating, making referrals, jointly providing training opportunities, sharing facilities, and most importantly, communicating Under "Part II" of this plan, specific examples of how community-based organizations are involved in providing services are discussed. These services are planned and implemented with input from these partners.

PART VI

KEY CHANGES TO SERVICE DELIVERY

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Changes in the Service Delivery System:

Family Caregiver Support Program- The transformation began in 2019; the FCSP coordinator has found ways to enhance, support, and introduce the program throughout region VI. The FCSP packet includes: The five core caregiver support services, including information to caregivers about available services, individual counseling, support groups, caregiver training, respite care, and supplemental services (on a limited basis) to complement the care provided by caregivers.

Community Education and Information:

Community Connections- A panel of AAA Staff zoom meetings that focus on reaching out to local organizations and promoting the program's services and more effectively deploy resources by helping participating organizations understand and build on each other's work.

Hello Neighbor Program - Senior Community Outreach that Distribute bags containing Literature and information regarding AAA programs, services, and events to senior community residents.

Outreach:

Reassurance Program- connects with existing caregiver clients via direct mailing, email, or telephonic well care calls to check on their well-being, provide information and resources.

Social Media Outreach- helps keep caregivers informed via Facebook, allowing them the opportunity to stay engaged. Daily Caring caregiver tips are posted each morning on Facebook providing practical information to help caregivers maintain their role in providing care to an individual.

Caregiver Training:

Trualta- provides caregivers with an on-demand interactive learning portal. The platform is flexible, allowing the caregiver to utilize it at their own pace and learn from multiple trainings such as Dementia care, safety, personal care, and many more. The program offers information in a practical, engaging manner to prepare and support caregivers with relevant skills to manage daily caring tasks. The support is accessible and does not create extra barriers or more stress.

FCSP plans to implement strategies that increase existing services, especially in our most rural areas. Utilizing a technology-enabled training program helps to mitigate barriers to access and dependency on costly resources to support families. Technology literacy and accessibility to resources remain a concern.

Peer Counseling:

Caregiver Mingle-Pinkie's Up- addresses social isolation and loneliness. Designed to help reduce caregiver stress and burden, the weekly virtual support group will offer a forum for caregivers to connect with peers, focus on self-care and find support. Surprise Speakers will provide opportunities to learn about local resources.

Information and Referral:

Information and Referral shares information regarding all current programs and services, and resources available in the community. Resources are explored and reviewed with individuals who have barriers in their life that may have impacted.

Program Development READI - Real Emergency and Disaster Innovative meals began during SFY20. Since then, we have subcontracted with Cindy Meyers, who works closely with our HPR coordinator to find ways to make this program a success. The purpose of this idea was to help our existing CNG/HDM service providers to find a way to reduce food waste and keep a healthy, nutritional emergency feeding plan that would work with DES-DAAS requirements. Our participants will store packaged, long-lasting meals that do not lose their nutritional value, flavor and can last for years. We have purchased and deployed one or two freeze dryers that each site will use in their facilities. We are now following the Food Safety Plan through the Food Modernization Act rather than the HACCP plan. The FSP has allowed us to spend less and work towards a more efficient process. By contracting with the Meter Group, we now have reliable water activity meters with SKALA software. We use the SKALA food safety software system to track, record, and report on each batch of freeze-dried food coming out of the machines at the various sites. We now have the Vapor Sorption Analyzer (VSA) to help us predict shelf life, the stability of the freeze-dried food in varying environmental conditions and safely reconstitute the freeze-dried food. Meet the criteria of the Food Safety Plan (FSP) as set by the FDA and the Food Modernization

- 1) Predict the shelf life of the freeze-dried food
- 2) Determine product stability over varying environmental conditions
- 3) Set parameters and guidelines for safely reconstituting the food
- 4) Choosing proper packaging and finding areas to control cost

We are in the process of recording video training that we will use to train our sites as soon as COVID allows us to, and the local health departments also give us the okay. The potential for the SEAGO-READI program is tremendous. When successful, it could become a model rolled out across the State of Arizona and eventually nationwide. The program will provide an affordable, shelf-stable, and nutritionally balanced alternative for emergency feeding of clientele, thus ensuring meaningful, fully compliant emergency preparedness. Also, the SEAGO-READI Meals Program will potentially save nutrition sites thousands of dollars each year by preventing food purchased and prepared from being wasted while ensuring that seasonal produce is available for menu planning year-round.

Elder Fraud and Abuse taskforce: The COVID pandemic has brought a lot of attention to how we see and address elder fraud and abuse. The Long Term Care Ombudsman and State Health Insurance Coordinators collaborate to form partnerships that include: Adult Protective Services, Long Term Care facilities, Public Fiduciaries, senior adult homes, financial institutions, and more to address regional challenges and potential future needs. The task force will help both programs work hand in hand on addressing elder abuse both in long-term care settings and the communities with scam jams. The LTCO collaborates with long-term care facilities and helps host an event on Elder Abuse and Fraud, particularly in Douglas. The SHIP Coordinator has increased her scam jams throughout the region to address Southeastern Arizona's most common scams. Working closely and identifying partners in the community and working closely with them will help protect our seniors and raise awareness for a healthier southeastern region.

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. With the COVID pandemic, we have expanded ways to stay active and visible in our communities. We created a library of events on our Facebook page where presentations are stored for future use. We have created a mobile app that gives people access to

our library of events and, most notably, the resource directories for our four-county region. We work closely with three Chamber of Commerce who allow us to use their distribution methods to get information to the private sector. 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), Arizona Association of Area Agencies on Aging (AZ4A), and National Association of Nutrition and Aging Services Programs (NANASP) to be more informed of current issues, policies, and programs for seniors and people with disabilities. We collaborate with our Center for Independence-Direct to promote their services to the disabled population in our region. Home and community-based programs help many remain independent. We have reduced our waitlist numbers as we see more funding allocated to our region year after year, thanks to outstanding advocacy at the local, state, and federal levels.

While it is not possible to ask our partners to host their annual events during the pandemic. SEAGO-AAA will encourage our local partners to host the yearly Caregiver Conference in Santa Cruz County, with the Senior Expo and Caregiver Conference in Graham and Greenlee County when it is safe to do so. SEAGO-AAA will help coordinate and promote those events. We intend to continue educating our communities and hosting the annual Region VI Conference on Aging in Sierra Vista. SEAGO AAA will help promote the efforts that DES and Alzheimer's Association have outlined for the new Arizona Alzheimer's State Plan. These efforts maximize public awareness and understanding by educating caregivers and in-house staff, and case managers and expanding a dementia-capable workforce in Arizona. SEAGO AAA is actively looking for grant opportunities to supplement the DES's funds to enhance or expand services within the region.

Senior Medicare Patrol (SMP) - The new SMP Coordinator currently has three volunteers starting virtual SMP training during the 2nd quarter of 2021 and an additional volunteer that has completed SMP training. These volunteers cover southwestern Cochise, northern Cochise, and eastern Santa Cruz counties. Outreach with community hospitals has been slowly building with contacts at Canyon Vista Medical Center in Sierra Vista, Benson Community Hospital in Benson, and Mount Graham Regional Health Center in Safford. Outreach will also be happening with church groups throughout our four-county regions.

Evidence-Based Programs: The CDSMP is currently active in Graham and Greenlee Counties. SEAGO-AAA plans to work closely with Graham and Greenlee and collaborate to expand their services and the services AAA has in place. SEAGO provides AMOB, and we have a full-time Health and Nutrition Coordinator who will soon become a master trainer in both AMOB and CDSMP. This will allow us to enhance our community partnerships in all four counties, expand SEAGO-AAA outreach and train more volunteer coaches to deliver services to participants within their communities. Outreach and partnerships will focus on county organizations, senior communities, and assisted living facilities in the four county region. Our goal is to yield AMOB in-person classes post COVID while at the same time maintaining the proper training and structure for virtual classes should we experience another shutdown. We will promote and expand our efforts in all areas of the region to best fit the needs of each community and deepen our partnerships to ensure access, communication and support.

Helping Older Adults Access Medicare Benefits: The struggle to recruit volunteers has continued. One volunteer in the Graham/Greenlee counties area has resigned due to the long-term effects of Covid. We currently have four volunteers who cover the Cochise county area and eastern Santa Cruz County. We are recruiting for volunteers in western Santa Cruz and all of Graham and Greenlee counties. During the past year, we have hosted several webinars on Facebook and will continue to do so. Facebook Live offers

us the option of having live educational opportunities regularly. We use our Constant Contact email blasts and our newsletters to reach out to our communities. We have also added our SEAGO – Area Agency on Aging Mobile application to keep our region informed and facilitate appointments by phone and, hopefully, soon in person.

Transportation Coordination-Mobility Management: Is recognized as an essential service to the SEAGO Region's transportation providers. Through Mobility Management, partnerships are created with providers, social service agencies, governmental agencies, and the general public to reduce costs, enhance travel options, improve safety, and identify service gaps. Federal Funding requires that grantees **Coordinate** with other transit providers to ensure the maximum amount of service possible while reducing costs by utilizing shared or coordinated resources. The SEAGO Mobility Management team has 25+ years of Transit Management experience. They strive to provide support and guidance to regional transit providers, ensuring that Arizona Department of Transportation (ADOT) requirements are being met by; standardizing program operations and adhering to training and policies/procedures. The Mobility Management team also monitors regional transit programs that provide service to AAA clients and provide PASS training/technical assistance to providers statewide. As a result of these efforts, the City of Willcox is awarded ADOT funding for a Dial-A-Ride program that would serve Willcox and the surrounding communities of Bowie, Cochise, Kansas Settlement, Pearce/Sunsites and Winchester Heights. This program is scheduled to begin in October 2021 and fill an identified service gap in Cochise County.

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. SEAGO-AAA has created a Director's Handbook to issue to our meal providers to have on-hand when needed. In that handbook, we cover the following: *What is the AAA, Fundamentals of CNG and HDM and requirements, menu and meal planning, Policies, licensing, and more.* During the yearly training, the AAA staff will cover each of the topics included in the handbook and address it when needed. With the implementation of the READI meals, the AAA will dedicate an increased amount of time spent guiding and assisting the sites with the READI meals program effectively. This will result in our sites meeting the requirements of DES-DAAS emergency feeding plans. By working closely with each of our county health departments, we will deliver crucial nutritional information and help with the survey once per year to identify educational needs, food insecurity, and other possible SEAGO-AAA service needs of participants at senior centers and nutritional sites receiving sub-awards.

Consumer Choice and Care Choice Options: Case managers have always promoted private pay for home care because they effectively target low-income individuals and manage waiting lists. Three of the six contracted home care providers are for-profit agencies. These agencies offer private pay housekeeping, attendant care, and in-home Respite. SINCE ITS INCEPTION, the SEAGO-AAA staffs the Family Caregiver Support Program Coordinator; we see an increasing demand for FCSP services in the past year. The AAA coordinator works closely with the case managers, identifies gaps, and finds ways to fill those gaps. 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 temporary housekeeping, attendant care, and in-home Respite in most areas of the region. 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 Applications to select the best-qualified service providers and ensure competition in arranging for services for elderly individuals and their caregivers. In their proposals, prospective service providers are asked to describe how they will coordinate benefits with any other programs that serve the elderly or disabled, how they will coordinate activities with county long-term care programs, Medicare and ALTCS, and how the provider will ensure that these fund sources are maximized to use AAA funding only when no other source is available, in order to ensure coordination of services and integration of multiple funding sources. Cost Share is encouraged, and case managers, service providers, and AAA monitor these contributions.

Title VII Efforts: The SEAGO AAA will continue to host the Region VI Conference of Aging, where information on Long Term Care Ombudsman, SHIP, and SMP programs are featured. While it was not possible to host the conference during SFY21, our intention stands once we can do it safely from Covid. SEAGO will continue to hold workshops on Medicare, advanced directives, and selecting LTC policies, as well as scam jams across the region. Besides, case-managed services target those who lack a support system, low income, and those who are most vulnerable, including adult protective service referrals. Participation in community meetings, training, health and resource fairs, and other events will offer opportunities to get the word out about LTC Ombudsman, SHIP, SMP programs and services, and how to prevent, detect, and report abuse neglect, and financial exploitation of older adults. As new training modules are out at the state level, these modules will be adopted, and once completed, the LTCO will make an effort to recruit more volunteers in the area. The Long Term Care Ombudsman program and the State Health Insurance Program are collaborating in building an Elder Fraud and Abuse taskforce in Cochise county. We see that with the multiple changes happening since COVID, we must educate and inform our communities. We have organizations that work with the elderly as partners that will help the Area Agency on Aging address the needs of those affected or reduce the number of cases throughout our region.

Other: SEAGO-AAA Management Analyst oversees the Case Management program, and since her partaking, we see even more impact in the program. She coordinates services and funding availability amongst the case managers and service providers to assist the director in projecting future spending. She provides training and guidance to our case managers on changes happening within the organization. The modification is preparing our Management Analysis for when SEAGO-AAA begins to bring the case management in-house.

With a grant obtained through the Legacy Foundation of Southeast Arizona and the David and Lura Lovell Foundation, the Area Agency on Aging has successfully adopted **End of Life Care Matters** since 2018. With the dedication and support from Veronica "Ronnie" Squyres, we are successfully going into our third year. Thus far, we have accomplished our goal to expand our services throughout the four-county region by hosting Thoughtful Life Conversations workshops. Our goal has been to normalize and increase conversations by providing several venues for discussing and planning for end-of-life issues and healthcare planning, including advance directives. We have developed our Workplace Initiative (WPI) to provide education to organizations that provide healthcare and social services to patients and clients. We have reached over 600 participants, over 40 workshops and partnered with 19 local organizations. There is representation from the Area Agency on Aging in the AZ Health Directive Registry committee for the transition. We commit ourselves to help make this transition a huge success.

PART VII

WAIVERS

NO WAIVERS REQUESTED AT THIS TIME

PART VIII

BUDGET

DAARS Codes	Administration						Case Mgmt	Case Mgmt	Advocacy	Legal	Legal	Transp	
	ADM	ADM	ADM	ADM	ADM	ADM	CMG	CMG	ADV	LGL	LGL	TSP	
Program Codes	HC	HC	HC	HC	FCS	FCS	HC	HC	HC	LSA	LSA	HC	
Service Detail Code		C19	C20	C21		C20		C20			C20		
AIMS Codes	ADM				AM5		CMG		ADV	LGL		TSP	
Unlnd Source													
1 State Admin	M	46,069.00		6,039.00		1,000.00							
2 OAA Admin (III C-1)	A	138,207.00											
3 OAA Admin (III E)	A					16,500.00							
4 SSBG Admin		58,674.00											
5 Title III-B	S						49,954.62		3,317.60	15,917.00		74,899.40	
6 Title III-C1	S												
7 Title III-C2	S												
8 Title III-D Prev Hlth													
9 Title III-E Caregiver												47,413.00	
10 NSIP													
11 Title VII Elder Abuse													
12 Title VII FED OMB													
13 State Ind Living Support	M		548.00	7,295.00	4,914.00	4,500.00	3,071.00	63,269.00		1,909.95	1,515.00	36,407.00	
14 State Ombudsman													
15 State Respite													
16 SSBG (Services)								133,597.00				65,215.00	
17 SHIP													
18 Senior Medicare Patrol													
19 SSBG - HCB Wait List													
20 SSBG - One-Time Admin.		7,371.00											
21 SSBG - One-Time (Services)								5,000.00				10,000.00	
22 Senior Patrol Vols.													
23 Alzheimer's Dementia (ADSSP)													
24 MIPPA - S.H.I.P													
25 MIPPA - AAA													
26 MIPPA - ADRC													
27 FFCRA - C1													
28 FFCRA - C1 Admin	A		1,642.90										
29 FFCRA - C2													
30 CARES Act - III-B									40,000.00			44,715.00	
31 CARES Act - III-C1 Admin	A		40,000.00										
32 CARES Act - III-C2													
33 CARES Act - III-E													
34 CARES Act - III-E Admin	A						9,211.00						
35 CARES Act - III-VII - FED. OMB.													
36 ADRC													
37 Title III-C2 COVID Supplemental													
38 OAA Admin. III-C2 COVIA				14,741.00									
Reimbursement Ceiling		250,321.00	2,190.90	53,334.00	19,655.00	22,000.00	12,282.00	251,820.62	40,000.00	5,227.55	17,432.00	44,715.00	233,934.40

DIRECT SERVICES

ALTCs												
Program Income												
Non-Fed In-kind	M											
Non-Fed Cash	M											
Other Federal												
Total		-	-	-	-	-	-	-	-	-	-	-

PURCHASED SERVICES

ALTCs												
Program Income												89,000.00
Non-Fed In-kind	M							69,233.00				1,800.00
Non-Fed Cash	M							76,751.00		17,299.00		494,346.00
Other Federal												1,022,487.00
Total		-	-	-	-	-	-	145,984.00	-	17,299.00	-	1,607,633.00

Grand Total		250,321.00	2,190.90	53,334.00	19,655.00	22,000.00	12,282.00	397,804.62	40,000.00	5,227.55	34,731.00	44,715.00	1,841,567.40
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EXPENSES

Personnel - Direct		103,882.00	1,000.00	21,000.00		10,352.00	1,500.00		21,000.00	1,238.00			
ERE - Direct		23,625.00	191.00	7,200.00		4,213.00	471.00		6,000.00	799.00			
Professional/Out													
Direct		24,646.00	499.90	3,800.00		4,800.00				566.00			
Sub-Contractor								397,804.62			34,731.00	44,715.00	1,841,567.40
Travel - Direct		10,000.00							3,000.00	139.55			
Space - Direct													
Equipment - Direct													
One Time		12,000.42			19,655.00				5,000.00				
On Going													
Material/Supplies - Direct		23,295.58		16,252.00		500.00	9,411.00		2,000.00	100.00			
Operating Svcs Direct		6,345.00								1,335.00			
Allocated Indirect Direct		46,527.00	500.00	5,082.00		2,135.00	900.00		3,000.00	1,050.00			
SubTotal DIRECT		250,321.00	2,190.90	53,334.00	19,655.00	22,000.00	12,282.00		40,000.00	5,227.55			
SubTotal PURCH								397,804.62			34,731.00	44,715.00	1,841,567.40
TOTAL SERVICE		250,321.00	2,190.90	53,334.00	19,655.00	22,000.00	12,282.00	397,804.62	40,000.00	5,227.55	34,731.00	44,715.00	1,841,567.40

Units/Direct		12.00				12.00				12.00		
Units/Purchased								9,847.79			314.00	
Units Total		12.00				12.00		9,847.79		12.00	314.00	

Unit Rate/Direct		20,860.08	#DIV/0!	#DIV/0!		1,833.33	#DIV/0!	N/A	#DIV/0!	435.63	NA	NA
Unit Rate/Purch		NA				NA		40.40		N/A	110.61	19.91
Unit Rate/Total		20,860.08	#DIV/0!	#DIV/0!	#DIV/0!	1,833.33	#DIV/0!	40.40	#DIV/0!	NA	110.61	#DIV/0!

Note: Title III-B, III-C1, III-C2, III-D, III-E (Admin) require a state match

Required State Match		46,069.00	547.63	13,333.33	4,913.67	5,500.00	3,073.33	2,938.53		195.15	936.30		4,405.88
State Admin		46,069.00		6,039.00		1,000.00							
State ILS			548.00	7,295.00	4,914.00	4,500.00	3,071.00	63,269.00		1,909.95	1,515.00		36,407.00
Additional match required													
Non-Fed In-kind/Non-Fed													
Match required from another													

Revenue and expenditures - must be

	ortation	Congregate	Congregate	Congregate	Home Del	Home Del	Home Del	Home Del	I&R	Program Devel	Program Devel	Program Devel
DAARS Codes	TSP	CNG	CNG	CNG	HDM	HDM	HDM	HDM	INR	PGD	PGD	PGD
Program Codes	HCB	HCB	HCB	HCB	HCB	HCB	HCB	HCB	HCB	HCB	HCB	HCB
Service Detail Code	C20		C19	C20		C19	C20	C21	BOC		C20	SCD
AIMS Codes		CNG			HDM							
Lnund Source												
1 State Admin												
2 OAA Admin (III C-1)												
3 OAA Admin (III E)												
4 SSBG Admin												
5 Title III-B										9,712.00		67,385.28
6 Title III-C1		144,938.00										
7 Title III-C2					255,542.89							
8 Title III-D Prev Hlth												
9 Title III-E Caregiver												
10 NSIP					105,962.00							
11 Title VII Elder Abuse												
12 Title VII FED OMB												
13 State Ind Living Support		45,307.00			79,115.00					3,624.00		5,432.00
14 State Ombudsman												
15 State Respite												
16 SSBG (Services)		10,699.00			139,613.00							
17 SHIP												
18 Senior Medicare Patrol												
19 SSBG - HCB Wait List												
20 SSBG - One-Time Adm												
21 SSBG - One-Time (Servi		10,000.00										
22 Senior Patrol Vols.												
23 Alzheimer's Dementia (A												
24 MIPPA - S.H.I.P												
25 MIPPA - AAA												
26 MIPPA - ADRC												
27 FFCRA - C1			1,926.90									
28 FFCRA - C1 Admin												
29 FFCRA - C2												
30 CARES Act - III-B	11,285.00										48,000.00	
31 CARES Act - III-C1 Adm												
32 CARES Act - III-C2							30,000.00					
33 CARES Act - III-E												
34 CARES Act - III-E Admin												
35 CARES Act - III-VII - FED												
36 ADRC									40,000.00			
37 Title III-C2 COVID Supple								156,194.00				
38 OAA Admin. III-C2 COVI												
Reimbursement Ceiling	11,285.00	210,944.00	1,926.90	-	580,232.89	-	30,000.00	156,194.00	40,000.00	13,336.00	48,000.00	72,817.28
DIRECT SERVICES												
ALTCs												
Program Income												
Non-Fed In-kind												
Non-Fed Cash												
Other Federal												
Total	-	-	-	-	-	-	-	-	-	-	-	-
PURCHASED SERVICES												
ALTCs					99,441.00							
Program Income		57,940.00			-							
Non-Fed In-kind		212,607.00			168,927.00							
Non-Fed Cash		88,074.00			86,371.00							
Other Federal												
Total	-	358,621.00	-	-	354,739.00	-	-	-	-	-	-	-
Grand Total	11,285.00	569,565.00	1,926.90	-	934,971.89	-	30,000.00	156,194.00	40,000.00	13,336.00	48,000.00	72,817.28
EXPENSES												
Personnel - Direct									14,354.00	8,604.00	28,000.00	
ERE - Direct									5,000.00	2,397.00	8,000.00	
Professional/Out												
Direct									3,000.00	-		
Sub-Contract	11,285.00	569,565.00	1,926.90		934,971.89		30,000.00	56,194.00	9,029.00			
Travel - Direct										923.00	2,000.00	
Space - Direct												
Equipment - Direct												
One Time												72,817.28
On Going												
Material/Supplies - Direc								100,000.00	3,471.00	50.00	5,000.00	
Operating Svcs Direct									400.00			
Allocated Indirect Direct									4,746.00	1,362.00	5,000.00	
SubTotal DIRECT	-	-	-	-	-	-	-	100,000.00	30,971.00	13,336.00	48,000.00	72,817.28
SubTotal PURCH	11,285.00	569,565.00	1,926.90	-	934,971.89	-	30,000.00	56,194.00	9,029.00	-	-	-
TOTAL SERVICE	11,285.00	569,565.00	1,926.90	-	934,971.89	-	30,000.00	156,194.00	40,000.00	13,336.00	48,000.00	72,817.28
Units/Direct										12.00	12.00	
Units/Purchased		48,308.56			85,625.92							
Units Total	-	48,308.56	-	-	85,625.92	-	-	-	-	12.00	12.00	-
Unit Rate/Direct	NA	NA	NA	NA	NA	NA	NA		#DIV/0!	N/A	4,000.00	
Unit Rate/Purch		11.79			10.92					N/A		
Unit Rate/Total	#DIV/0!	11.79	#DIV/0!	NA	10.92	NA	#DIV/0!	#DIV/0!	#DIV/0!	NA	NA	NA
Note: Title III-B, III-C1, III-												
Required State Match	-	8,525.84	-	-	15,032.06	-	-	-	-	571.30	-	-
State Admin	-	-	-	-	-	-	-	-	-	-	-	-
State ILS	-	45,307.00	-	-	79,115.00	-	-	-	-	3,624.00	-	5,432.00
Additional match requir	-	-	-	-	-	-	-	-	-	-	-	-
Non-Fed In-kind/Non-Fe	-	-	-	-	-	-	-	-	-	-	-	-
Match required from an	-	-	-	-	-	-	-	-	-	-	-	-

Revenue and expenditures - must

	Health Prom	Health Prom	Ship/Outreach	Senior Patrol	ADRC	MIPPA SHIP	MIPPA AAA	MIPPA ADRC	Long Term Care	Long Term Care		
DAARS Codes	HED	HED	SHI	SHI	SHI	INR	SHI	SHI	SHI	LTC	LTC	HSK
Program Codes	HPR	HPR	SHP	SMP	SMP	HCB	SHP	SHP	SHP	OMB	OMB	HCB
Service Detail Code		C20	OTR	IRM	IRM	CRT	MSA	MAA	MDA		C20	
AIMS Codes	HPR		IR1	IRM	SMP	AOC				LTC		HSK
Intend Source												
1 State Admin												
2 OAA Admin (III C-1)												
3 OAA Admin (III E)												
4 SSBG Admin												
5 Title III-B	14,722.00		4,000.00		4,297.00							6,670.00
6 Title III-C1												
7 Title III-C2												
8 Title III-D Prev Hlth	25,431.00											
9 Title III-E Caregiver												
10 NSIP												
11 Title VII Elder Abuse										2,483.00		
12 Title VII FED OMB										18,287.00		
13 State Ind Living Support	1,455.00		6,885.00		3,335.00							1,413.00
14 State Ombudsman										35,207.00		
15 State Respite												
16 SSBG (Services)												1,322.00
17 SHIP			20,926.00		8,408.00							
18 Senior Medicare Patrol												
19 SSBG - HCB Wait List												
20 SSBG - One-Time Admir												
21 SSBG - One-Time (Servi												
22 Senior Patrol Vols.												
23 Alzheimer's Dementia (A												
24 MIPPA - S.H.I.P												
25 MIPPA - AAA												
26 MIPPA - ADRC												
27 FFCRA - C1												
28 FFCRA - C1 Admin												
29 FFCRA - C2												
30 CARES Act - III-B												
31 CARES Act - III-C1 Admi												
32 CARES Act - III-C2												
33 CARES Act - III-E												
34 CARES Act - III-E Admin												
35 CARES Act - III-VII - FED											7,700.00	
36 ADRC												
37 Title III-C2 COVID Supple												
38 OAA Admin. III-C2 COVI												
Reimbursement Ceiling	41,608.00	-	31,811.00	-	16,040.00	-	-	-	-	55,977.00	7,700.00	9,405.00
DIRECT SERVICES												
ALTCs												
Program Income												
Non-Fed In-kind	3,100.00		2,300.00							4,500.00		
Non-Fed Cash	800.00											
Other Federal												
Total	3,900.00	-	2,300.00	-	-	-	-	-	-	4,500.00	-	-
PURCHASED SERVICES												
ALTCs												
Program Income												3,736.00
Non-Fed In-kind												2,076.00
Non-Fed Cash												35,938.00
Other Federal												
Total	-	-	-	-	-	-	-	-	-	-	-	41,750.00
Grand Total	45,508.00	-	34,111.00	-	16,040.00	-	-	-	-	60,477.00	7,700.00	51,155.00
EXPENSES												
Personnel - Direct	23,320.73		15,716.00		6,903.00					28,286.93	2,000.00	
ERE - Direct	7,762.27		6,969.00		3,336.00					11,305.00	600.00	
Professional/Out												
Direct	2,800.00		1,000.00		1,000.00					4,098.00	2,000.00	
Sub-Contract												51,155.00
Travel - Direct	2,137.00		1,501.00		910.00					3,574.00		
Space - Direct												
Equipment - Direct												
One Time												
On Going												
Material/Supplies - Direc	3,315.00		1,000.00		303.00					1,000.00	2,054.00	
Operating Svcs Direct	1,000.00		1,000.00							500.00		
Allocated Indirect Direct	5,173.00		6,925.00		3,588.00					11,713.00	1,046.00	
SubTotal DIRECT	45,508.00	-	34,111.00	-	16,040.00	-	-	-	-	60,477.00	7,700.00	-
SubTotal PURCH	-	-	-	-	-	-	-	-	-	-	-	51,155.00
TOTAL SERVICE	45,508.00	-	34,111.00	-	16,040.00	-	-	-	-	60,477.00	7,700.00	51,155.00
Units/Direct	75.00		1,950.00		80.00					1,680.00	12.00	
Units/Purchased												21,174.56
Units Total	75.00	-	1,950.00	-	80.00	-	-	-	-	1,680.00	12.00	21,174.56
Unit Rate/Direct	606.77	NA	17.49	NA	200.50	NA	NA	NA	NA	36.00	641.67	NA
Unit Rate/Purch	NA	NA	NA	NA	NA	NA	N/A	N/A	N/A	NA	NA	2.42
Unit Rate/Total	606.77	NA	17.49	NA	200.50	NA	NA	NA	NA	36.00	641.67	2.42
Note: Title III-B, III-C1, III-												
Required State Match	866.01	-	235.30	-	252.77	-	-	-	-	-	-	392.36
State Admin	-	-	-	-	-	-	-	-	-	-	-	-
State ILS	1,455.00	-	6,885.00	-	3,335.00	-	-	-	-	-	-	1,413.00
Additional match requir	-	-	-	-	-	-	-	-	-	-	-	-
Non-Fed In-kind/Non-Fe	-	-	-	-	-	-	-	-	-	-	-	-
Match required from an	-	-	-	-	-	-	-	-	-	-	-	-

Revenue and expenditures - must

	Home Care Cluster			Attendant Care	Lottery				Supplemental PMT Program (SPP)		Alzheimer's Dementia (ADSSP)		
	DAARS Codes	PRC	NRH		ATT	HSK	HDM	PRC	RSP	HSK	ATT	CMG	RSP
	Program Codes	HCN	HCN	HCN	HCN	HCN	HCN	FCS	HCN	HCN	FCS	FCS	FCS
	Service Detail Code				LOT	LOT	LOT	LOT	SPP	SPP	ALZ	ALZ	ALZ
AIMS Codes	PRC	VNS											
Unlnd Source													
1 State Admin													
2 OAA Admin (III C-1)													
3 OAA Admin (III E)													
4 SSBG Admin													
5 Title III-B		297.00	368,970.00										
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													
12 Title VII FED OMB													
13 State Ind Living Support		3,772.00	147,482.05										
14 State Ombudsman													
15 State Respite													
16 SSBG (Services)		4,931.00	184,816.00										
17 SHIP													
18 Senior Medicare Patrol													
19 SSBG - HCB Wait List													
20 SSBG - One-Time Admin													
21 SSBG - One-Time (Servi			31,341.00										
22 Senior Patrol Vols.													
23 Alzheimer's Dementia (A													
24 MIPPA - S.H.I.P													
25 MIPPA - AAA													
26 MIPPA - ADRC													
27 FFCRA - C1													
28 FFCRA - C1 Admin													
29 FFCRA - C2													
30 CARES Act - III-B													
31 CARES Act - III-C1 Admi													
32 CARES Act - III-C2													
33 CARES Act - III-E													
34 CARES Act - III-E Admin													
35 CARES Act - III-VII - FED													
36 ADRC													
37 Title III-C2 COVID Supple													
38 OAA Admin. III-C2 COVI													
Reimbursement Ceiling	-	9,000.00	732,609.05	-	-	-	-	-	-	-	-	-	-
DIRECT SERVICES													
ALTCs													
Program Income													
Non-Fed In-kind													
Non-Fed Cash													
Other Federal													
Total	-	-	-	-	-	-	-	-	-	-	-	-	-
PURCHASED SERVICES													
ALTCs													
Program Income			500.00										
Non-Fed In-kind													
Non-Fed Cash		19,135.00	1,000.00										
Other Federal													
Total	-	19,135.00	1,500.00	-	-	-	-	-	-	-	-	-	-
Grand Total	-	28,135.00	734,109.05	-	-	-	-	-	-	-	-	-	-
EXPENSES													
Personnel - Direct													
ERE - Direct													
Professional/Out													
Direct													
Sub-Contract		28,135.00	734,109.05										
Travel - Direct													
Space - Direct													
Equipment - Direct													
One Time													
On Going													
Material/Supplies - Direc													
Operating Svcs Direct													
Allocated Indirect Direct													
SubTotal DIRECT	-	-	-	-	-	-	-	-	-	-	-	-	-
SubTotal PURCH	-	28,135.00	734,109.05	-	-	-	-	-	-	-	-	-	-
TOTAL SERVICE	-	28,135.00	734,109.05	-	-	-	-	-	-	-	-	-	-
Units/Direct													
Units/Purchased		8,280.82	331.00				3,174.10						
Units Total		8,280.82	331.00	-	-	-	3,174.10	-	-	-	-	-	-
Unit Rate/Direct	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Unit Rate/Purch	NA	85.00	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Unit Rate/Total	NA	85.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Note: Title III-B, III-C1, III-													
Required State Match	-	17.47	21,704.30	-	-	-	-	-	-	-	-	-	-
State Admin	-	-	-	-	-	-	-	-	-	-	-	-	-
State ILS	-	3,772.00	147,482.05	-	-	-	-	-	-	-	-	-	-
Additional match requir	-	-	-	-	-	-	-	-	-	-	-	-	-
Non-Fed In-kind/Non-Fe	-	-	-	-	-	-	-	-	-	-	-	-	-
Match required from an	-	-	-	-	-	-	-	-	-	-	-	-	-

Revenue and expenditures - must

	LTC Assisted Living	Attendant Care	SSBG Waitlist							Outreach		Case Mgn	I&R		
			DAARS Codes	EHS	ATT	CMG	ATT	HSK	RSP	NRH	HDM	OTR	OTR	CMG	INR
			Program Codes	HCB	HCB	HCB	HCB	HCB	FCS	HCB	HCB	FCS	FCS	FCS	FCS
			Service Detail Code	LCA	C20	WTL	WTL	WTL	WTL	WTL	WTL	IR5	C20	CM5	
AIMS Codes	EHL														
Intend Source															
1	State Admin														
2	OAA Admin (III C-1)														
3	OAA Admin (III E)														
4	SSBG Admin														
5	Title III-B														
6	Title III-C1														
7	Title III-C2														
8	Title III-D Prev Hlth														
9	Title III-E Caregiver									28,483.09		-	10,000.00		
10	NSIP														
11	Title VII Elder Abuse														
12	Title VII FED OMB														
13	State Ind Living Support														
14	State Ombudsman														
15	State Respite														
16	SSBG (Services)														
17	SHIP														
18	Senior Medicare Patrol														
19	SSBG - HCB Wait List														
20	SSBG - One-Time Admin														
21	SSBG - One-Time (Servi														
22	Senior Patrol Vols.														
23	Alzheimer's Dementia (A														
24	MIPPA - S.H.I.P														
25	MIPPA - AAA														
26	MIPPA - ADRC														
27	FFCRA - C1														
28	FFCRA - C1 Admin														
29	FFCRA - C2														
30	CARES Act - III-B														
31	CARES Act - III-C1 Admi														
32	CARES Act - III-C2										14,700.00				
33	CARES Act - III-E														
34	CARES Act - III-E Admin														
35	CARES Act - III-VII - FED														
36	ADRC														
37	Title III-C2 COVID Supple														
38	OAA Admin. III-C2 COVI														
Reimbursement Ceiling											28,483.09	14,700.00	-	10,000.00	
DIRECT SERVICES															
	ALTCs														
	Program Income														
	Non-Fed In-kind														
	Non-Fed Cash														
	Other Federal														
	Total	-	-	-	-	-	-	-	-	-	-	-	-	-	
PURCHASED SERVICES															
	ALTCs														
	Program Income														
	Non-Fed In-kind									2,688.00		-			
	Non-Fed Cash									1,445.00					
	Other Federal														
	Total	-	-	-	-	-	-	-	-	4,133.00	-	-	-	-	
Grand Total											32,616.09	14,700.00	-	10,000.00	
EXPENSES															
	Personnel - Direct									17,914.09	5,000.00	-	3,247.00		
	ERE - Direct									5,177.00	3,200.00	-	1,216.00		
	Professional/Out														
	Direct									1,500.00	1,000.00	-	1,638.00		
	Sub-Contract	-													
	Travel - Direct									1,133.00	2,500.00	-	500.00		
	Space - Direct														
	Equipment - Direct														
	One Time														
	On Going														
	Material/Supplies - Direc									1,000.00	500.00	-	415.00		
	Operating Svcs Direct									500.00		-	500.00		
	Allocated Indirect Direct									5,392.00	2,500.00	-	2,484.00		
	SubTotal DIRECT	-	-	-	-	-	-	-	-	32,616.09	14,700.00	-	10,000.00		
	SubTotal PURCH	-	-	-	-	-	-	-	-	-	-	-	-		
	TOTAL SERVICE	-	-	-	-	-	-	-	-	32,616.09	14,700.00	-	10,000.00		
	Units/Direct									12.00	12.00	-	951.19		
	Units/Purchased									5.00		-			
	Units Total	-	-	-	-	-	-	-	-	17.00	12.00	-	951.19		
	Unit Rate/Direct	NA	NA	NA	NA	NA	NA	NA	NA	2,718.01	1,225.00	NA	10.51		
	Unit Rate/Purch	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
	Unit Rate/Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1,918.59	1,225.00	NA	10.51		
Note: Title III-B, III-C1, III-															
	Required State Match	-	-	-	-	-	-	-	-	-	-	-	-		
	State Admin	-	-	-	-	-	-	-	-	-	-	-	-		
	State ILS	-	-	-	-	-	-	-	-	-	-	-	-		
	Additional match requir	-	-	-	-	-	-	-	-	-	-	-	-		
	Non-Fed In-kind/Non-Fe	-	-	-	-	-	-	-	-	-	-	-	-		
	Match required from an	-	-	-	-	-	-	-	-	-	-	-	-		

Revenue and expenditures - must

	I&R	Training	Training	Community Education & Info	Community Education & Info	Adap Aid	Adap Aid	Home Repair	Respite			Peer Counseling
DAARS Codes	INR	CGT	CGT	CEI	CEI	ADP	ADP	RPR	RSP	RSP	RSP	PEC
Program Codes	FCS	FCS	FCS	FCS	FCS	FCS	HCB	FCS	FCS	FCS	FCS	FCS
Service Detail Code	C20		C20		C20				VCH		C20	
AIMS Codes				CEI		AD5		RP5		RSP		PEC
Lnund Source												
1 State Admin												
2 OAA Admin (III C-1)												
3 OAA Admin (III E)												
4 SSBG Admin												
5 Title III-B							5,509.00			3,147.21		
6 Title III-C1												
7 Title III-C2												
8 Title III-D Prev Hlth												
9 Title III-E Caregiver		13,079.00		10,321.58			2,000.00	8,000.00		48,574.33		6,968.00
10 NSIP												
11 Title VII Elder Abuse												
12 Title VII FED OMB												
13 State Ind Living Support							1,080.00			804.00		
14 State Ombudsman												
15 State Respite										19,628.00		
16 SSBG (Services)										4,259.00		
17 SHIP												
18 Senior Medicare Patrol												
19 SSBG - HCB Wait List												
20 SSBG - One-Time Admin												
21 SSBG - One-Time (Servi										10,000.00		
22 Senior Patrol Vols.												
23 Alzheimer's Dementia (A												
24 MIPPA - S.H.I.P												
25 MIPPA - AAA												
26 MIPPA - ADRC												
27 FFCRA - C1												
28 FFCRA - C1 Admin												
29 FFCRA - C2												
30 CARES Act - III-B												
31 CARES Act - III-C1 Admi												
32 CARES Act - III-C2												
33 CARES Act - III-E					18,000.00							
34 CARES Act - III-E Admin												
35 CARES Act - III-VII - FED												
36 ADRC												
37 Title III-C2 COVID Supple												
38 OAA Admin. III-C2 COVI												
Reimbursement Ceiling	-	13,079.00	-	10,321.58	18,000.00	-	8,589.00	8,000.00	-	86,412.54	-	6,968.00
DIRECT SERVICES												
ALTCs												
Program Income												
Non-Fed In-kind												
Non-Fed Cash												
Other Federal												
Total	-	-	-	-	-	-	-	-	-	-	-	-
PURCHASED SERVICES												
ALTCs												
Program Income										200.00		
Non-Fed In-kind												
Non-Fed Cash										1,741.00		
Other Federal												
Total	-	-	-	-	-	-	-	-	-	1,941.00	-	-
Grand Total	-	13,079.00	-	10,321.58	18,000.00	-	8,589.00	8,000.00	-	88,353.54	-	6,968.00
EXPENSES												
Personnel - Direct		9,079.00		4,822.00	8,000.00							3,768.00
ERE - Direct		2,000.00		1,924.58	2,800.00							1,200.00
Professional/Out												
Direct		1,000.00		1,075.00	200.00							500.00
Sub-Contract							8,589.00	8,000.00		88,353.54		
Travel - Direct				500.00	2,500.00							500.00
Space - Direct												
Equipment - Direct												
One Time												
On Going												
Material/Supplies - Direc				500.00	2,500.00							1,000.00
Operating Svcs Direct												
Allocated Indirect Direct		1,000.00		1,500.00	2,000.00							
SubTotal DIRECT	-	13,079.00	-	10,321.58	18,000.00	-	-	-	-	-	-	6,968.00
SubTotal PURCH	-	-	-	-	-	-	8,589.00	8,000.00	-	88,353.54	-	-
TOTAL SERVICE	-	13,079.00	-	10,321.58	18,000.00	-	8,589.00	8,000.00	-	88,353.54	-	6,968.00
Units/Direct					12.00							60.00
Units/Purchased						34.00		4.00		2,936.96		
Units Total	-	-	-	-	12.00	34.00	-	4.00	-	2,936.96	-	60.00
Unit Rate/Direct	NA	#DIV/0!	NA	N/A	1,500.00	NA	N/A	NA	NA	NA	NA	N/A
Unit Rate/Purch						NA	NA	2,000.00	NA	30.08		
Unit Rate/Total	NA	#DIV/0!	NA	#DIV/0!	1,500.00	NA	NA	2,000.00	NA	30.08	NA	116.13
Note: Title III-B, III-C1, III-												
Required State Match	-	-	-	-	-	-	324.06	-	-	185.13	-	-
State Admin	-	-	-	-	-	-	-	-	-	-	-	-
State ILS	-	-	-	-	-	-	1,080.00	-	-	804.00	-	-
Additional match requir	-	-	-	-	-	-	-	-	-	-	-	-
Non-Fed In-kind/Non-Fe	-	-	-	-	-	-	-	-	-	-	-	-
Match required from an	-	-	-	-	-	-	-	-	-	-	-	-

and expenditures - must

DAARS Codes	TOTAL
Program Codes	
Service Detail Code	
AIMS Codes	
Ln/nd Source	TOTAL
1 State Admin	53,108.00
2 OAA Admin (III C-1)	138,207.00
3 OAA Admin (III E)	16,500.00
4 SSBG Admin	58,674.00
5 Title III-B	628,798.11
6 Title III-C1	144,938.00
7 Title III-C2	255,542.89
8 Title III-D Prev Hlth	25,431.00
9 Title III-E Caregiver	174,839.00
10 NSIP	105,962.00
11 Title VII Elder Abuse	2,483.00
12 Title VII FED OMB	18,287.00
13 State Ind Living Support	423,133.00
14 State Ombudsman	35,207.00
15 State Respite	19,628.00
16 SSBG (Services)	544,452.00
17 SHIP	20,926.00
18 Senior Medicare Patrol	8,408.00
19 SSBG - HCB Wait List	-
20 SSBG - One-Time Admin	7,371.00
21 SSBG - One-Time (Servi	66,341.00
22 Senior Patrol Vols.	-
23 Alzheimer's Dementia (A	-
24 MIPPA - S.H.I.P	-
25 MIPPA - AAA	-
26 MIPPA - ADRC	-
27 FFCRA - C1	1,926.90
28 FFCRA - C1 Admin	1,642.90
29 FFCRA - C2	-
30 CARES Act - III-B	144,000.00
31 CARES Act - III-C1 Admi	40,000.00
32 CARES Act - III-C2	30,000.00
33 CARES Act - III-E	32,700.00
34 CARES Act - III-E Admin	9,211.00
35 CARES Act - III-VII - FED	7,700.00
36 ADRC	40,000.00
37 Title III-C2 COVID Supple	156,194.00
38 OAA Admin. III-C2 COVI	14,741.00
Reimbursement Ceiling	3,226,351.80

66,341

DIRECT SERVICES	
ALTCs	-
Program Income	-
Non-Fed In-kind	9,900.00
Non-Fed Cash	800.00
Other Federal	-
Total	10,700.00

PURCHASED SERVICES	
ALTCs	99,441.00
Program Income	151,376.00
Non-Fed In-kind	457,331.00
Non-Fed Cash	822,100.00
Other Federal	1,022,487.00
Total	2,552,735.00

Grand Total 5,789,786.80

EXPENSES	
Personnel - Direct	338,986.75
ERE - Direct	105,385.85
Professional/Out	-
Direct	55,122.90
Sub-Contracto	4,850,131.40
Travel - Direct	31,817.62
Space - Direct	-
Equipment - Direct	-
One Time	109,472.70
On Going	-
Material/Supplies - Direc	173,666.58
Operating Svcs Direct	11,580.00
Allocated Indirect Direct	113,623.00
SubTotal DIRECT	939,655.40
SubTotal PURCH	4,850,131.40
TOTAL SERVICE	5,789,786.80

Units/Direct	4,904.19
Units/Purchased	272,519.71
Units Total	277,423.90

Unit Rate/Direct	#DIV/0!
Unit Rate/Purch	2,311.12
Unit Rate/Total	#DIV/0!

Note: Title III-B, III-C1, III-	
Required State Match	130,016.43
State Admin	53,108.00
State ILS	423,133.00
Additional match requir	-
Non-Fed In-kind/Non-Fe	-
Match required from an	-

ue and expenditures - must -

PART IX

AREA AGENCY'S SERVICES
TO BE FUNDED BY
GEOGRAPHICAL AREA

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ 1,900.00	20.21%
Graham	\$ 5,000.00	53.19%
Greenlee	\$ -	0.00%
Santa Cruz	\$ 2,000.00	21.28%
Un Allocated	\$ 500.00	5.32%
Totals	\$ 9,400.00	100.00%

HSK	SEAGO AWARD
Accent Care SC	\$ 500.00
Accent Care Graham	\$ 500.00
Accent Care Cochise	\$ 1,400.00
AZ Consumer Direct	\$ 500.00
Lutheran SC	\$ 500.00
Lutheran Cochise	\$ 500.00
P.A.C.A	\$ 500.00
SEACUS	\$ 4,500.00
Budgeted	\$ 8,900
FUND Amount Un-Allotted	\$ 9,400.00
Balance DAAKS Funds Summary	\$ 500.00
	5.32%

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ 382,000.00	52.14%
Graham	\$ 113,352.00	15.47%
Greenlee	\$ 60,000.00	8.19%
Santa Cruz	\$ 177,257.00	24.20%
Un Allocated	\$ -	0.00%
Totals	\$ 732,609.00	100.00%

ATT	
Accent Care SC	\$ 33,500.00
Accent Care Graham	\$ 23,000.00
Accent Care Cochise	\$ 270,000.00
AZ Consumer Direct	\$ 80,000.00
GCHD	\$ 60,000.00
Lutheran SC	\$ 41,757.00
Lutheran Cochise	\$ 112,000.00
P.A.C.A	\$ 22,000.00
SEACUS	\$ 90,352.00
Budgeted	\$ 732,609.00
FUND Amount Un-Allotted	\$ 732,609.00
Balance DAAKS Funds Summary	\$ -
	0.00%

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ -	#DIV/0!
Graham	\$ -	#DIV/0!

ATT-SSBG	
Accent Care SC	\$ -
Accent Care Cochise	\$ -

Greenlee	\$ -	#DIV/0!
Santa Cruz	\$ -	#DIV/0!
Un Allocated	\$ -	#DIV/0!
Totals	\$ -	#DIV/0!

AZ Consumer Direct	\$ -	
GCHD	\$ -	
Lutheran SC	\$ -	
Lutheran Cochise	\$ -	
SEACUS	\$ -	
Budgeted	\$ -	\$ -
FUND Amount Un-Allocated		
Balance	\$ -	#DIV/0!
DAARS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ 62,913.00	72.81%
Graham	\$ 13,500.00	15.62%
Greenlee	\$ 4,000.00	4.63%
Santa Cruz	\$ 6,000.00	6.94%
Un Allocated	\$ -	0.00%
Totals	\$ 86,413.00	100.00%

RSP		
Accent Care SC	\$ 1,000.00	
Accent Care Graham	\$ 500.00	
Accent Care Cochise	\$ 42,913.00	
AZ Consumer Direct	\$ 4,000.00	
GCHD RSP-FCS	\$ 4,000.00	
Lutheran SC	\$ 500.00	
Lutheran Cochise	\$ 20,000.00	
P.A.C.A.	\$ 500.00	
SEACUS	\$ 13,000.00	
Budgeted	\$ 86,413.00	\$ 86,413.00
FUND Amount Un-Allocated	\$ 86,413.00	
Balance	\$ -	0.00%
DAARS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ 386,250.00	67.76%
Graham	\$ 113,334.00	19.88%
Greenlee	\$ 50,832.00	8.92%
Santa Cruz	\$ 19,584.00	3.44%
Un Allocated	\$ -	0.00%
Totals	\$ 570,000.00	100.00%

HDM		
Douglas ARC HDM-HCB	\$ 210,000.00	
MOMs HDM-HCB	\$ 235,000.00	
SEACUS HDM-HCB	\$ 125,000.00	
Budgeted	\$ 570,000.00	\$ 570,000.00
FUND Amount Un-Allocated	\$ 570,000.00	
Balance	\$ -	0.00%
DAARS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise		#DIV/0!
Graham		#DIV/0!
Greenlee		#DIV/0!
Santa Cruz		#DIV/0!
Un Allocated	\$ -	#DIV/0!
Totals	\$ -	#DIV/0!

HDM-HCB-C19		
Douglas ARC HDM-HCB	\$	-
SEACUS HDM-HCB	\$	-
Budgeted	\$ -	\$ -
FUND Amount Un-Allotted		
Balance	\$ -	#DIV/0!
DAKS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise		0.00%
Graham		0.00%
Greenlee		0.00%
Santa Cruz		0.00%
Un Allocated	\$ 30,000.00	100.00%
Totals	\$ 30,000.00	100.00%

HDM-HCB-C20		
Douglas ARC HDM-HCB	\$	-
MOMs HDM-HCB	\$	-
SCOPatagonia	\$	-
SCCOA CNG-HCB	\$	-
SEACUS HDM-HCB	\$	-
Tombstone	\$	-
Budgeted	\$ -	
FUND Amount Un-Allotted	\$ 30,000.00	
Balance	\$ 30,000.00	100.00%
DAKS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise		#DIV/0!
Graham		#DIV/0!
Greenlee		#DIV/0!
Santa Cruz		#DIV/0!
Un Allocated	\$ -	#DIV/0!
Totals	\$ -	#DIV/0!

HDM -SSBG		
MOMs HDM-SSBG	\$	-
SEACUS HDM-SSBG	\$	-
Budgeted	\$ -	\$ -
FUND Amount Un-Allotted		
Balance	\$ -	#DIV/0!
DAKS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ 39,500.00	18.73%
Graham	\$ 20,000.00	9.48%

CNG		
Douglas ARC CNG-HCB	\$	9,500.00
SCOPatagonia	\$	41,444.00

Greenlee	\$ 20,000.00	9.48%
Santa Cruz	\$ 131,444.00	62.31%
Un Allocated	\$ -	0.00%
Totals	\$ 210,944.00	100.00%

SCCOA CNG-HCB	\$ 90,000.00	
SEACUS CNG-HCB	\$ 40,000.00	
Tombstone	\$ 30,000.00	
Budgeted	\$ 210,944.00	\$ 210,944.00
FUND Amount Un-Allotted	\$ 210,944.00	
Balance	\$ -	0.00%
DAARS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise		#DIV/0!
Graham		#DIV/0!
Greenlee		#DIV/0!
Santa Cruz		#DIV/0!
Un Allocated	\$ -	#DIV/0!
Totals	\$ -	#DIV/0!

CNG-HCB-C19		
Douglas ARC	\$ -	
SCOPatagonia	\$ -	
SEACUS CNG-HCB	\$ -	
Tombstone	\$ -	
Budgeted	\$ -	\$ -
FUND Amount Un-Allotted		
Balance	\$ -	#DIV/0!
DAARS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ 170,000.00	67.51%
Graham	\$ 30,000.00	11.91%
Greenlee	\$ 20,000.00	7.94%
Santa Cruz	\$ 31,820.00	12.64%
Un Allocated	\$ -	0.00%
Totals	\$ 251,820.00	100.00%

CMG		
CHSS CMG-HCB	\$ 170,000.00	
GCHD CMG-HCB	\$ 20,000.00	
SCPF CMG-HCB	\$ 31,820.00	
SEACUS CMG-HCB	\$ 30,000.00	
Budgeted	\$ 251,820.00	\$ 251,820.00
FUND Amount Un-Allotted	\$ 251,820.00	
Balance	\$ -	0.00%
DAARS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ -	#DIV/0!
Graham	\$ -	#DIV/0!
Greenlee	\$ -	#DIV/0!

CMG - SSBG		
CHSS CMG-HCB	\$ -	
GCHD CMG-HCB	\$ -	
SCPF CMG-HCB	\$ -	

Santa Cruz	\$ -	#DIV/0!
Un Allocated	\$ -	#DIV/0!
Totals	\$ -	#DIV/0!

SEACUS CMG-HCB	\$ -	
Budgeted	\$ -	\$ -
FUND Amount Un-Allotted		
Balance	\$ -	#DIV/0!
DAARS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ -	0.00%
Graham	\$ -	0.00%
Greenlee	\$ -	0.00%
Santa Cruz	\$ -	0.00%
Un Allocated	\$ 40,000.00	100.00%
Totals	\$ 40,000.00	100.00%

CMG - C20		
SEACUS CMG-HCB	\$ -	
GCHD CMG-HCB	\$ -	
SCPF CMG-HCB	\$ -	
SEACUS CMG-HCB	\$ -	
Budgeted	\$ -	\$ -
FUND Amount Un-Allotted	\$ 40,000.00	
Balance	\$ 40,000.00	100.00%
DAARS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ 148,934.00	65.06%
Graham	\$ 40,000.00	17.47%
Greenlee	\$ 40,000.00	17.47%
Santa Cruz		0.00%
Un Allocated	\$ -	0.00%
Totals	\$ 228,934.00	100.00%

TSP		
BENSON	\$ 30,000.00	
Bisbee	\$ 30,000.00	
Douglas	\$ 35,000.00	
ESBF-Graham- BA	\$ 40,000.00	
ESBF-Clifton-BD	\$ 20,000.00	
ESBF-Duncan-BC	\$ 20,000.00	
Vicap	\$ 35,000.00	
Wilcox	\$ 18,934.00	
Budgeted	\$ 228,934.00	\$ 228,934.00
FUND Amount Un-Allotted	\$ 228,934.00	
Balance	\$ -	0.00%
DAARS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise		0.00%

TSP-HCB-C20		
ESBF-Graham- BA	\$ -	

Graham		0.00%
Greenlee		0.00%
Santa Cruz		0.00%
Un Allocated	\$ 11,285.00	100.00%
Totals	\$ 11,285.00	100.00%

ESBF-Clifton-BD	\$ -	
ESBF-Duncan-BC	\$ -	
Vicap	\$ -	
Budgeted	\$ -	\$ -
FUND Amount Un-Allotted	\$ 11,285.00	
Balance	\$ 11,285.00	100.00%
DAARS Funds Summary		

County	Amount Allocated for service per county	Percentage Allocated for Service per county
Cochise	\$ -	0.00%
Graham	\$ -	0.00%
Greenlee	\$ 9,000.00	100.00%
Santa Cruz	\$ -	0.00%
Un Allocated	\$ -	0.00%
Totals	\$ 9,000.00	100.00%

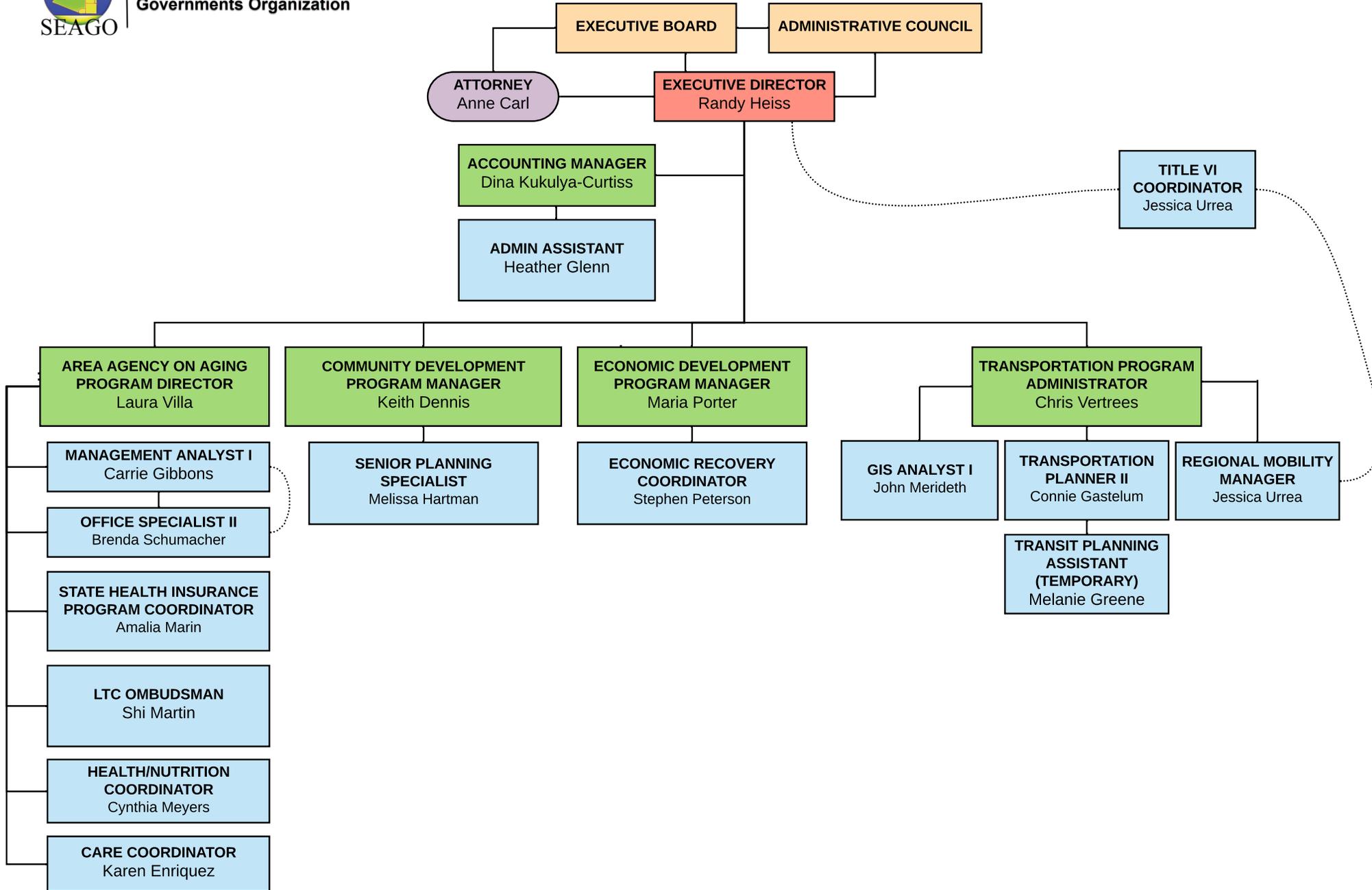
NRH		
GCHD NRH	\$ 9,000.00	
Budgeted	\$ 9,000.00	\$ 9,000.00
FUND Amount Un-Allotted	\$ 9,000.00	
Balance	\$ -	\$ -
DAARS Funds Summary		

PART X
APPENDICES

PART X - APPENDICES

- A. AAA Organizational Chart
- B. Advisory Council Membership
- C. List of Programs and Services
- D. Area Plan Assurances
- E. Needs Assessment
 - 1. Summary of Key Informant Survey
 - 2. Needs Assessment Questionnaire
 - 3. Results of Needs Assessment Questionnaires
 - 4. Service Utilization for SFY 2019-20
 - 5. Client Demographics for Case Management in SFY 2019-20
- F. Funding Formulas
 - 6. SEAGO State Funding Formula Based on 2010 Census
 - 7. SEAGO OAA Formula Based on 2010 Census
- G. Comments from Advisory Council on Aging
- H. Public Hearings Press Release and Comments

APPENDICES
PART A
AAA ORGANIZATIONAL CHART



APPENDICES
PART B
ADVISORY COUNCIL MEMMBERSHIP

ADVISORY COUNCIL ON AGING

Officers:

Jaime Aguilar, President
 Frank Montoya 1st Vice President
 Arnold Lopez, 2nd Vice Pres.
 Gary Clark, Secretary

Took Office:

4/16/2020 (1st Term)
 4/15/2021 (1st Term)
 4/15/2021 (1st Term)
 4/15/2021 (1st Term)

Governor's Advisory Council on Aging Member:

Jaime Aguilar

Cochise County

Community	Member	Term	Telephone/E-mail	Address	Background
Benson 2nd term	Kathy Spangler	5/19/2016 to 8/16/2022	520-221-0437 cell 520-353-5225 work cell Kathleen.spangler@bannerhealth.com		Bridgeway case manager
Bisbee 2nd Term	Leslie Lambert	7/16/2020 to 7/16/2023	520-249-5173 Forloveofes5@gmail.com	56 Holbrook Bisbee, AZ 85603	volunteers American Red Cross Community Foodbank Bisbee coalition for the homeless
Douglas 1st term	Gary Clark	11/13/2019 to 11/13/2022	520-227-5313 cell 520-364-7473 work GaryC@douglasarc.com	2505 6th street Douglas, AZ 85608	46years director of Douglas ARC
Huachuca City 2nd term	Kim Jackson	2/23/2021 to 2/23/2024	520-236-3032 jackson_656@msn.com	188 W Camino De Mesa Whetstone, AZ 85616	Medicare volunteer Business Management Telecommunications, AARP Tax Aide
Sierra Vista	Donald H Behnke	7/16/2020 to 7/16/2023	505-466-3344 home 575-636-0048 cell bbs.nm2@gmail.com	2768 Cabo Villano Dr Sierra Vista, AZ 85650	hold a degree in business and economics currently serves on the BCRC council 20 years experience in non profits
Tombstone	Vacant				
Willcox 1st term	Jayne A Hancox	2/26/2021 to 2/26/2024	520-507-7165 Cell hancoxj65@gmail.com	1947 E Key Lane Willcox, AZ 85643	secretary treasure of the Willcox Sr. Center. Currently caregiver to mother
County Unincorp. 1st term	Kim Burks	11/16/2018 to 11/16/2021	520-459-8146 kimberly.burks44@gmail.com	626 Calle Del Sud Sierra Vista, AZ 85635	VICAP Exec. Assistant, volunteer meadow Baptist church, volunteer human rights committee DDD.

Graham County

Community	Member	Term	Telephone/E-mail	Address	Background
Pima 1st term	Vacant				
Safford 1st Term	David Morse	1/16/2020 to 1/16/2023	928-428-3767 firingpin620@gmail.com	PO Box 1158 no physical address prov Pima, Graham 85543	volunteers at the Lions club, Safford Graham library. Wants to bring positive feedback to seniors in his community
Thatcher 2nd term	Arnold Lopez	11/16/2016 to 8/16/2022	928-322-0144 arnold85552@yahoo.com	1216 W 18st Safford AZ 85546	lives in Safford works Town of Safford, serves Safford City Council for 4 years.
County Unincorp. 2nd term	Royce Hunt	11/16/2019 to 11/16/2022	928-965-3226 roycehunt15@gmail.com	722 W 16th St. Safford, AZ 85546	Program Manager of SEACUS in Safford, member of United Way AZ Community Found, Freeport

Greenlee County

Community	Member	Term	Telephone/E-mail	Address	Background
Clifton 1st term	Frank L Montoya	3/14/2019 to 3/14/2022	928-965-9646 ortatu@gmail.com	134 Cougar Drive Clifton AZ 85533	Retired Law Inforcement
Duncan 2nd Term	Valadee, Crotts	1/17/2019 to 1/17/2022	928-359-2641	102 Ash Street Duncan, AZ 85534 Box 53 Duncan, AZ	Retired from Phelps Dodge after 35 years, drove SR transport currently on SEACUS board.
County Unincorp. 1st term	Jaime Aguilar	2/21/2020 to 2/21/2023	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 1st term	Dr. Arnoldo Montiel	3/14/2019 to 3/14/2022	520-988-0364 arnoldomontielrs@gmail.com	1154 W. Pima Place Nogales, AZ 85621	Santa Cruz council on aging Chair city of Nogales appeals Discipline hearing officer
Patagonia	Vacant				
County Unincorp. 1st term	Monica Romero	11/13/2019 to 11/13/2022	520-223-3961 monicaromero@azdes.gov	170 Vereda Cabrilla lane Rio Rico, AZ 85648	Support coordinator with DDD, holds a BA in Humanities with over 14 years experience in social services.

APPENDICES
PART C
PROGRAMS AND SERVICES

SEAGO AAA SFY 2020-21 SERVICE PROVIDERS

COUNTY	SERVICE	AGENCY
Cochise	Housekeeping	Accent Care Lutheran Social Services/Luminaria
	Attendant Care	
	In-Home Respite	
	Case Management	Cochise County Public Fiduciary/Health Services
	Case Management	
	Congregate Meals (Douglas)	Douglas ARC
	Home Delivered Meals (Bisbee, Douglas & Elfrida)	
	Home Delivered Meals	Mom's Meals
	Congregate Meals - Tombstone	City of Tombstone
	Transportation - Benson	City of Benson
	Transportation - Bisbee	City of Bisbee
	Transportation - Douglas Area	City of Douglas
	Transportation - Cochise County	VICAP
	Legal Assistance	Soto Law
Graham	Housekeeping	SEACUS Accent Care
	Attendant Care	
	In- Home Respite	
	Home Nursing	SEACUS
	Congregate	
	Home Delivered Meals	
	Adaptive Aids & Home Repairs for Caregivers	
	Case Management	Pure Foods (Moms Meals)
	Home Delivered Meals	
	Transportation	Easter Seals Blake Foundation
Greenlee	Congregate	SEACUS
	Home Delivered Meals	
	Home Delivered Meals	Pure Foods (Moms Meals)
	Housekeeping	Greenlee County Health Department
	Attendant Care	
	In-Home Respite	
	Home Nursing	Greenlee County Health Department
	Case Management	Easter Seals Blake Foundation
	Transportation	
Santa Cruz	Congregate	Santa Cruz Council on Aging
	Congregate	Patagonia Senior Citizens
	Home Delivered Meals	Pure Foods (Moms Meals)
	Housekeeping	Arizona Direct Consumer Lutheran Social Services/Luminaria
	Attendant Care	
	In-Home Respite	Accent Care, Patagonia Assisted Care
	Case Management	Santa Cruz County Public Fiduciary
District VI	Ombudsman	SEAGO/AAA
	State Health Insurance	
	Health and Nutrition Program	
	Information and Referral	
	Caregiver Training/ Caregiver Outreach	

APPENDICES
PART D
AREA PLAN ASSURANCES

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-

(A) 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);

(B) 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

(C) 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.

 AAA-Director

Signature and Title of Authorized Official

4-2-2021

Date

APPENDICES
PART E
NEEDS ASSESSMENT

APPENDICES
PART E
NEEDS ASSESSMENT
1. Drop Box Locations

Southeastern Arizona Governments Organizations
Area Agency on Aging Needs Assessment Survey for Older Residents
Area Plan on Aging

Drop Box Locations

County

Santa Cruz	Carondelet Hospital	1171 W Target Range Rd,	Nogales	AZ	85621
Areli Parrales (520) 375-7892	Senior Center	125 E Madison St # 4	Nogales	AZ	85621
	Senior Center	100 Quiroga Ln	Patagonia	AZ	85624
	Senior Center	391 Avenida Coatimundi	Rio Rico	AZ	85648
	Casitas de Santa Cruz	1769 W Target Range Rd	Nogales	AZ	85621
	Nogales Post Office	300 N Morley Ave	Nogales	AZ	85621
	Villa Paraiso apartments	1033 W Mariposa Ranch Rd	Nogales	AZ	85621
	Bowman Senior Residences	229 N Grand Ave	Nogales	AZ	85621
	Graham	First Baptist Church of Pima	116 s Main St	Pima	AZ
Stephanie Nabor (928) 428-3229	Pima Library	70 s 200 w	Pima	AZ	85543
	Casa De Flores	1775 S 20th Ave	Safford	AZ	85546
	Mt Graham Regional Medical Center	1600 S 20th Ave	Safford	AZ	85546
	Mt View Terrace Apt,	1901 W Pepper Tree Dr	Safford	AZ	85546
	Safford Villa Apt	106 W 11th St	Safford	AZ	85546
	Senior Center	822 W Main St	Safford	AZ	85546
	Sunshine ValleyApts	1901 S 20th Ave	Safford	AZ	85546
	Gila River Apt	232 N Chalmers Ln	Thatcher	AZ	85552
	Gila valley clinic	1680 s 20th ave	Safford	AZ	85546
	Safford City Graham Co Library	808 s 7th ave	Safford	AZ	85546
Greenlee	Clifton Post office	494 Coronado Blvd	Clifton	AZ	85533
Diane Leaman (928)865-2601	Duncan Post office	209 Main St,	Duncan	AZ	85534
	Gila Health Resorce	401 Burro Alley	Morenci	AZ	85540
	Morenci post office	9 Morenci Mall	Morenci	AZ	85540
	Nutrition Center	104 4th st	Clifton	AZ	85533
Cochise	Benson Health Department	126 W. 5th Street	Benson	AZ	85602
Marla Tamez 520-586-8192	Bisbee Senior Center	300 Collins Rd	Bisbee	AZ	85603
	Chiricahua Bisbee Clinic	108 Arizona Street	Bisbee	AZ	85603
Shirley Thomas 520-586-8191	Cochise Health and Social Services	1415 Melody Lane Bldg. A	Bisbee	AZ	85603
	Community Y	26 Lowell Ave	Bisbee	AZ	85603
	Coper Queen Hospital	101 Cole Ave	Bisbee	AZ	85603
	Firestone Tire Store	3 Bisbee Rd	Bisbee	AZ	85603
Yolanda Thomas 520-805-5631	Your Thrift Store	33 Bisbee Road	Bisbee	AZ	85603
	Douglas Health Dept. Clinic	1012 North G Avenue Suite 101	Douglas	AZ	85607
Seana Riffle 520-803-3950	Ginger Ryan Clinic	1100 F. Avenue	Douglas	AZ	85607
	Cliff Whetten Clinic:	10566 N. Hwy 191	Elfrida	AZ	85610
	Huachuca City Senior Center	504 N Gonzales Blvd	Huachuca City	AZ	85616
	Chiricahua Sierra Vista Dental	4525 Campus Drive	Sierra Vista	AZ	85635
	Chiricahua Sierra Vista Medical	155 Calle Portal	Sierra Vista	AZ	85635
	Ethal Berger Center	2950 E Tacoma St	Sierra Vista	AZ	85635
	New Era Family Practice	126 S Coronado Drive	Sierra Vista	AZ	85635
	Sierra Vista Health Dept. Clinic	4115 E. Foothills Drive	Sierra Vista	AZ	85635
	Chiricahua Willcox Mobile Clinic	1140 Fremont Street #8	Willcox	AZ	85643
	Willcox Health Dept Clinic	450 S. Haskell Avenue	Willcox	AZ	85643
	Douglas senior nutrition center	610 E 9th St	Douglas	AZ	85607
	Douglas Public Library	560 E 10th St	Douglas	AZ	85607
	Douglas Health Department	551 E 7th St	Douglas	AZ	85607
	Chiricahua Benson Clinic Health Center	335 S Ocotillo Ave	Benson	AZ	85602
	Benson Hospital	450 S Ocotillo Ave	Benson	AZ	85602
	Benson Library	300 S Huachuca St	Benson	AZ	85602
	Huachuca City Library	506 Gonzales Blvd	Huachuca City	AZ	85616
Ethal Berger Center	2950 E Tacoma St	Sierra Vista	AZ	85635	
SV Health Dept	4115 E Foothills Dr	Sierra Vista	AZ	85635	
Chiricahua Bisbee Clinic Health Center	108 Arizona St	Bisbee	AZ	85603	
Cochise County Health Dept	1415 W Melody Ln # A	Bisbee	AZ	85603	

APPENDICES
PART E
NEEDS ASSESSMENT
2. Summary of Key Informant

XE1

Key Informant Questionnaire and Summary Results

*DUE TO COVID, KEY INFORMANT QUESTIONNAIRES WERE
NOT OBTAINED*

APPENDICES
PART E
NEEDS ASSESSMENT
3. Needs Assessment Questionnaire

SEAGO SURVEY OF OLDER RESIDENTS

To take this survey online, visit www.SurveyMonkey.com/R/SEAGO2020

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
Transportation: Rural-Non Medical	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

	NO PROBLEM	SOME PROBLEM	SERIOUS PROBLEM
Personal Safety (Crime)	1	2	3
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: JUNE 30, 2020
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

ENCUESTA DE SEAGO PARA PERSONAS DE LA TERCERA EDAD

Para participar en esta encuesta en internet: www.SurveyMonkey.com/R/SEAGO2020S

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
Accesibilidad 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
Transporte: Rural-No Medical	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 de luto	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 dinero 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

	NO ES UN PROBLEMA	ES UN PROBLEMA	ES PROBLEMA SERIO
Seguridad personal (Crímenes)	1	2	3
Ventas por teléfono o en su casa	1	2	3
Soledad	1	2	3
Pérdida del conyuge o un ser querido	1	2	3
Oportunidades de ser un voluntario	1	2	3
Criando los nietos	1	2	3
Obteniendo información para seleccionar un asilo u 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 de uno si es apropiado):

- a. Agencia para personas de la tercera edad (SEAGO)
- b. Agencia estatal que provee ayuda con Medicare (SHIP)
- c. Departamento estatal de seguros
- d. Agente que venta de pólizas de seguro
- e. Nunca he llamado para conseguir consejos
- f. Otro (por favor identifique): _____

5. ¿Cuál es su modo de transporte? (Marque más de 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 JUNIO 2020
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

APPENDICES
PART E
NEEDS ASSESSMENT
4. Results of Needs Assessment Questionnaires



SEAGO AREA AGENCY ON AGING: NEEDS ASSESSMENT SURVEY

Prepared by Robert Carreira, Ph.D., US ECONOMIC RESEARCH,
Robert@USEconomicResearch.com

April 2021

2020 Survey Results

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Executive Summary

This report presents the results of a needs assessment survey of the senior population in southeast Arizona conducted in 2020 by US Economic Research and SouthEastern Arizona Governments Organization’s Area Agency on Aging. The survey included a sample of 371 seniors (ages 60 and older) residing in Cochise, Graham, Greenlee, and Santa Cruz counties.

The survey indicated the most important need of seniors in southeast Arizona is affordable dental care. This was rated a serious problem by 41.1% of survey respondents across the region and was the number one serious problem in 3 of the 4 counties (in Santa Cruz County, it ranked sixth as a serious problem but was the top-ranked problem, tied with cost of housing, in identification as either “some problem” or “serious problem”). In addition to being rated the top serious problem, affordable dental care was also perceived as a problem (“some problem” or “serious problem”) by 69.9% of those surveyed across southeast

“The survey indicated the most important need of seniors in southeast Arizona is affordable dental care. This was rated a serious problem by 41.1% of survey respondents across the region...”

Arizona. It was perceived as a problem by more respondents than any other issue in 3 of the 4 counties (it ranked third in Greenlee County, behind maintenance of the yard and maintenance and repair of the home).

The second most important need of seniors in southeast Arizona is maintenance and repair of the home. This was rated a serious problem by 24.9% of survey respondents across southeast Arizona. Maintenance and repair of the home ranked in the top 5 list of serious problems in all four SEAGO counties. In addition to being rated a top serious problem, maintenance and repair of the home was also perceived as a problem (“some problem” or “serious problem”) by 55.6% of those surveyed across southeast Arizona, making it the 4th ranked problem (“some problem” or “serious problem”) regionwide.

Maintenance and repair of the home was followed closely by affordable assistive devices, rated a serious problem by 24.8% of survey respondents, making it third on the list of serious problems in the SEAGO region. In addition to being rated a top serious problem, affordable assistive devices was also perceived as a problem (“some problem” or “serious problem”) by 58.6% of those surveyed across southeast Arizona, making it second on the list of problems (“some problem” or “serious problem”). It was in the top 5 serious problems in 3 of the 4 counties (all but Santa Cruz County) and was in the top 5 list of problems (“some problem” or “serious problem”) in all four counties.

Other important concerns at the regional level include maintenance of the yard and telemarketing

(or in-home sales), each of which was rated a serious problem by 24.3% of survey respondents. Maintenance of the yard was rated a problem (“some problem” or “serious problem”) by 56.9%

of survey respondents across southeast Arizona and was in the top 5 problems (“some problem” or “serious problem”) in all four counties.

Telemarketing was ranked both a top 5 serious problem and a top 5 problem (“some problem” or “serious problem”) at the region level.

Issues that were least regarded as serious problems for seniors in southeast Arizona were personal safety, volunteer opportunities, raising grandchildren, bereavement/grief counseling/hospice services, and elderly abuse/exploitation.

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

Introduction

In 2020, US Economic Research in partnership with SouthEastern Arizona Governments Organization’s (SEAGO) Area Agency on Aging (AAA) conducted a survey of 371 residents of southeast Arizona (Cochise, Graham, Greenlee, and Santa Cruz counties) ages 60 and older to determine their needs for assistance (see Table 1 for distribution of the sample). The surveys were distributed by AAA 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 2016 (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	208
Graham County	69
Greenlee County	78
Santa Cruz County	16
TOTAL	371

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

	60-64	65-69	70-74	75-79	80-84	85-89	90+
Cochise County	14.1	27.1	15.1	19.1	13.6	9.0	2.0
Graham County	6.0	29.9	25.4	9.0	13.4	9.0	7.5
Greenlee County	16.7	14.1	14.1	14.1	11.5	19.2	10.3
Santa Cruz County	6.3	12.5	18.8	50.0	6.3	0.0	6.3
TOTAL	12.8	24.2	16.9	17.5	12.8	10.8	5.0

TABLE 3: SEX DISTRIBUTION OF THE SAMPLE (%)	
Cochise County	
<i>Female</i>	60.8
<i>Male</i>	39.2
Graham County	
<i>Female</i>	80.3
<i>Male</i>	19.7
Greenlee County	
<i>Female</i>	68.4
<i>Male</i>	31.6
Santa Cruz County	
<i>Female</i>	76.9
<i>Male</i>	23.1
TOTAL	
<i>Female</i>	66.9
<i>Male</i>	33.1

TABLE 4: SHARE OF THE SAMPLE WHOSE PRIMARY LANGUAGE IS SPANISH (%)	
Cochise County	13.8
Graham County	3.1
Greenlee County	4.1
Santa Cruz County	62.5
TOTAL	12.0

Figure 1: Southeast Arizona Sample by Race/Ethnicity

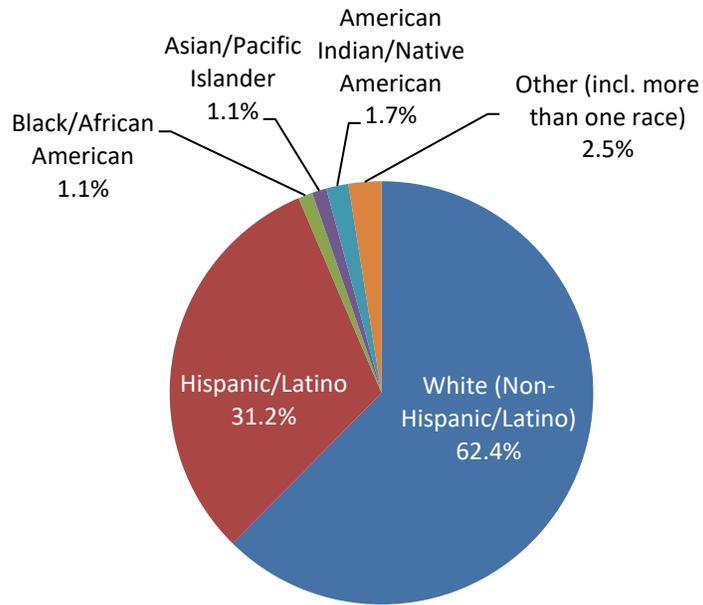


Figure 2: Cochise County Sample by Race/Ethnicity

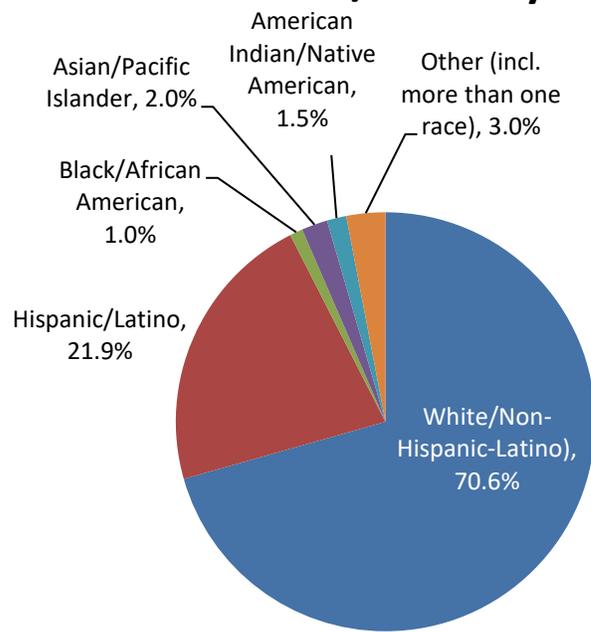


Figure 3: Graham County Sample by Race/Ethnicity

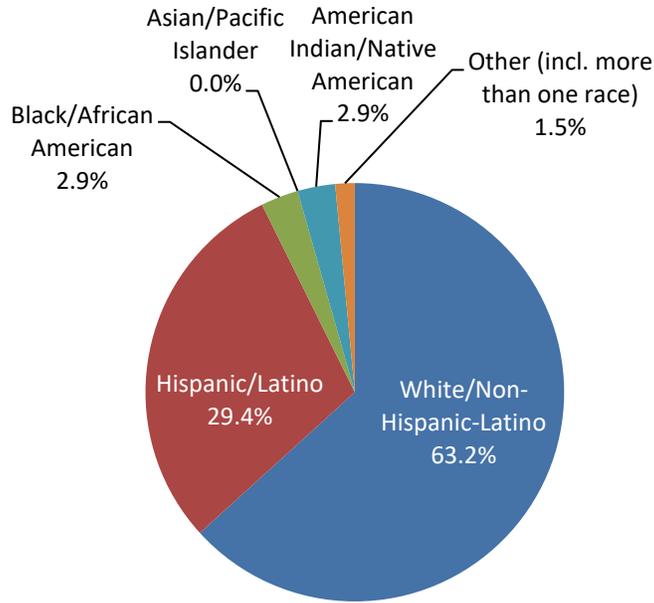


Figure 4: Greenlee County Sample by Race/Ethnicity

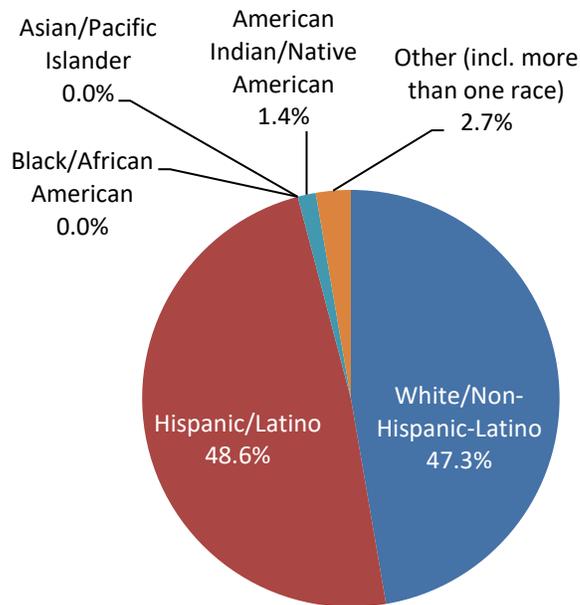
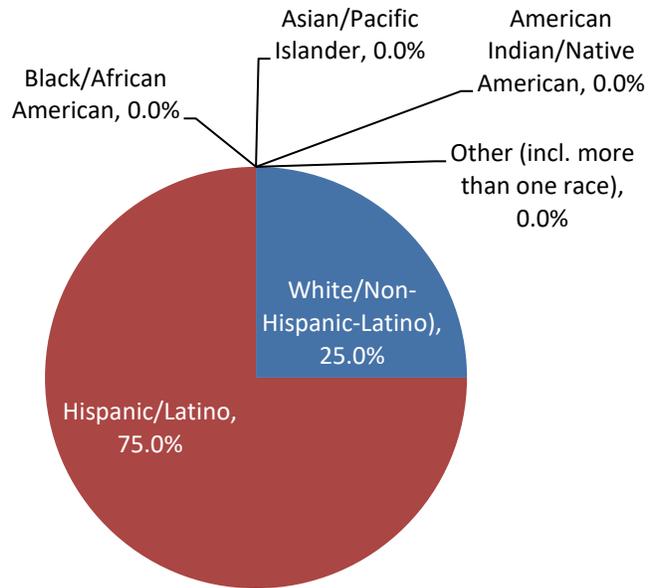


Figure 5: Santa Cruz County Sample by Race/Ethnicity



Narrative and Tabular Survey Results

Southeast Arizona

Sample Size: 371

Serious problems

Issues identified as a serious problem by the largest share of survey respondents throughout southeast Arizona (Cochise, Graham, Greenlee, and Santa Cruz counties) were affordable dental care, identified as a serious problem by 41.1% of those surveyed; maintenance and repair of home, identified as a serious problem by 24.9%; affordable assistive devices, identified as a serious problem by 24.8%; maintenance of the yard, identified as a serious problem by 24.3%; and telemarketing or in-home sales, also identified as a serious problem by 24.3% of respondents.

Problems

Issues identified as a problem (either “some problem” or “serious problem”) by the largest share of survey respondents across southeast Arizona were affordable dental care, identified as a problem by 69.8% of those surveyed; affordable assistive devices, identified as a problem by 58.6%; maintenance of the yard, identified as a problem by 56.9%; maintenance and repair of home, identified as a problem by 55.6%; and telemarketing or in-home sales, identified as a problem by 53.4% 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 88.1% of those surveyed; elderly abuse/exploitation, identified as “no problem” by 84.3%; volunteer opportunities, identified as “no problem” by 83.7%; personal safety, identified as “no problem” by 79.1%; and providing care and supervision for an elderly family member, which was identified as “no problem” by 78.5% 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 southeast Arizona, SEAGO AAA and insurance agent were the most popular sources at 21% and 20.5% of respondents, respectively. Popular write-in responses were family members, Medicare, SEACUS, 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 southeast Arizona, own vehicle was the most popular source (69.3% of respondents) followed by friend/neighbor (23.7%). The most popular write-in response was family members. See Appendix E for a complete list of responses regarding other sources of transportation.

TABLE 5: ISSUES RANKED BY IDENTIFICATION AS A SERIOUS PROBLEM (SOUTHEAST ARIZONA)

<i>Issue/Problem</i>	<i>Respondents Indicating “Serious Problem”</i>
Affordable dental care	41.1%
Maintenance and repair of home	24.9%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	24.8%
Maintenance of yard	24.3%
Telemarketing or In-Home Sales	24.3%
Transportation: Rural-Non Medical	20.6%
Transportation	20.4%
Finding legal assistance	18.1%
Accessibility modifications in my home (grab bars)	16.7%
Income (having enough money for basic needs)	16.0%
Cost of energy/utilities	15.2%
Availability of health care providers (doctors, hospitals)	14.9%
Getting information about services	14.7%
Having someone check on me daily	13.7%
Employment opportunities	13.6%
Loneliness	13.0%
Loss of spouse/loved one	12.3%
Age discrimination (loans, insurance, employment)	12.2%
Cost of housing	12.2%
Preparing nutritious meals	12.1%
Paying for prescription drugs	12.0%
Recreational or social opportunities	11.6%
Homemaker services (shopping, housekeeping)	10.9%
Counseling or mental health services	10.7%
Processing monthly bills and/or medical claims	9.9%
Providing care and supervision for an elderly family member	9.5%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	9.0%
Maintaining my personal independence	8.9%
Getting information about disease prevention	7.7%
Obtaining information on selecting nursing home or assisted living facility	7.5%
Personal Care (bathing, washing hair)	7.2%
Elderly abuse, exploitation	6.3%
Bereavement/grief counseling/hospice services	6.1%
Raising grandchildren	5.5%
Volunteer opportunities	4.7%
Personal Safety (Crime)	2.8%

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	69.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	58.6%
Maintenance of yard	56.9%
Maintenance and repair of home	55.6%
Telemarketing or In-Home Sales	53.4%
Availability of health care providers (doctors, hospitals)	49.7%
Cost of energy/utilities	48.3%
Getting information about services	47.8%
Income (having enough money for basic needs)	47.2%
Finding legal assistance	45.5%
Paying for prescription drugs	43.5%
Recreational or social opportunities	42.9%
Transportation	42.4%
Loneliness	41.5%
Transportation: Rural-Non Medical	40.6%
Accessibility modifications in my home (grab bars)	40.2%
Homemaker services (shopping, housekeeping)	37.9%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	37.4%
Cost of housing	36.5%
Preparing nutritious meals	35.4%
Processing monthly bills and/or medical claims	33.2%
Maintaining my personal independence	32.7%
Loss of spouse/loved one	31.9%
Getting information about disease prevention	30.2%
Counseling or mental health services	30.0%
Employment opportunities	29.2%
Having someone check on me daily	27.9%
Obtaining information on selecting nursing home or assisted living facility	27.2%
Age discrimination (loans, insurance, employment)	27.0%
Bereavement/grief counseling/hospice services	23.2%
Personal Care (bathing, washing hair)	22.8%
Providing care and supervision for an elderly family member	21.5%
Personal Safety (Crime)	20.9%
Volunteer opportunities	16.3%
Elderly abuse, exploitation	15.7%
Raising grandchildren	11.9%

Cochise County

Sample Size: 208

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 44.4% of those surveyed; affordable assistive devices, identified as a serious problem by 24.7%; telemarketing or in-home sales, identified as a serious problem by 23.7%; maintenance and repair of home, identified as a serious problem by 23.4%; and maintenance of yard, identified as a serious problem by 22.7% 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 70.7% of those surveyed; affordable assistive devices, identified as a problem by 59.1%; maintenance of yard, identified as a problem by 55.2%; maintenance and repair of home, identified as a problem by 53.2%; and availability of health care providers, identified as a problem by 52.7% of respondents.

No problem

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

raising grandchildren, identified as “no problem” by 90.3% of those surveyed; elderly abuse/exploitation, identified as “no problem” by 85.3%; volunteer opportunities, identified as “no problem” by 84.7%; bereavement/grief counseling/hospice services, identified as “no problem” by 80.9%; and providing care and supervision for an elderly family member, identified as “no problem” by 79.2% 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 and insurance agent were the most popular sources at 20.7% and 17.3% of respondents, respectively. The most popular write-in response was family members. 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 (75% of respondents) followed by friend/neighbor (19.2%). 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 RANKED BY IDENTIFICATION AS A SERIOUS PROBLEM (COCHISE COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	44.4%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	24.7%
Telemarketing or In-Home Sales	23.7%
Maintenance and repair of home	23.4%
Maintenance of yard	22.7%
Transportation: Rural-Non Medical	21.1%
Transportation	19.3%
Cost of energy/utilities	16.5%
Availability of health care providers (doctors, hospitals)	16.3%
Accessibility modifications in my home (grab bars)	16.1%
Finding legal assistance	16.0%
Income (having enough money for basic needs)	15.5%
Employment opportunities	15.0%
Having someone check on me daily	13.7%
Homemaker services (shopping, housekeeping)	13.1%
Getting information about services	13.1%
Preparing nutritious meals	12.4%
Cost of housing	12.3%
Processing monthly bills and/or medical claims	11.8%
Loneliness	11.7%
Age discrimination (loans, insurance, employment)	11.1%
Counseling or mental health services	11.1%
Paying for prescription drugs	10.6%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	9.6%
Providing care and supervision for an elderly family member	9.2%
Recreational or social opportunities	9.1%
Loss of spouse/loved one	8.6%
Getting information about disease prevention	7.7%
Obtaining information on selecting nursing home or assisted living facility	7.7%
Personal Care (bathing, washing hair)	7.1%
Maintaining my personal independence	5.8%
Elderly abuse, exploitation	5.2%
Bereavement/grief counseling/hospice services	4.8%
Raising grandchildren	4.0%
Volunteer opportunities	3.7%
Personal Safety (Crime)	1.5%

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	70.7%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	59.1%
Maintenance of yard	55.2%
Maintenance and repair of home	53.2%
Availability of health care providers (doctors, hospitals)	52.7%
Cost of energy/utilities	51.5%
Telemarketing or In-Home Sales	51.0%
Getting information about services	47.7%
Finding legal assistance	45.4%
Income (having enough money for basic needs)	45.0%
Paying for prescription drugs	42.7%
Recreational or social opportunities	42.6%
Transportation	41.6%
Transportation: Rural-Non Medical	40.2%
Accessibility modifications in my home (grab bars)	40.2%
Loneliness	38.6%
Homemaker services (shopping, housekeeping)	37.9%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	35.4%
Preparing nutritious meals	34.2%
Cost of housing	33.8%
Processing monthly bills and/or medical claims	33.8%
Employment opportunities	30.6%
Loss of spouse/loved one	30.1%
Counseling or mental health services	28.9%
Having someone check on me daily	28.4%
Maintaining my personal independence	27.7%
Age discrimination (loans, insurance, employment)	26.5%
Obtaining information on selecting nursing home or assisted living facility	26.2%
Getting information about disease prevention	26.2%
Personal Care (bathing, washing hair)	22.7%
Personal Safety (Crime)	21.4%
Providing care and supervision for an elderly family member	20.8%
Bereavement/grief counseling/hospice services	19.1%
Volunteer opportunities	15.3%
Elderly abuse, exploitation	14.7%
Raising grandchildren	9.7%

Graham County

Sample Size: 69

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 35.3% of those surveyed; telemarketing or in-home sales, identified as a serious problem by 32.8%; affordable assistive devices, identified as a serious problem by 26.5%; finding legal assistance, identified as a serious problem by 19.1%; and maintenance and repair of home, identified as a serious problem by 18.2% 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 72.1% of those surveyed; telemarketing or in-home sales, identified as a problem by 65.7%; affordable assistive devices, identified as a problem by 57.4%; maintenance and repair of home, identified as a problem by 53%; and maintenance of yard and income, each identified as a problem by 52.2% of respondents.

No problem

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

volunteer opportunities, identified as “no problem” by 88.7% of those surveyed; raising grandchildren, identified as “no problem” by 87.7%; elderly abuse, identified as “no problem” by 81.5%; personal safety, identified as “no problem” by 80.3%; and having someone check on me daily, identified as “no problem” by 78.1% 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 Graham County, insurance agent was the most popular source (31.9% of respondents) followed by SEAGO AAA (18.8%). Popular write-in responses were family members and SEACUS. 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 (73.9% of respondents) followed by friend/neighbor (30.4%). 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 RANKED BY IDENTIFICATION AS A SERIOUS PROBLEM (GRAHAM COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	35.3%
Telemarketing or In-Home Sales	32.8%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	26.5%
Finding legal assistance	19.1%
Maintenance and repair of home	18.2%
Loss of spouse/loved one	17.9%
Transportation: Rural-Non Medical	16.7%
Accessibility modifications in my home (grab bars)	16.7%
Maintenance of yard	16.4%
Transportation	14.7%
Getting information about services	14.5%
Income (having enough money for basic needs)	13.0%
Paying for prescription drugs	11.9%
Cost of energy/utilities	11.8%
Providing care and supervision for an elderly family member	11.1%
Age discrimination (loans, insurance, employment)	10.9%
Loneliness	10.8%
Maintaining my personal independence	10.4%
Cost of housing	10.3%
Availability of health care providers (doctors, hospitals)	9.0%
Counseling or mental health services	9.0%
Employment opportunities	8.1%
Obtaining information on selecting nursing home or assisted living facility	7.9%
Elderly abuse, exploitation	7.7%
Recreational or social opportunities	7.6%
Getting information about disease prevention	7.5%
Processing monthly bills and/or medical claims	7.5%
Preparing nutritious meals	7.2%
Having someone check on me daily	6.3%
Bereavement/grief counseling/hospice services	6.0%
Homemaker services (shopping, housekeeping)	5.8%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	4.5%
Personal Care (bathing, washing hair)	4.3%
Raising grandchildren	3.1%
Volunteer opportunities	1.6%
Personal Safety (Crime)	1.5%

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	72.1%
Telemarketing or In-Home Sales	65.7%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	57.4%
Maintenance and repair of home	53.0%
Maintenance of yard	52.2%
Income (having enough money for basic needs)	52.2%
Getting information about services	46.4%
Loneliness	46.2%
Cost of energy/utilities	45.6%
Finding legal assistance	44.1%
Recreational or social opportunities	40.9%
Accessibility modifications in my home (grab bars)	39.4%
Homemaker services (shopping, housekeeping)	39.1%
Getting information about disease prevention	38.8%
Cost of housing	38.2%
Availability of health care providers (doctors, hospitals)	37.3%
Paying for prescription drugs	37.3%
Transportation	36.8%
Transportation: Rural-Non Medical	33.3%
Maintaining my personal independence	32.8%
Preparing nutritious meals	30.4%
Counseling or mental health services	29.9%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	29.9%
Loss of spouse/loved one	29.9%
Employment opportunities	29.0%
Processing monthly bills and/or medical claims	28.4%
Age discrimination (loans, insurance, employment)	28.1%
Obtaining information on selecting nursing home or assisted living facility	27.0%
Bereavement/grief counseling/hospice services	26.9%
Providing care and supervision for an elderly family member	23.8%
Personal Care (bathing, washing hair)	23.2%
Having someone check on me daily	21.9%
Personal Safety (Crime)	19.7%
Elderly abuse, exploitation	18.5%
Raising grandchildren	12.3%
Volunteer opportunities	11.3%

Greenlee County

Sample Size: 78

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Greenlee County were affordable dental care, identified as a serious problem by 43.4% of those surveyed; maintenance of yard, identified as a serious problem by 35.5%; maintenance and repair of home, identified as a serious problem by 33.3%; affordable assistive devices, identified as a serious problem by 28.8% and finding legal assistance identified as a serious problem by 23.7% 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 of yard, identified as a problem by 68.4% of those surveyed; maintenance and repair of home, identified as a problem by 68%; affordable dental care, identified as a problem by 65.8%; availability of health care providers, identified as a problem by 59.2%; and affordable assistive devices, identified as a problem by 58.9% 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 84.6% of those surveyed; raising grandchildren, identified as “no problem” by 83.3%; volunteer opportunities, identified as “no problem” by 78.9%; providing care and supervision for an elderly family member, identified as “no problem” by 77%; and personal safety, identified as “no problem” by 76.3% 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 (23.1% of respondents) followed by SEAGO AAA (16.7%). The most popular write-in response was family members. 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 (55.1% of respondents), followed by friend/neighbor (25.6%). 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 RANKED BY IDENTIFICATION AS A SERIOUS PROBLEM (GREENLEE COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Affordable dental care	43.4%
Maintenance of yard	35.5%
Maintenance and repair of home	33.3%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	28.8%
Finding legal assistance	23.7%
Transportation	22.1%
Getting information about services	21.1%
Telemarketing or In-Home Sales	20.5%
Income (having enough money for basic needs)	19.5%
Accessibility modifications in my home (grab bars)	19.4%
Transportation: Rural-Non Medical	18.9%
Recreational or social opportunities	18.7%
Availability of health care providers (doctors, hospitals)	18.4%
Paying for prescription drugs	18.2%
Maintaining my personal independence	16.0%
Cost of energy/utilities	15.4%
Having someone check on me daily	14.9%
Cost of housing	14.9%
Loneliness	14.5%
Loss of spouse/loved one	13.7%
Age discrimination (loans, insurance, employment)	13.3%
Preparing nutritious meals	13.0%
Counseling or mental health services	12.2%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	12.0%
Personal Care (bathing, washing hair)	11.8%
Bereavement/grief counseling/hospice services	10.8%
Employment opportunities	10.8%
Raising grandchildren	9.7%
Providing care and supervision for an elderly family member	9.5%
Homemaker services (shopping, housekeeping)	7.9%
Personal Safety (Crime)	7.9%
Elderly abuse, exploitation	7.7%
Getting information about disease prevention	6.8%
Obtaining information on selecting nursing home or assisted living facility	6.8%
Processing monthly bills and/or medical claims	6.8%
Volunteer opportunities	5.6%

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 of yard	68.4%
Maintenance and repair of home	68.0%
Affordable dental care	65.8%
Availability of health care providers (doctors, hospitals)	59.2%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	58.9%
Getting information about services	53.9%
Paying for prescription drugs	51.9%
Telemarketing or In-Home Sales	50.7%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	49.3%
Maintaining my personal independence	49.3%
Income (having enough money for basic needs)	48.1%
Transportation	46.8%
Recreational or social opportunities	46.7%
Finding legal assistance	46.1%
Cost of energy/utilities	44.9%
Accessibility modifications in my home (grab bars)	44.4%
Loneliness	43.4%
Transportation: Rural-Non Medical	43.2%
Processing monthly bills and/or medical claims	39.2%
Preparing nutritious meals	39.0%
Loss of spouse/loved one	37.0%
Homemaker services (shopping, housekeeping)	35.5%
Cost of housing	35.1%
Getting information about disease prevention	34.2%
Counseling or mental health services	33.8%
Obtaining information on selecting nursing home or assisted living facility	31.5%
Bereavement/grief counseling/hospice services	29.7%
Having someone check on me daily	28.4%
Personal Care (bathing, washing hair)	25.0%
Employment opportunities	24.3%
Age discrimination (loans, insurance, employment)	24.0%
Personal Safety (Crime)	23.7%
Providing care and supervision for an elderly family member	23.0%
Volunteer opportunities	21.1%
Raising grandchildren	16.7%
Elderly abuse, exploitation	15.4%

Santa Cruz County

Sample Size: 16

Serious problems

Issues identified as a serious problem by the largest share of survey respondents in Santa Cruz County were transportation, identified as a serious problem by 50% of those surveyed; having someone check on me daily and transportation: rural, non-medical, each identified as a serious problem by 37.5%; and maintenance and repair of home, employment opportunities, and loneliness, each identified as a serious problem by 31.3% 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 and cost of housing, each identified as a problem by 68.8% of those surveyed; transportation: rural, non-medical, identified as a problem by 62.5%; and affordable assistive devices, preparing nutritious meals, and transportation, each identified as a problem by 56.3% 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 93.7% of those surveyed and personal care, raising grandchildren, providing care and supervision for an elderly family member, and maintaining my personal independence, each identified as “no problem” by 87.5% 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, State Health Insurance Assistance Program was the most popular source (62.5% of respondents) followed by SEAGO AAA (56.3%). 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 and friend/neighbor were the most popular sources (each at 43.8% of respondents) followed by taxi and volunteer (each at 18.8%). See Appendix E for a complete list of responses regarding other sources of transportation.

TABLE 13: ISSUES RANKED BY IDENTIFICATION AS A SERIOUS PROBLEM (SANTA CRUZ COUNTY)

<i>Issue/Problem</i>	<i>Respondents Indicating "Serious Problem"</i>
Transportation	50.0%
Having someone check on me daily	37.5%
Transportation: Rural-Non Medical	37.5%
Maintenance and repair of home	31.3%
Employment opportunities	31.3%
Loneliness	31.3%
Preparing nutritious meals	25.0%
Maintenance of yard	25.0%
Recreational or social opportunities	25.0%
Age discrimination (loans, insurance, employment)	25.0%
Loss of spouse/loved one	25.0%
Volunteer opportunities	25.0%
Homemaker services (shopping, housekeeping)	18.8%
Income (having enough money for basic needs)	18.8%
Affordable dental care	12.5%
Getting information about disease prevention	12.5%
Accessibility modifications in my home (grab bars)	12.5%
Finding legal assistance	12.5%
Cost of energy/utilities	12.5%
Telemarketing or In-Home Sales	12.5%
Raising grandchildren	12.5%
Processing monthly bills and/or medical claims	12.5%
Availability of health care providers (doctors, hospitals)	6.3%
Getting information about services	6.3%
Counseling or mental health services	6.3%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	6.3%
Cost of housing	6.3%
Elderly abuse, exploitation	6.3%
Obtaining information on selecting nursing home or assisted living facility	6.3%
Providing care and supervision for an elderly family member	6.3%
Maintaining my personal independence	6.3%
Paying for prescription drugs	0.0%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	0.0%
Personal Care (bathing, washing hair)	0.0%
Bereavement/grief counseling/hospice services	0.0%
Personal Safety (Crime)	0.0%

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	68.8%
Cost of housing	68.8%
Transportation: Rural-Non Medical	62.5%
Affordable assistive devices (hearing aids, glasses, canes, etc.)	56.3%
Preparing nutritious meals	56.3%
Transportation	56.3%
Finding legal assistance	50.0%
Income (having enough money for basic needs)	50.0%
Loneliness	50.0%
Having someone check on me daily	43.8%
Homemaker services (shopping, housekeeping)	43.8%
Maintenance of yard	43.8%
Age discrimination (loans, insurance, employment)	43.8%
Telemarketing or In-Home Sales	43.8%
Paying for prescription drugs	37.5%
Maintenance and repair of home	37.5%
Recreational or social opportunities	37.5%
Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)	37.5%
Cost of energy/utilities	37.5%
Employment opportunities	37.5%
Loss of spouse/loved one	37.5%
Getting information about services	25.0%
Getting information about disease prevention	25.0%
Accessibility modifications in my home (grab bars)	25.0%
Counseling or mental health services	25.0%
Bereavement/grief counseling/hospice services	25.0%
Volunteer opportunities	25.0%
Availability of health care providers (doctors, hospitals)	18.8%
Elderly abuse, exploitation	18.8%
Obtaining information on selecting nursing home or assisted living facility	18.8%
Processing monthly bills and/or medical claims	18.8%
Personal Care (bathing, washing hair)	12.5%
Raising grandchildren	12.5%
Providing care and supervision for an elderly family member	12.5%
Maintaining my personal independence	12.5%
Personal Safety (Crime)	6.3%

Graphical Survey Results

Survey respondents were asked to indicate the degree to which each of the following items is a problem for them personally. Respondents rating the issue as “no problem” are shown in green, while ratings of “some problem” are shown in yellow and “serious problem” are shown in red.

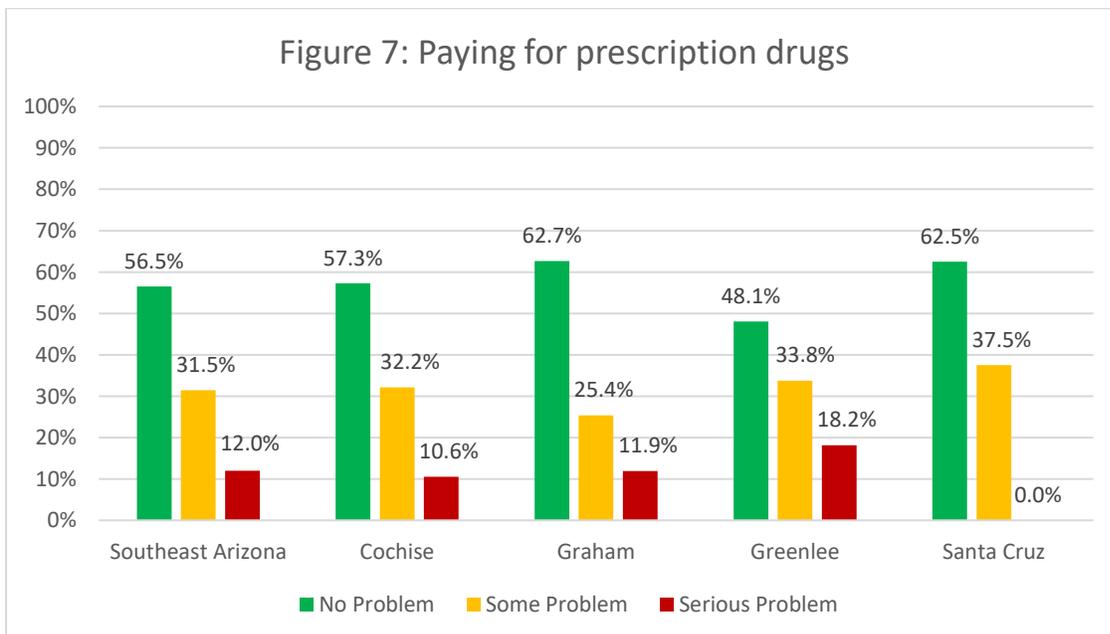
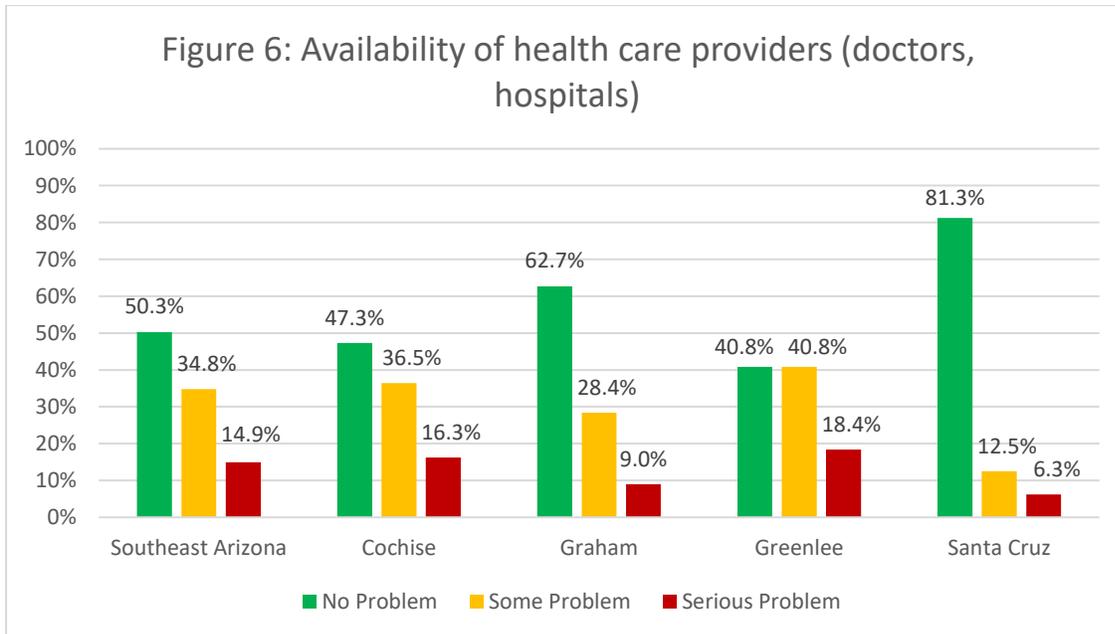


Figure 8: Affordable dental care

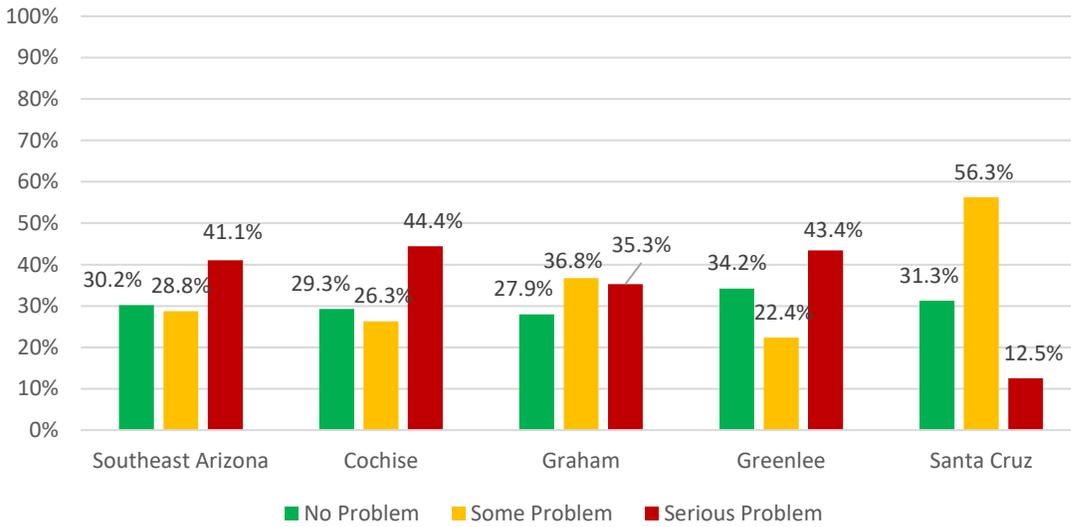


Figure 9: Affordable assistive devices (hearing aids, glasses, canes, etc.)

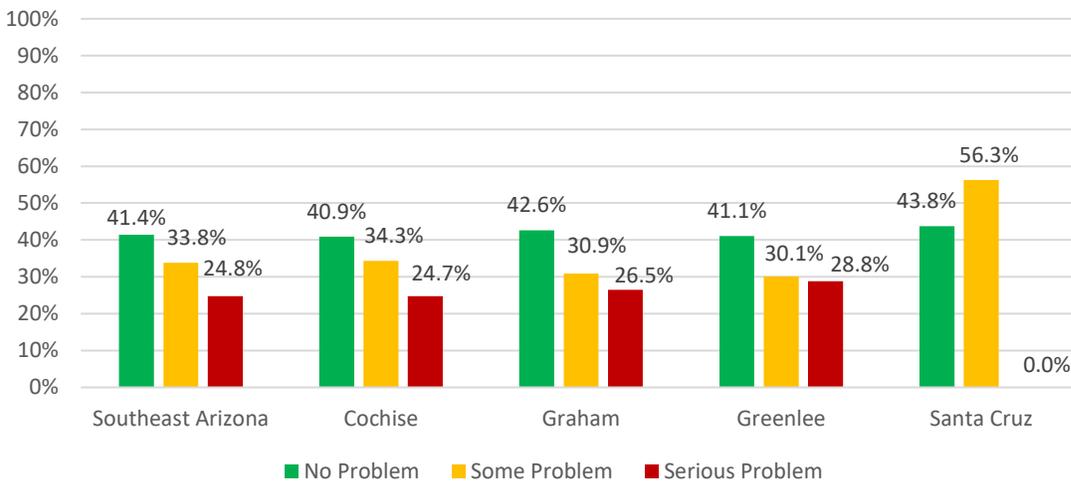


Figure 10: Getting information about services

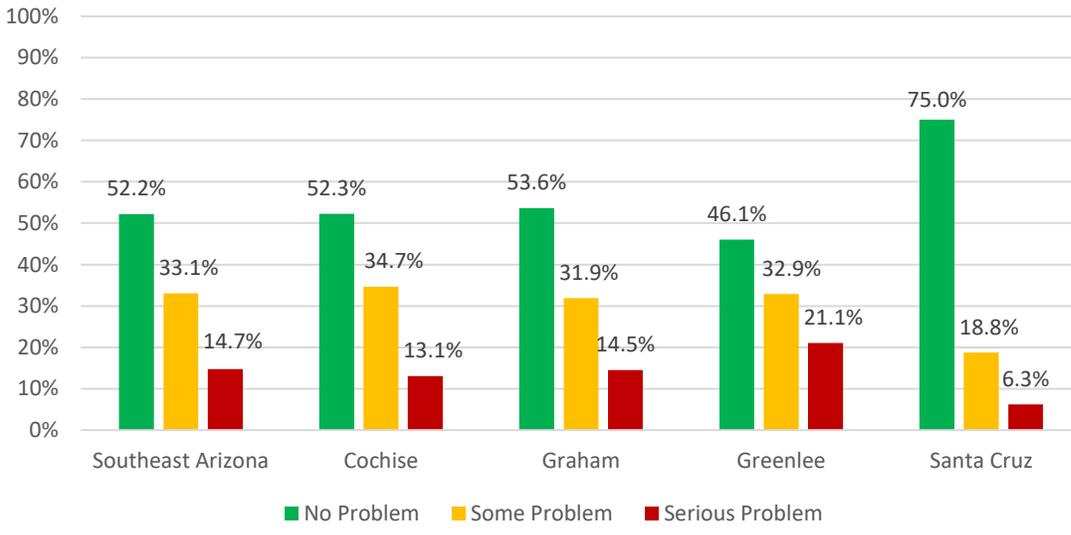


Figure 11: Having someone check on me daily

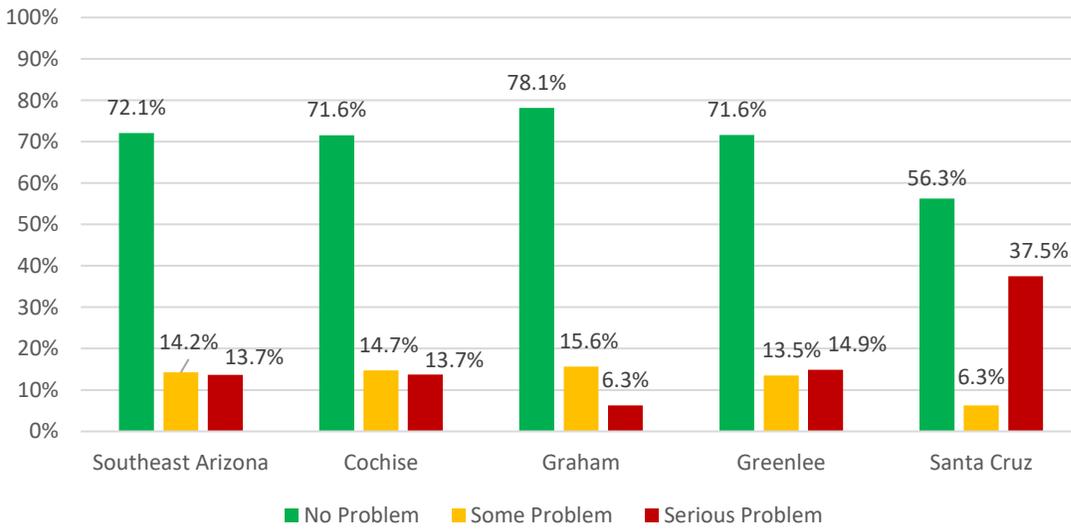


Figure 12: Preparing nutritious meals

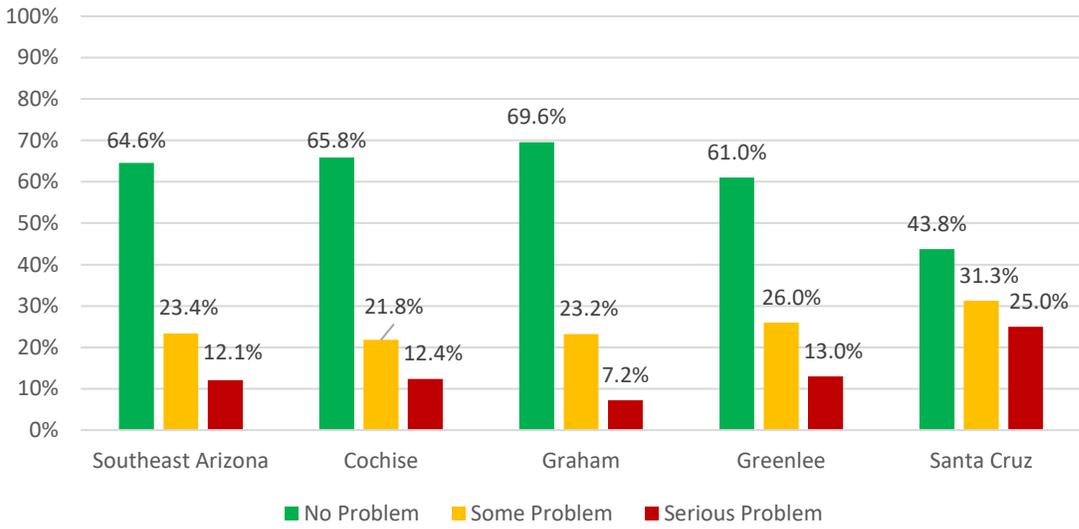


Figure 13: Personal care (bathing, washing hair)

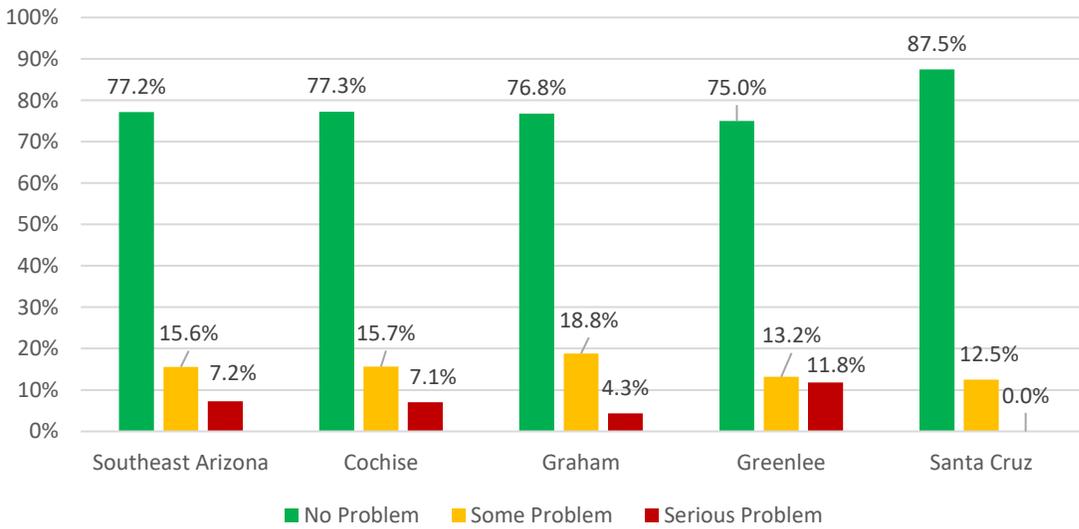


Figure 14: Homemaker services (shopping, housekeeping)

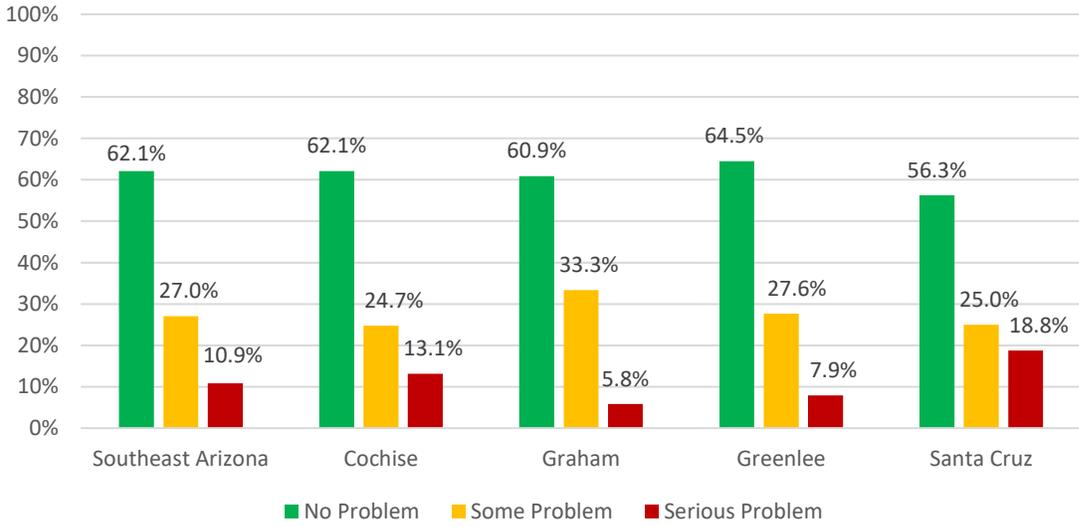


Figure 15: Getting information about disease prevention

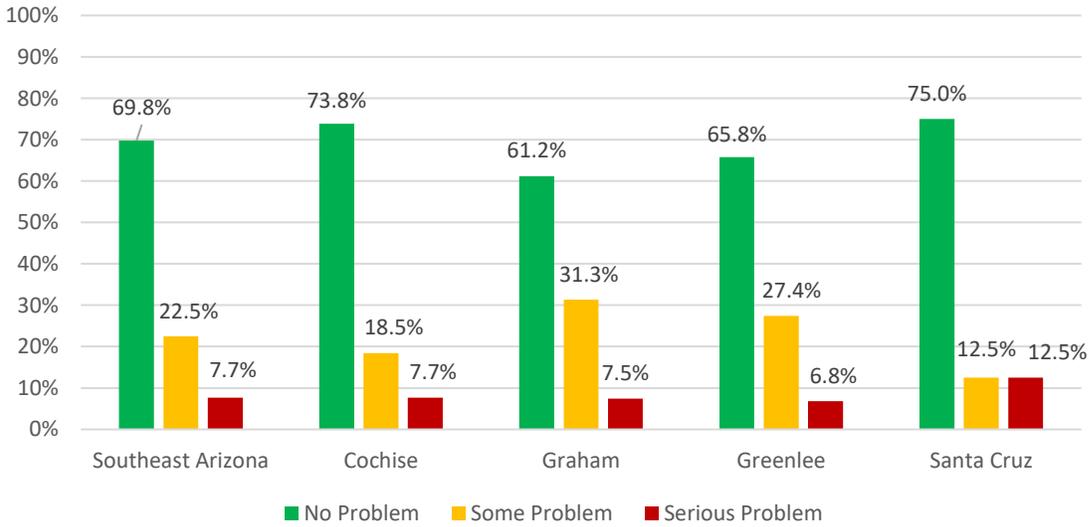


Figure 16: Transportation

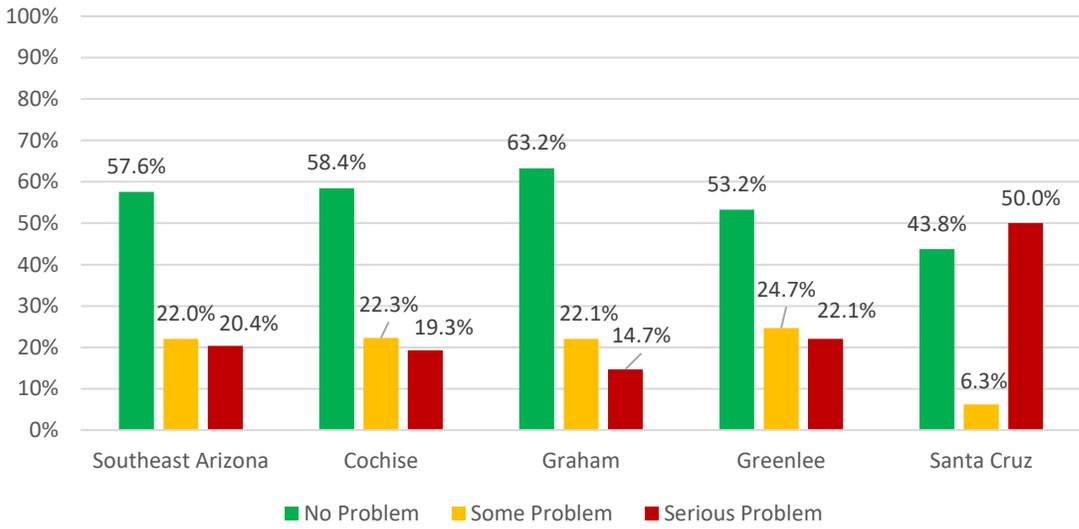


Figure 17: Transportation: rural, non-medical

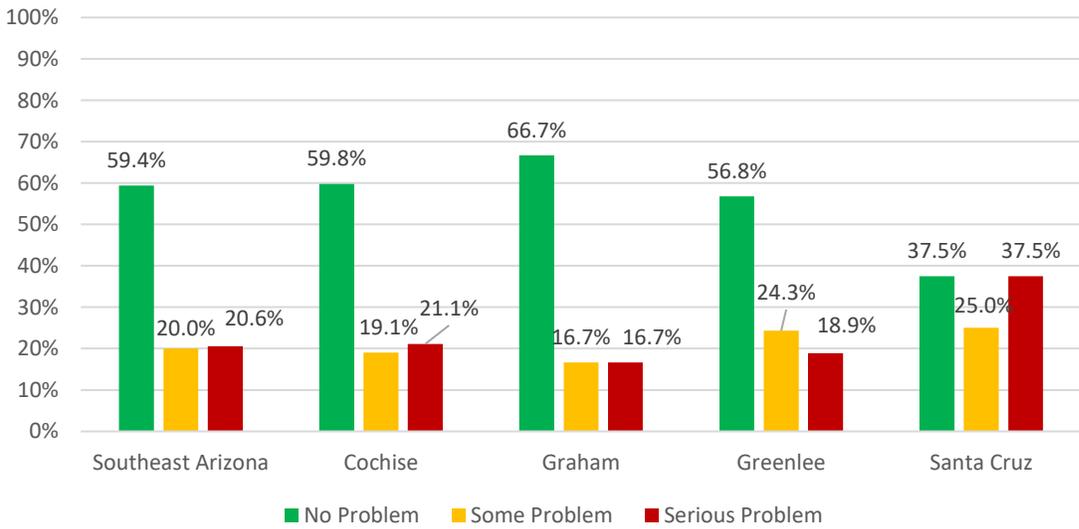


Figure 18: Maintenance and repair of home

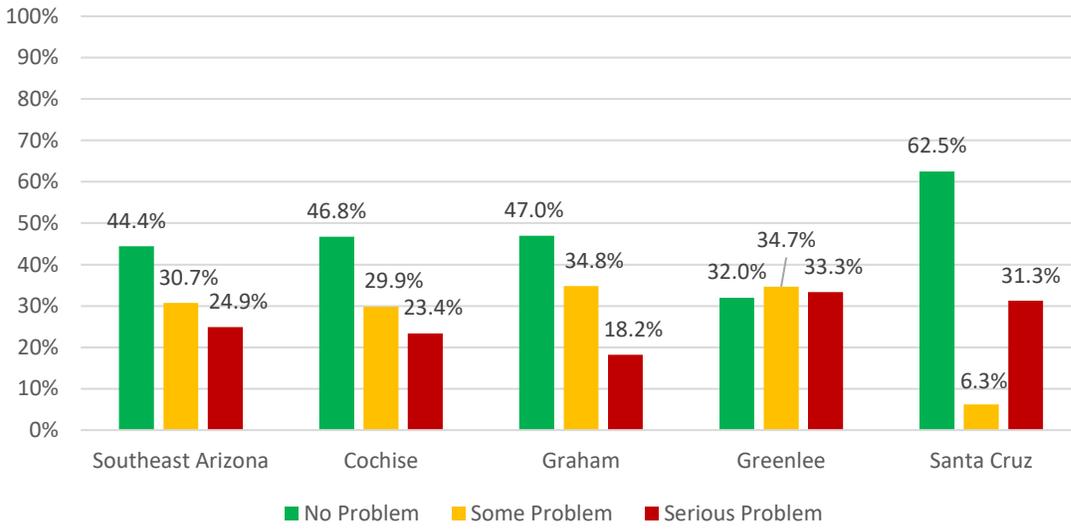


Figure 19: Accessibility modification in my home (grab bars)

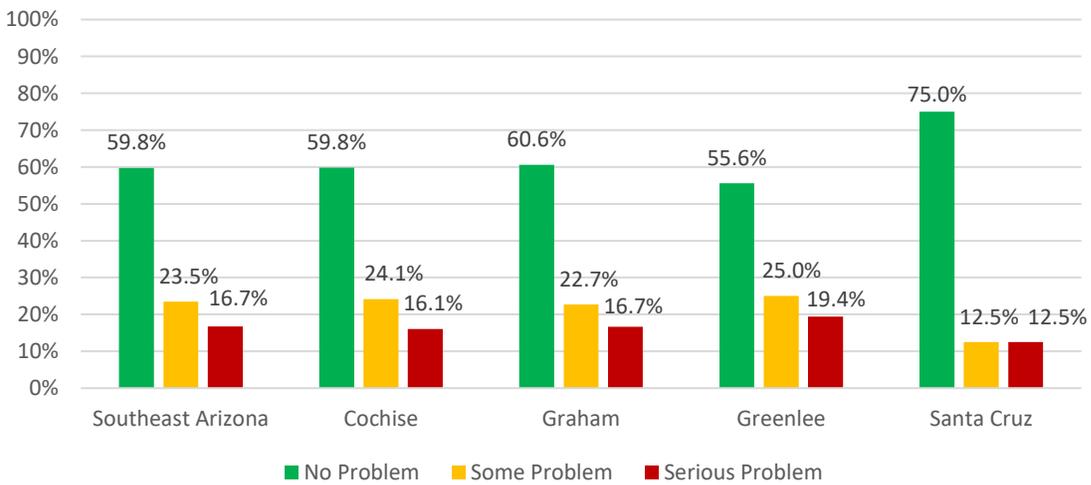


Figure 20: Maintenance of yard

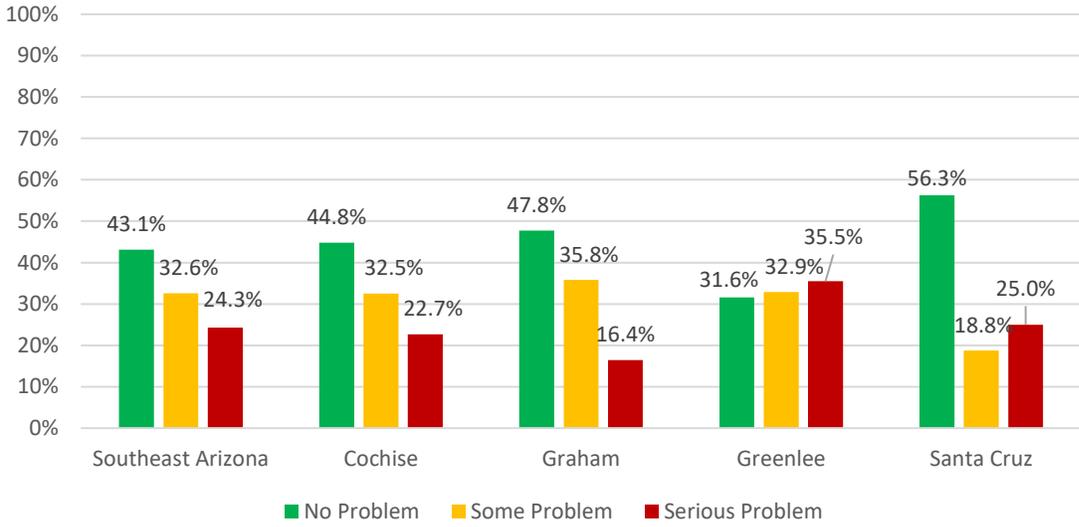


Figure 21: Recreational or social opportunities

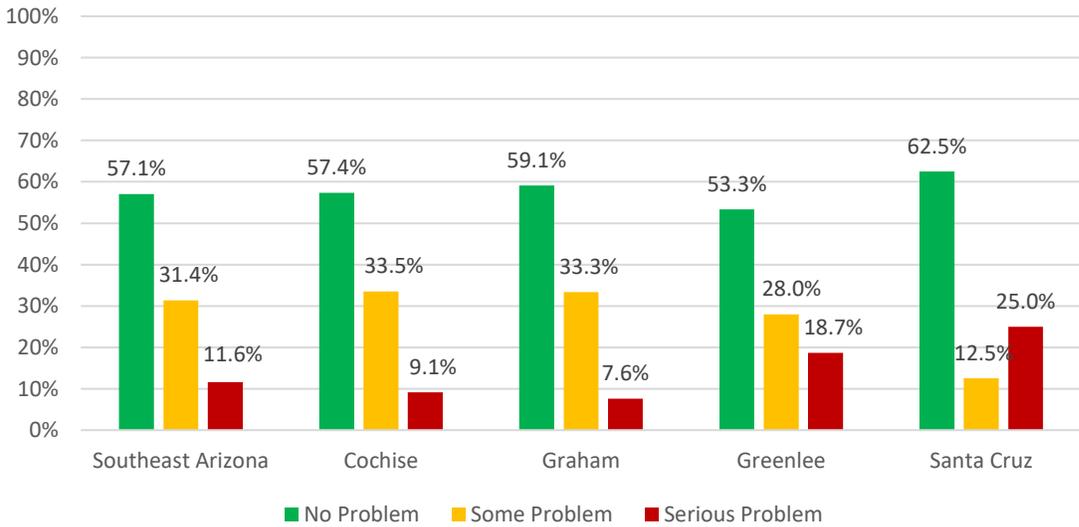


Figure 22: Counseling or mental health services

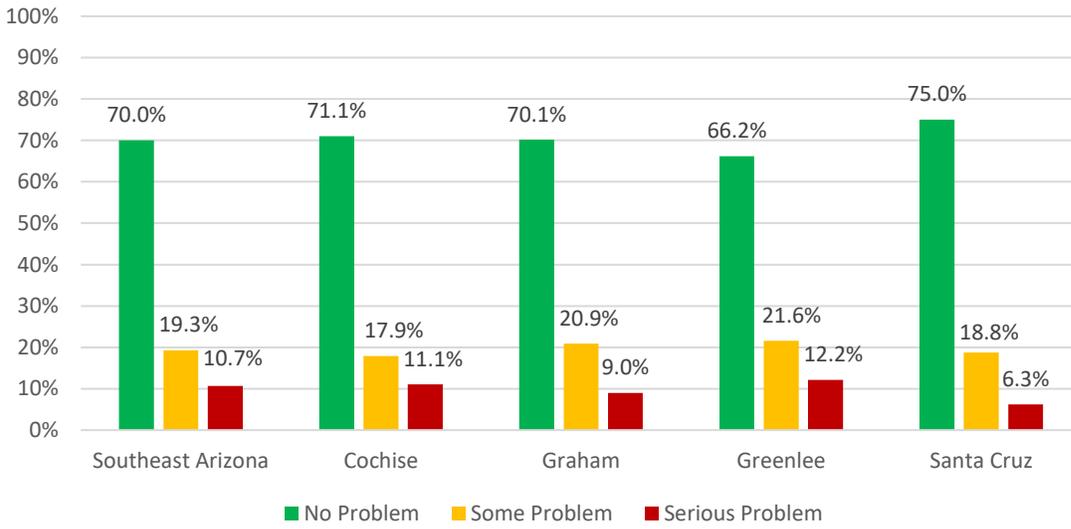


Figure 23: Bereavement/grief counseling/hospice services

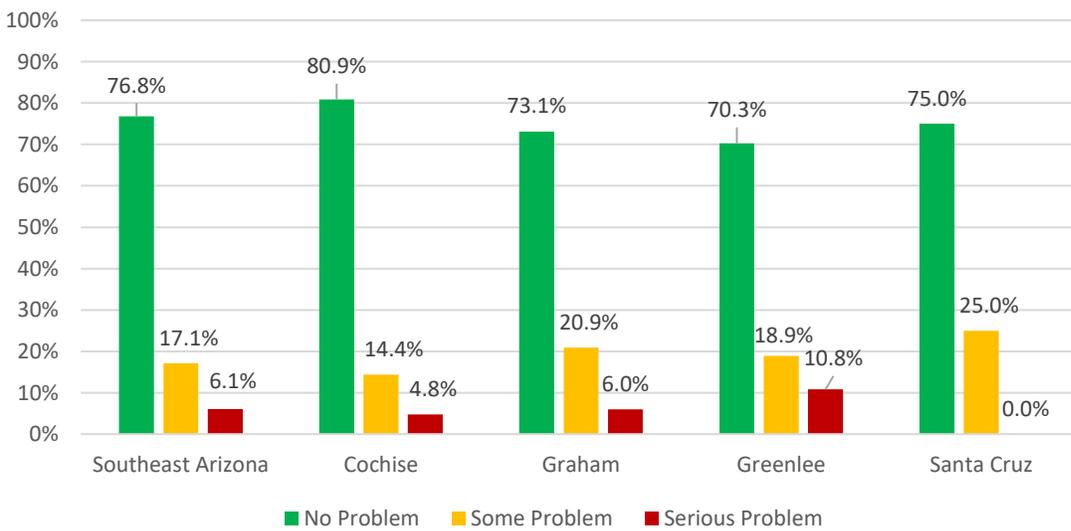


Figure 24: Finding legal assistance

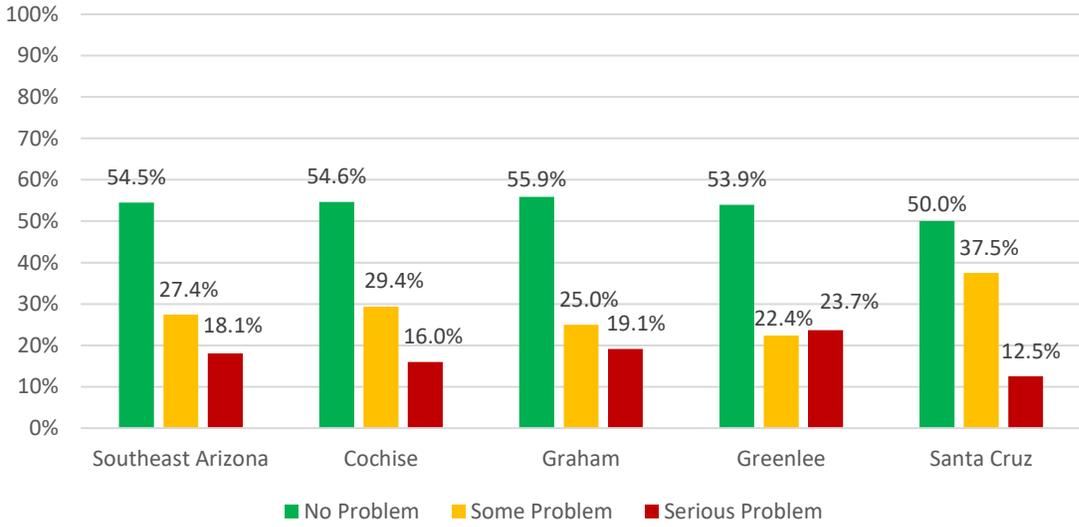


Figure 25: Getting information about health insurance (AHCCCS, Medicare, Medigap, etc.)

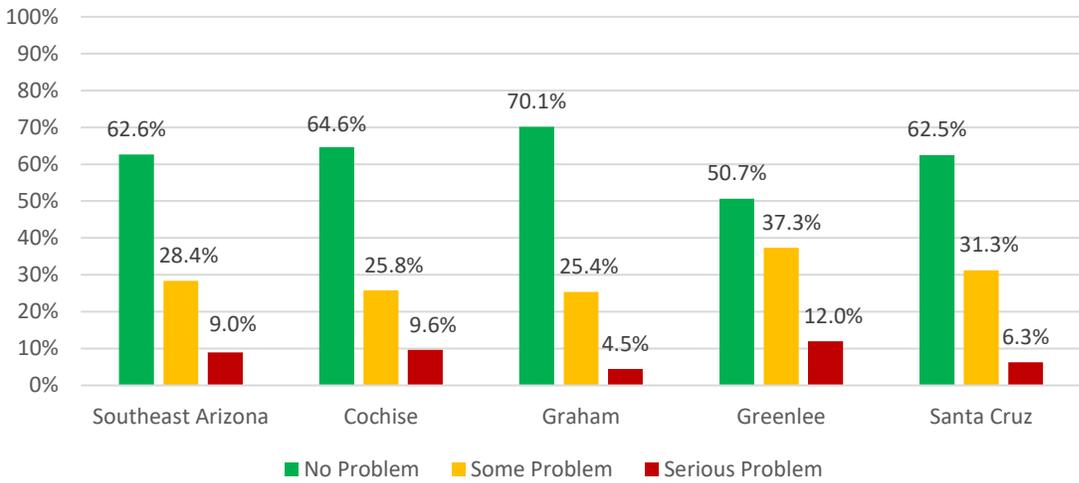


Figure 26: Cost of housing

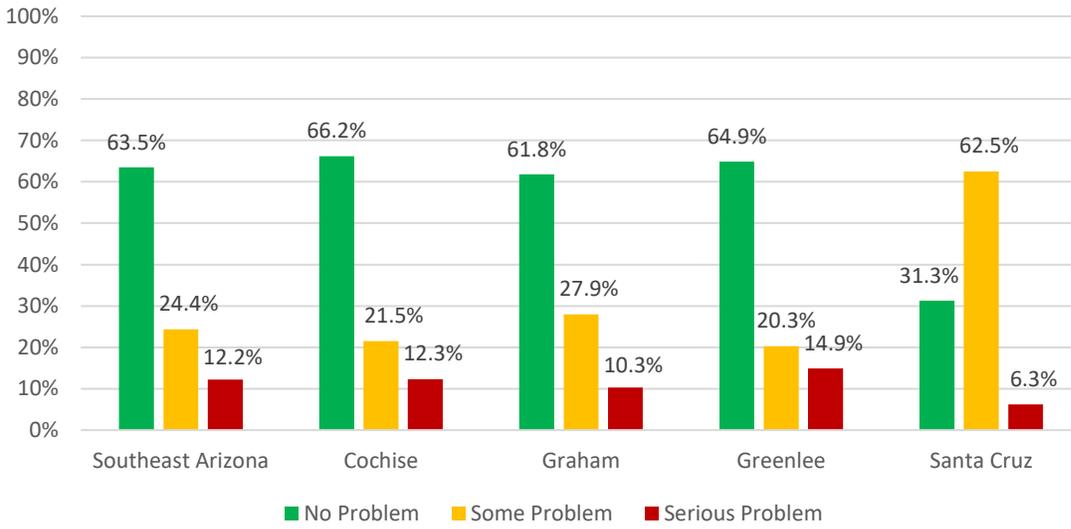


Figure 27: Income (having enough money for basic needs)

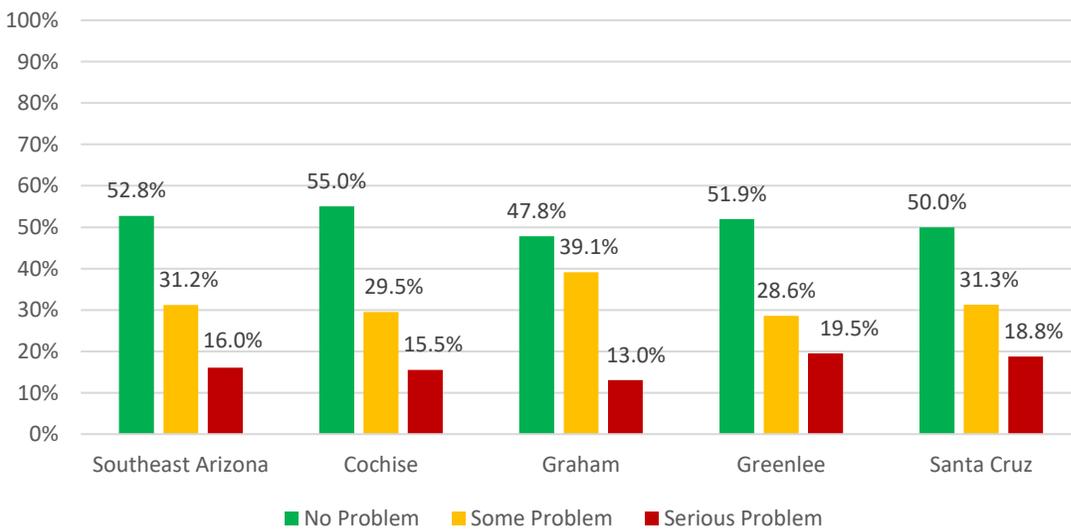


Figure 28: Cost of energy/utilities

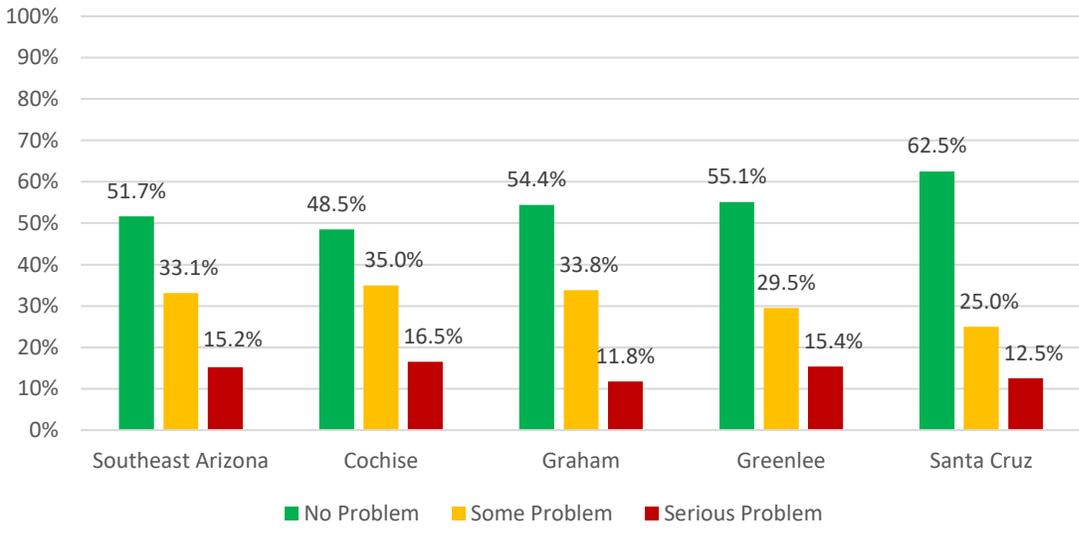


Figure 29: Employment opportunities

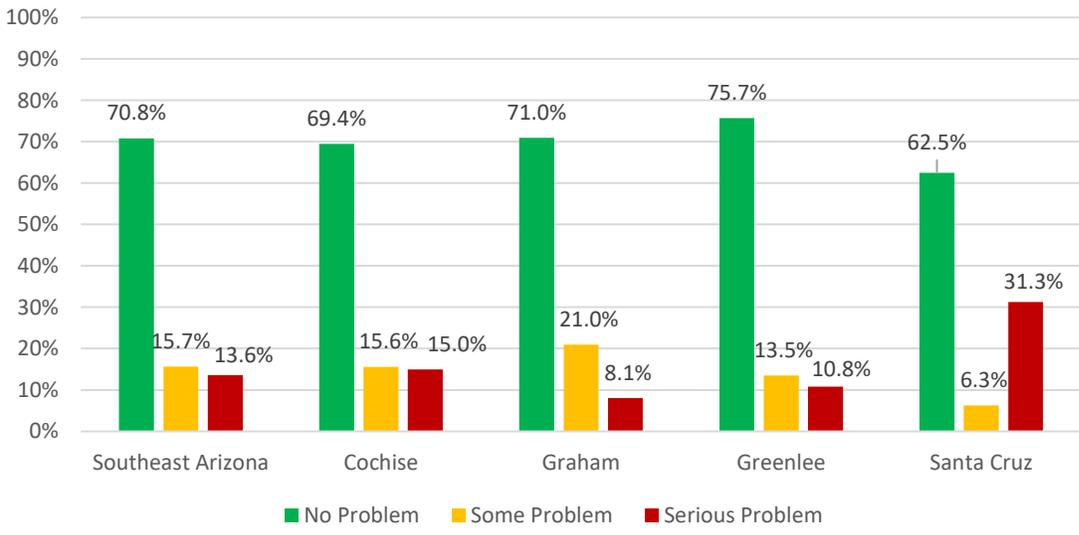


Figure 30: Age discrimination (loans, insurance, employment)

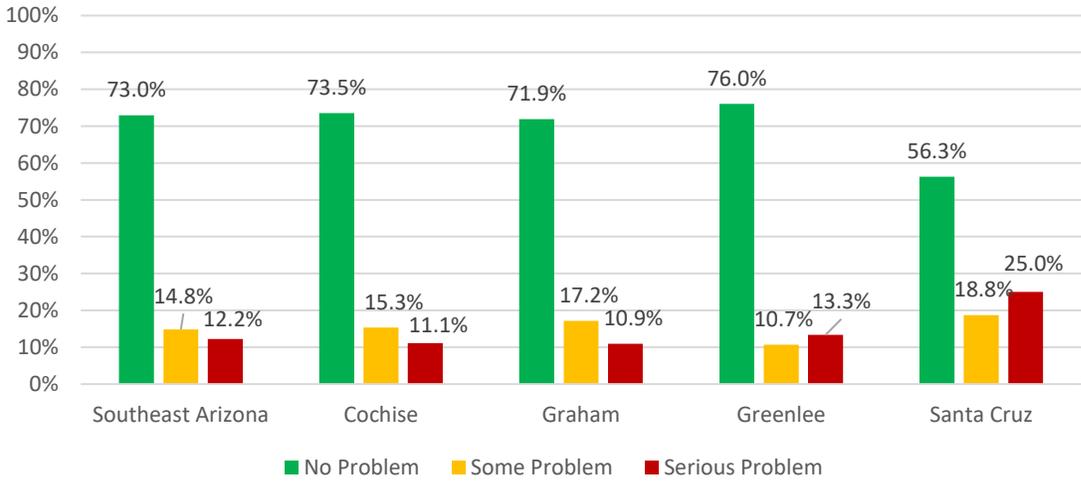


Figure 31: Elderly abuse, exploitation

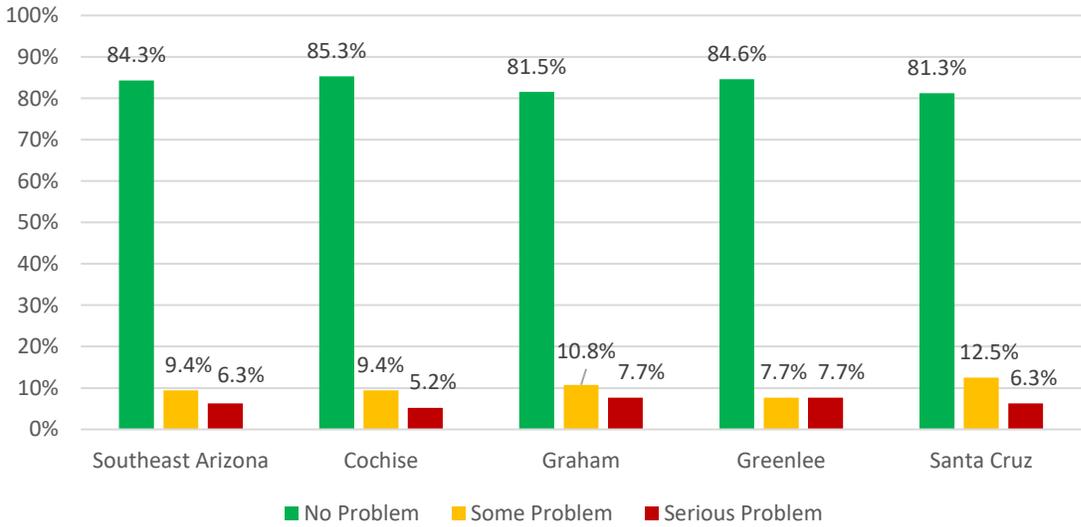


Figure 32: Personal safety (Crime)

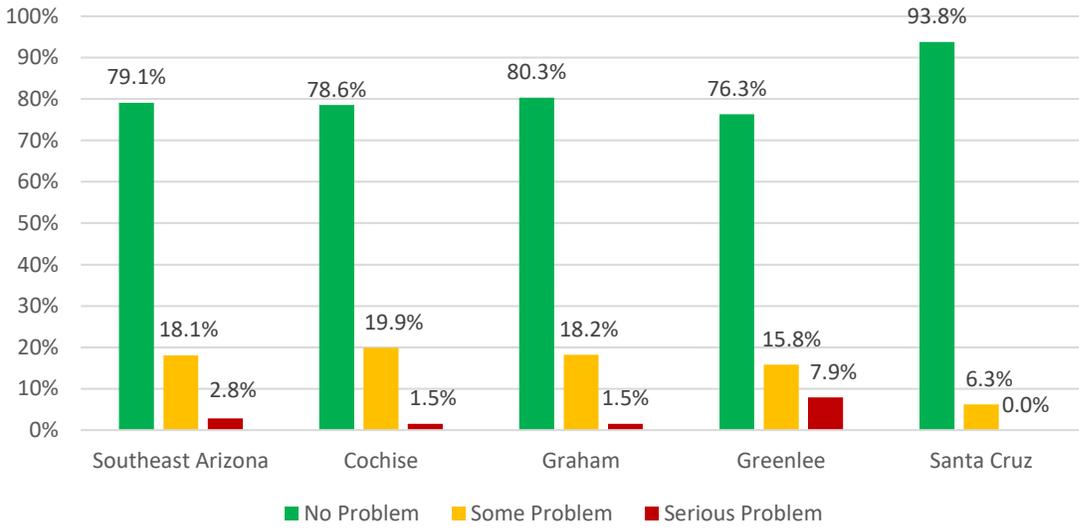


Figure 33: Telemarketing or in-home sales

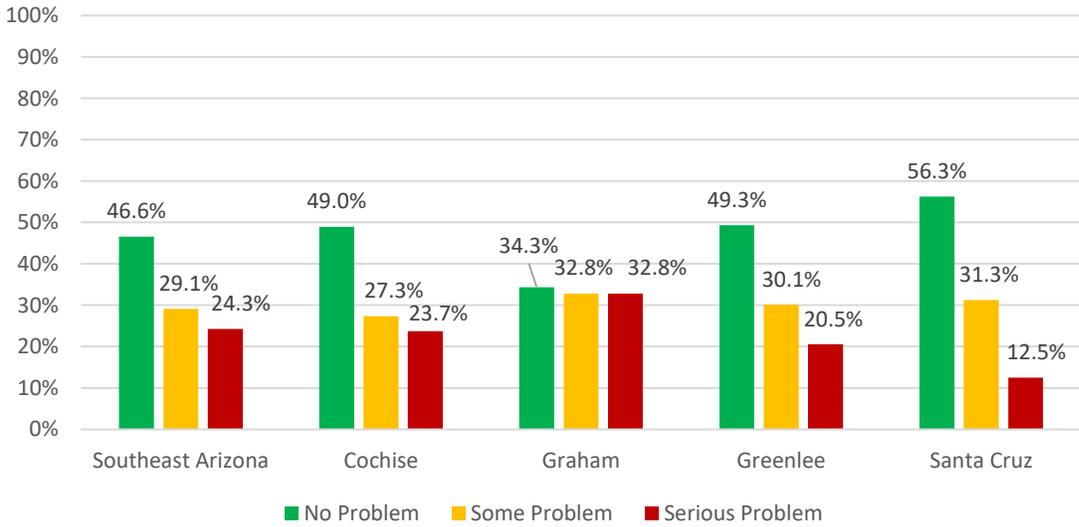


Figure 34: Loneliness

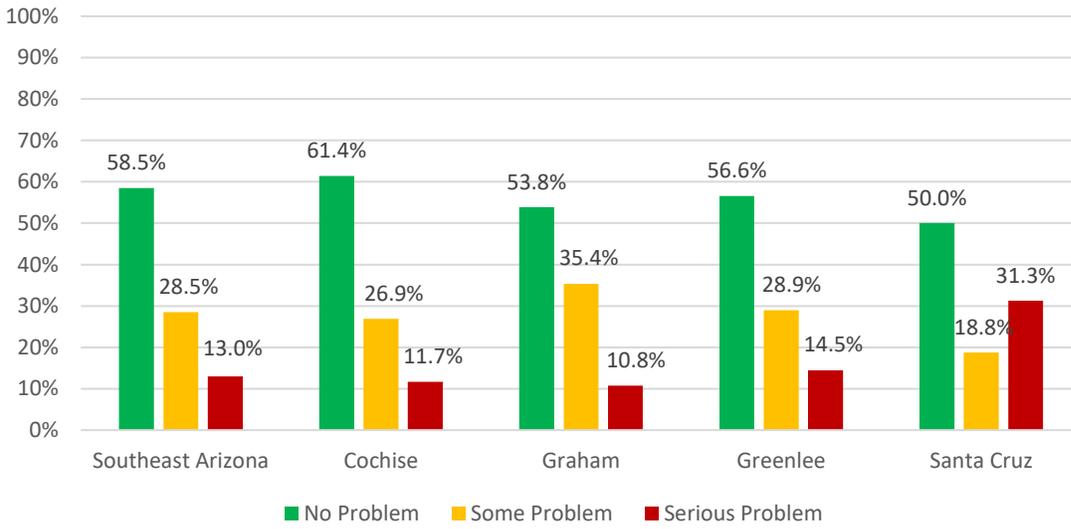


Figure 35: Loss of spouse/loved one

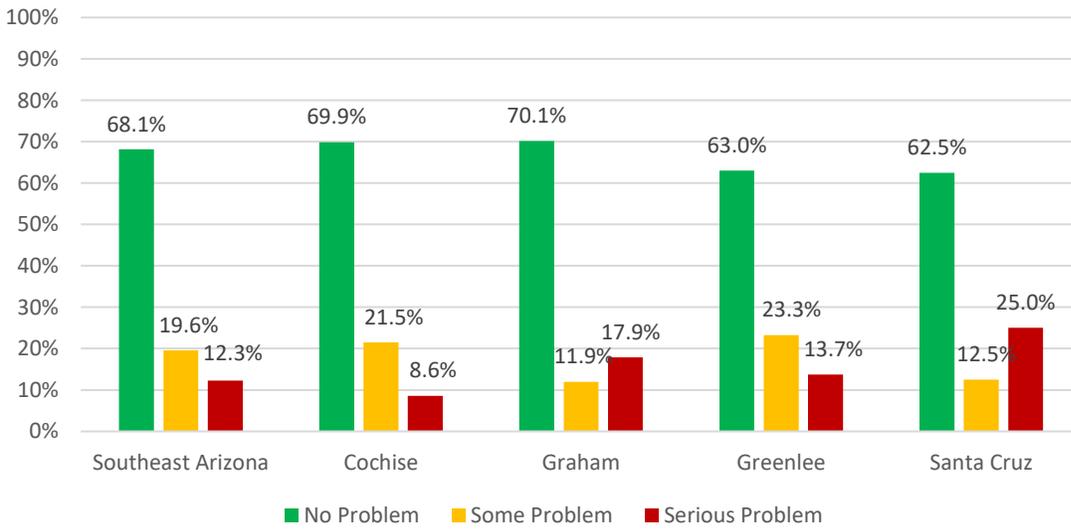


Figure 36: Volunteer opportunities

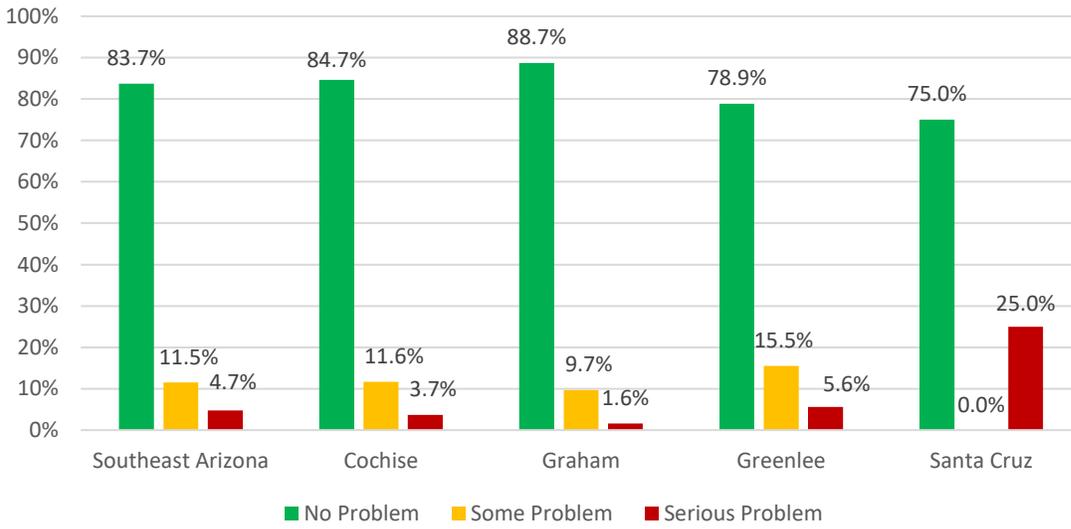


Figure 37: Raising grandchildren

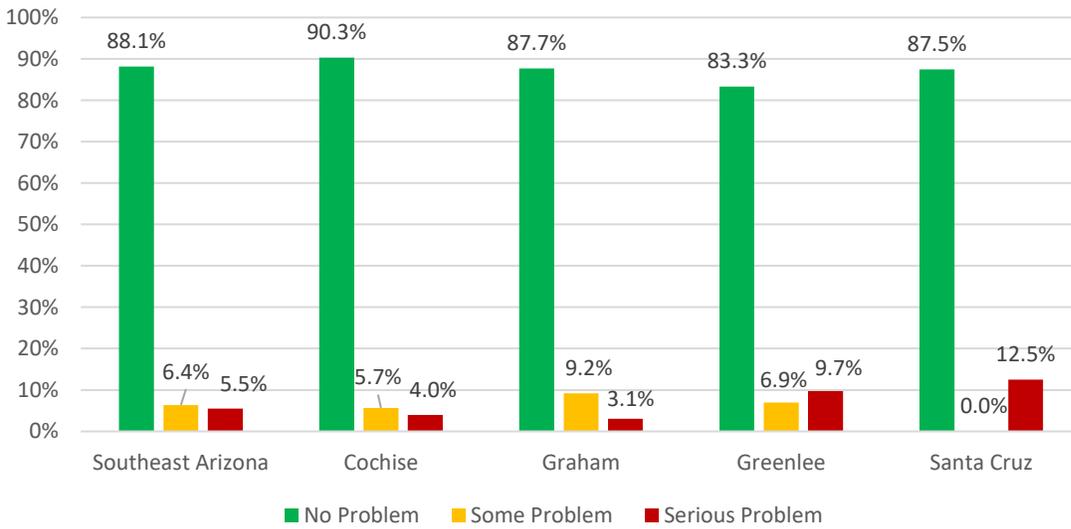


Figure 38: Obtaining information on selecting nursing home or assisted living facility

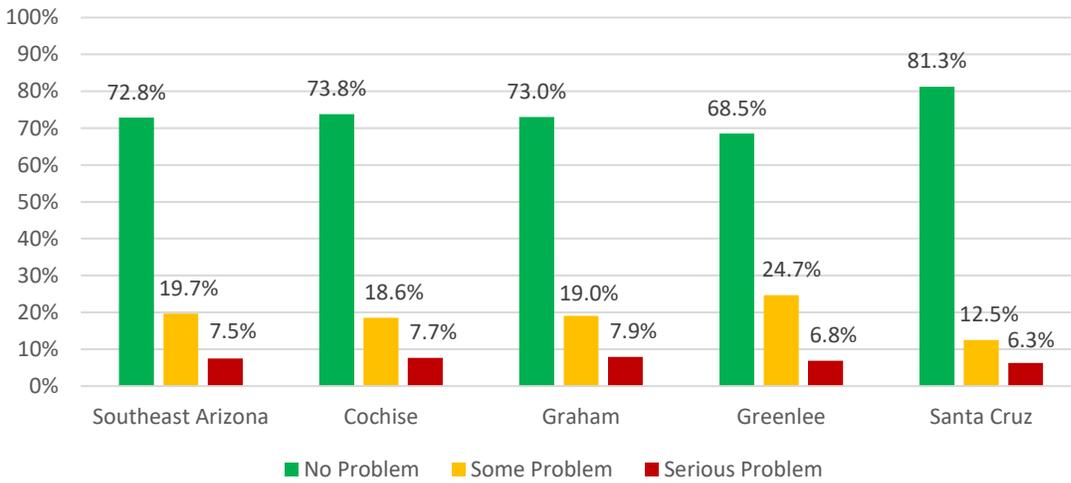


Figure 39: Processing monthly bills and/or medical claims

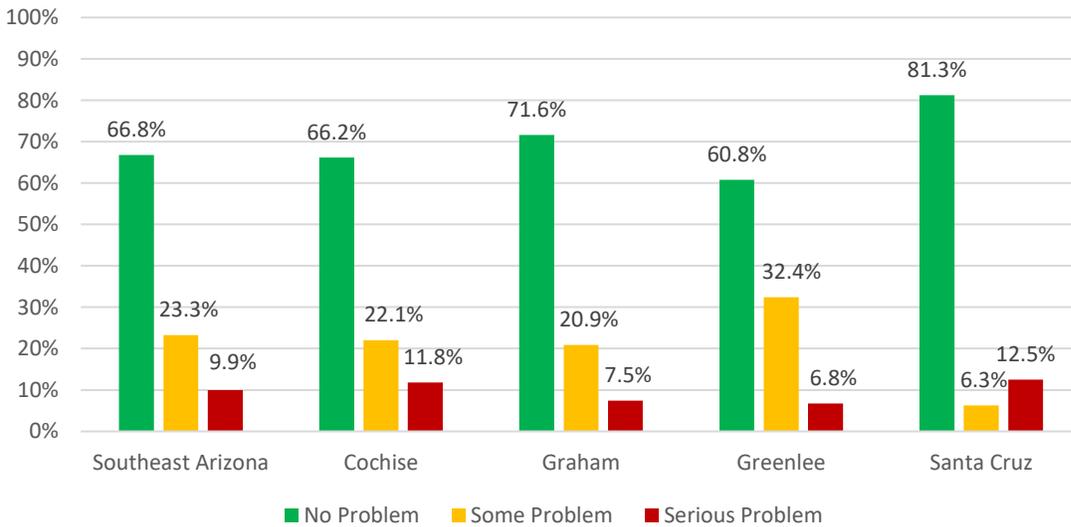


Figure 40: Providing care and supervision for an elderly family member

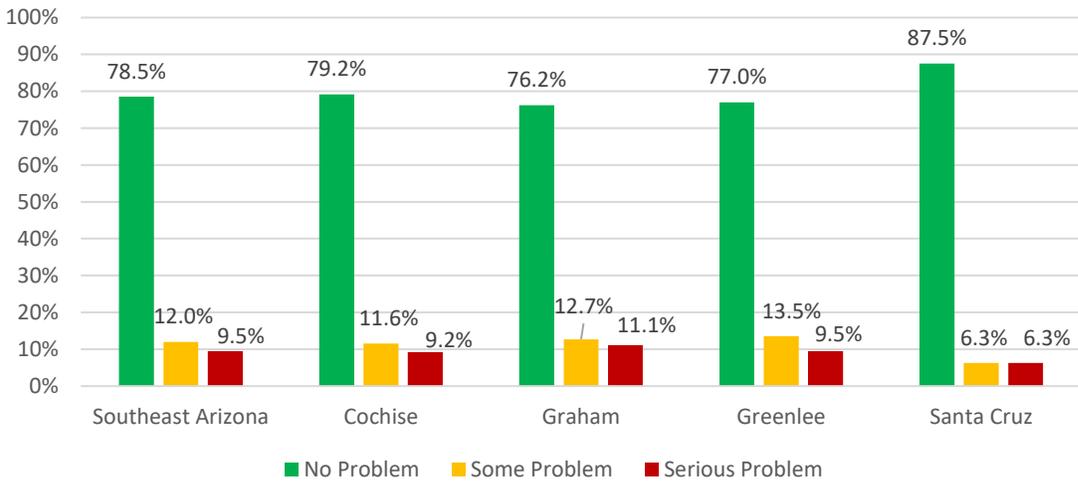
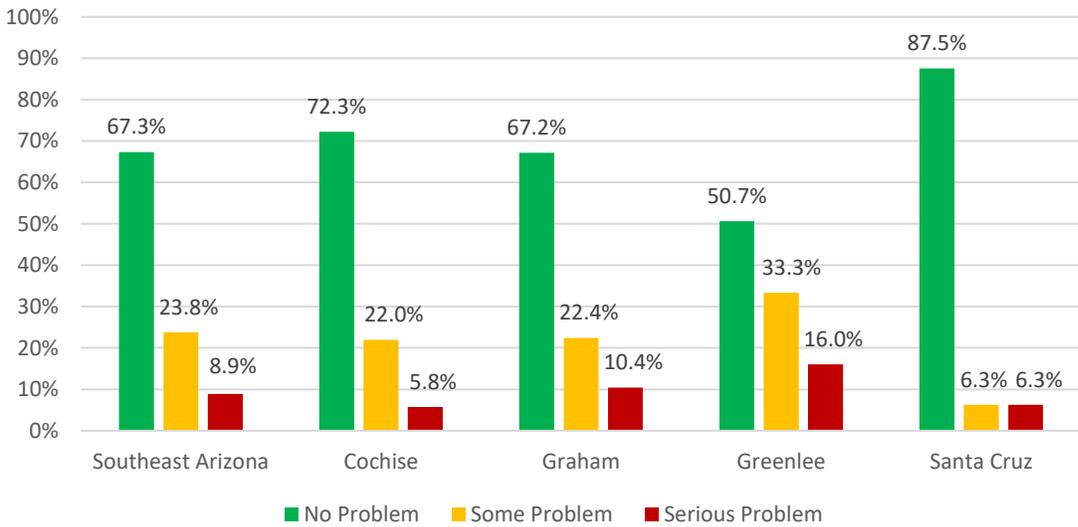


Figure 41: Maintaining my personal independence



Note on Figures 42-46: 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.

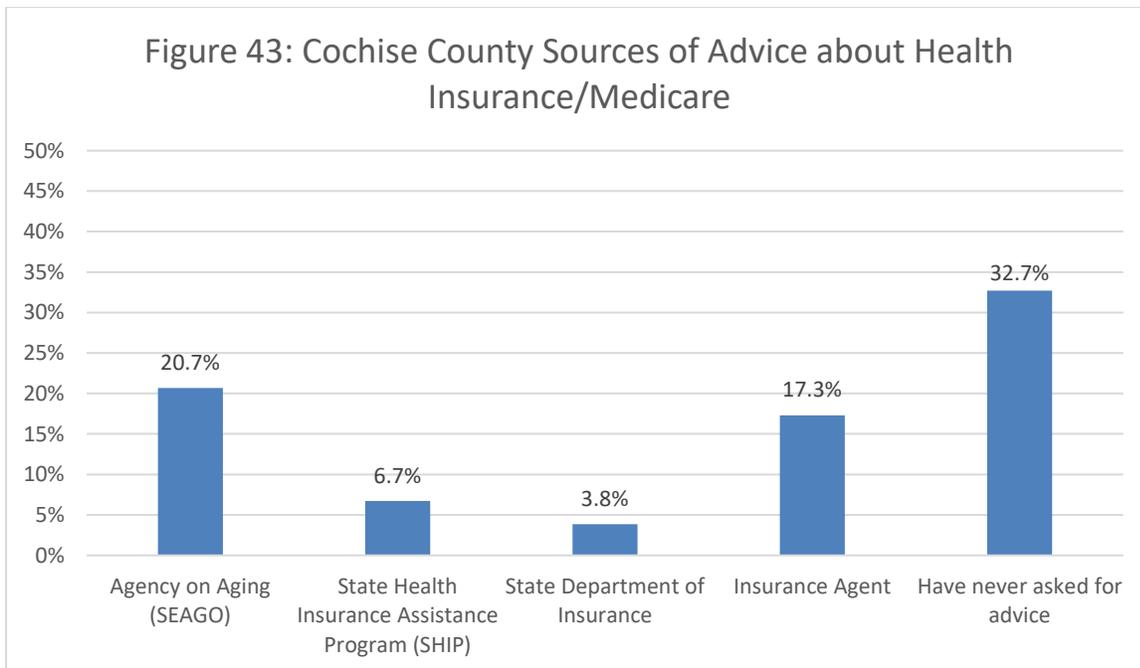
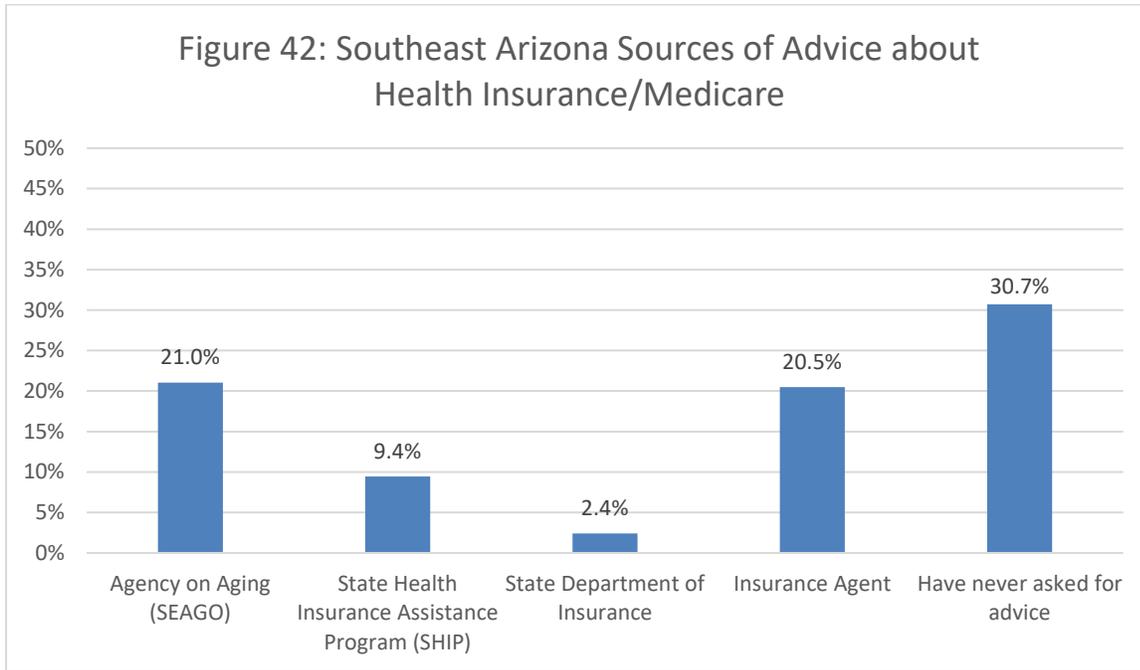


Figure 44: Graham County Sources of Advice about Health Insurance/Medicare

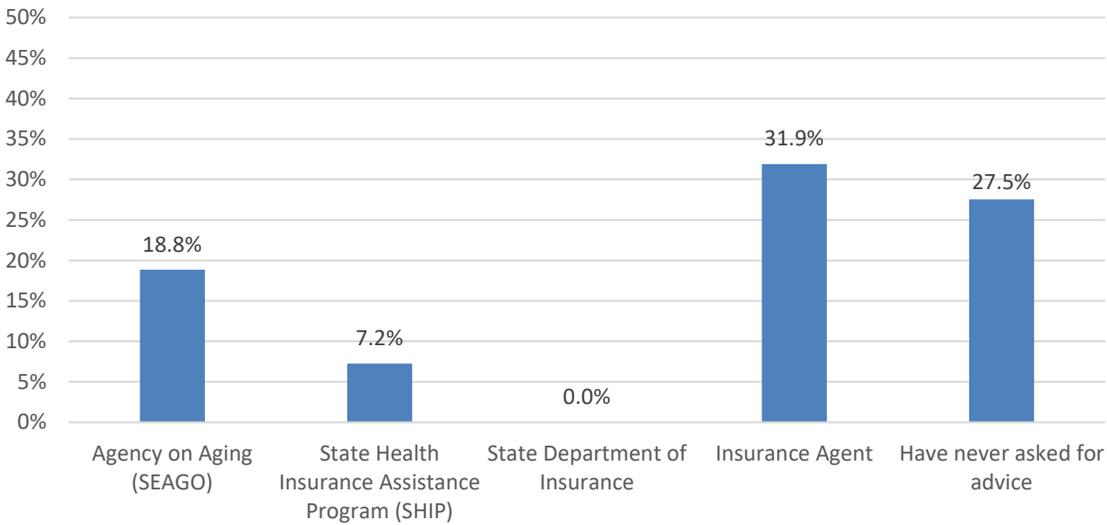


Figure 45: Greenlee County Sources of Advice about Health Insurance/Medicare

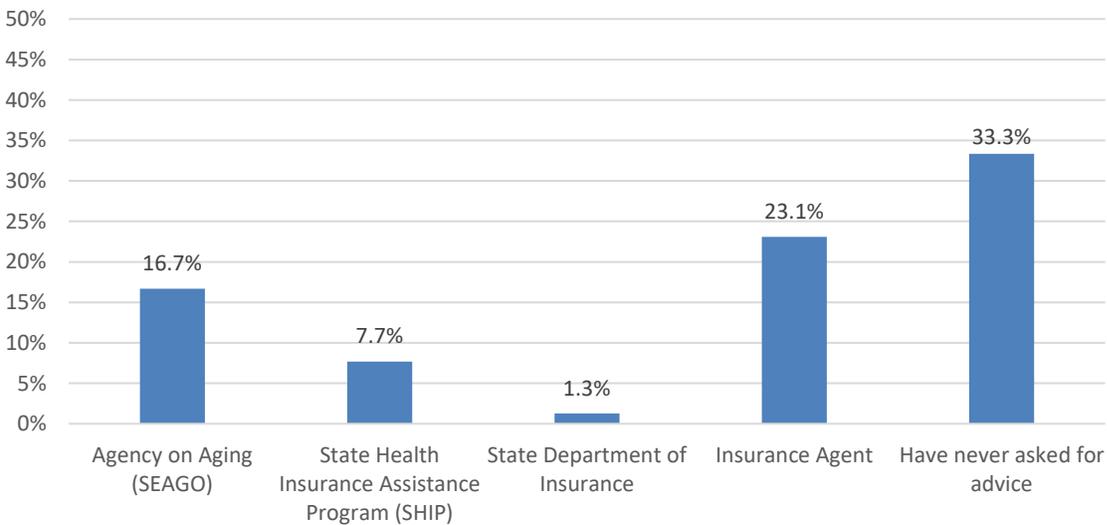
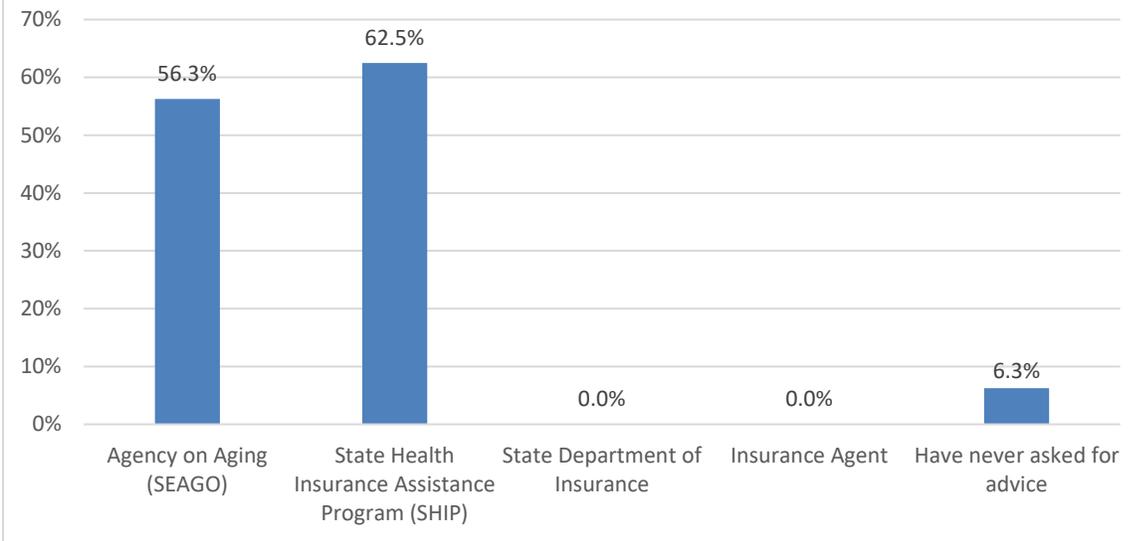


Figure 46: Santa Cruz County Sources of Advice about Health Insurance/Medicare



Note on Figures 47-51: Survey respondents were asked, “What is your source of transportation?”—see Appendix E for other (specified) sources of transportation.

Figure 47: Southeast Arizona Sources of Transportation

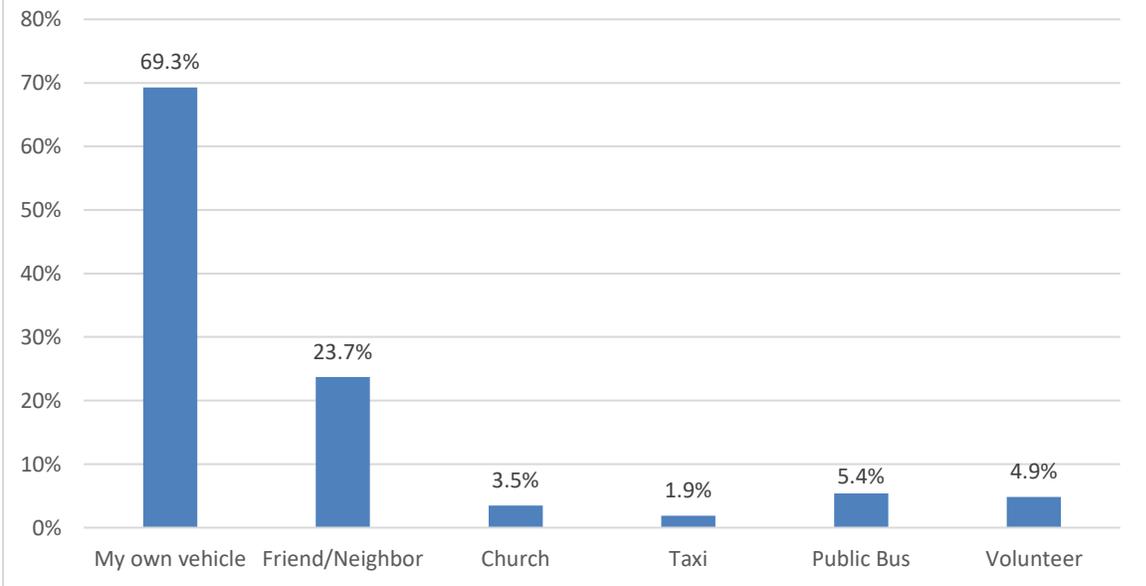


Figure 48: Cochise County Sources of Transportation

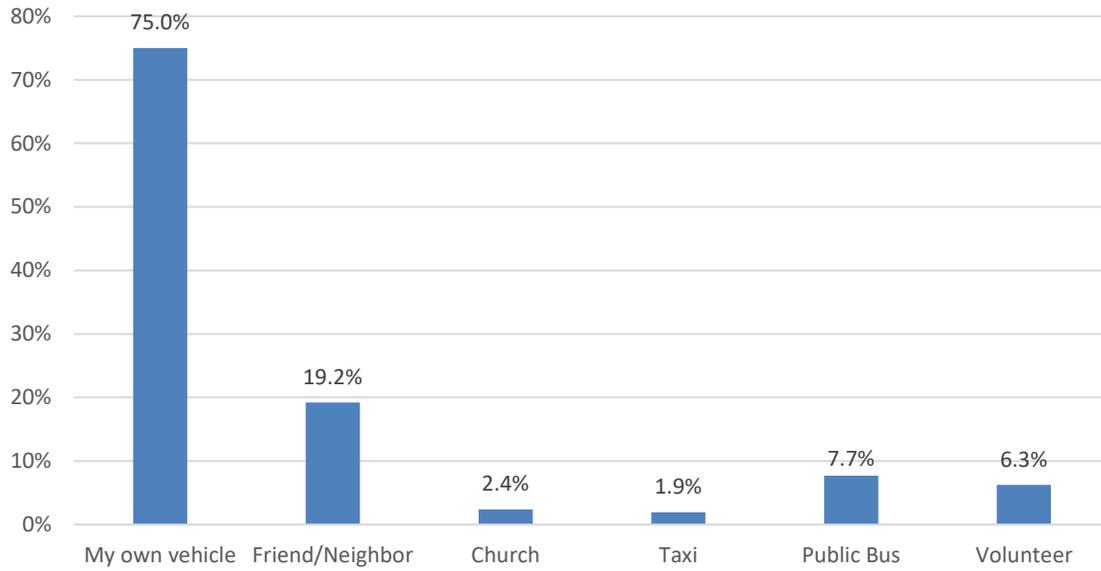


Figure 49: Graham County Sources of Transportation

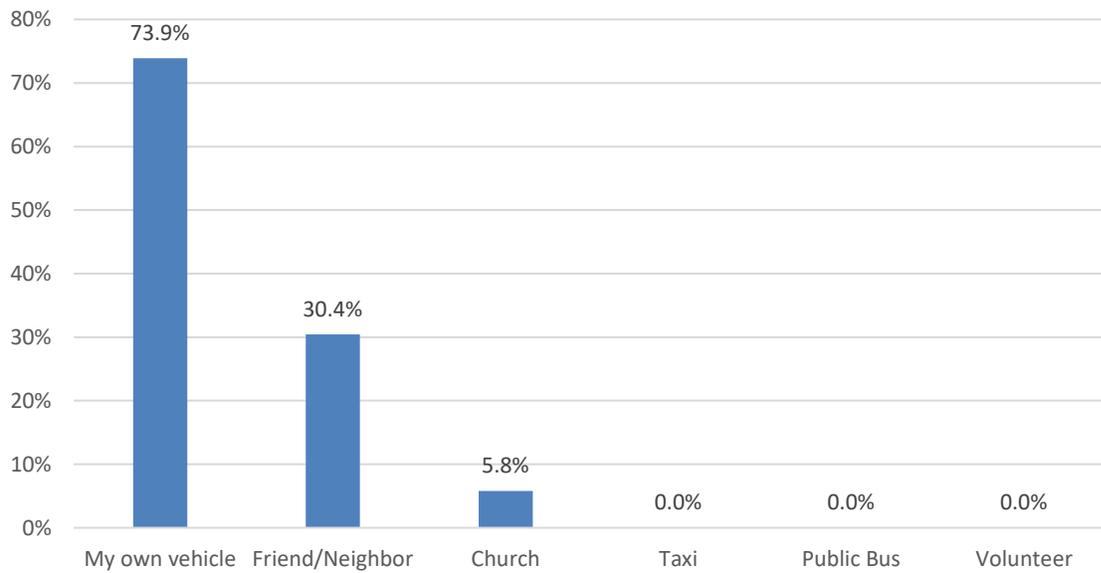


Figure 50: Greenlee County Sources of Transportation

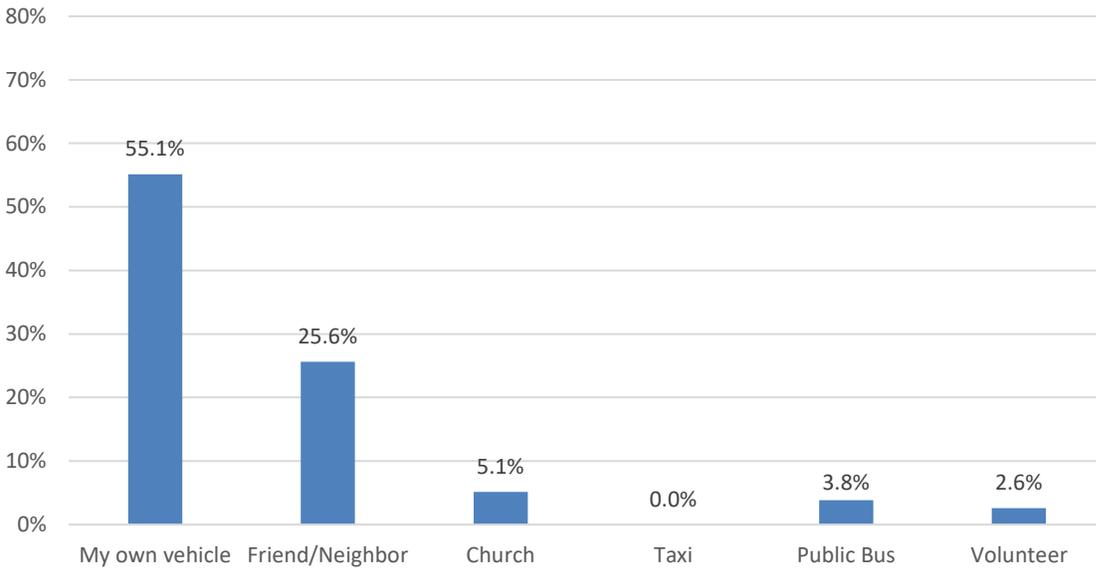
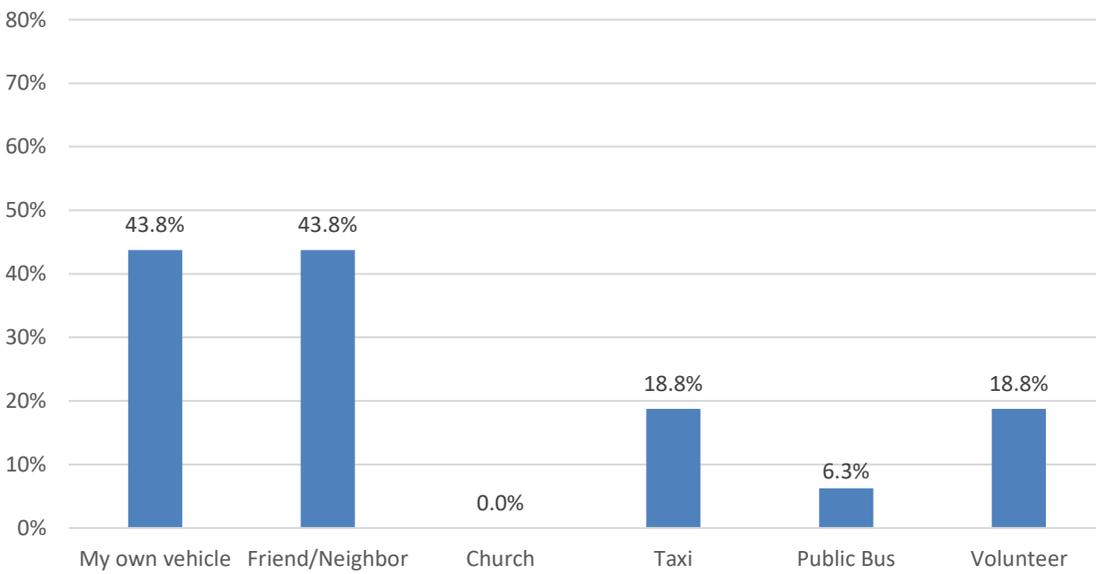


Figure 51: Santa Cruz County Sources of Transportation



Appendix A: Changes from 2016 to 2020

Southeast Arizona

From 2016 to 2020, the top 3 serious problems regionwide remained the same. Those were affordable dental care, maintenance and repair of the home, and affordable assistive devices. Affordable dental care remained the number one serious problem, with the share of respondents identifying it as a serious problem increasing from 37.5% to 41.1% (those identifying it as a problem—either “some problem” or “serious problem”—increased from 64.8% to 69.8%). The content of the top 10 list of serious problems among seniors in the SEAGO region (along with the list of top 10 problems, identified as either “some problem” or “serious problem”) was essentially unchanged from 2016 to 2020, although there were some minor changes in ordering. Notably, telemarketing or in-home sales moved from 8th to 5th place on the list of serious problems, with the share of respondents reporting it as a serious problem increasing from 18.3% to 24.3% (those reporting it as “some problem” or “serious problem” increased from 47.6% to 53.4%). Transportation (rural, non-medical), which was not on the survey in 2016, debuted in 2020 as the 6th ranked serious problem and the 15th ranked problem (“some problem” or “serious problem”) among seniors in southeast Arizona.

Cochise County

In Cochise County, the list of the top 5 serious problems remained the same from 2016 to 2020. Those were affordable dental care, affordable assistive devices, telemarketing or in-home sales, maintenance and repair of the home, and maintenance of the yard. Affordable dental care remained the number one serious problem. In 2020, 44.4% of respondents in Cochise County identified affordable dental care as a serious problem, up from 37.4% in 2016. Transportation (rural, non-medical), which was not on the survey in 2016, ranked as the 6th serious problem and 14th problem (“some problem” or “serious problem”) among seniors in Cochise County in 2020.

Graham County

In Graham County, the top 2 serious problems remained the same from 2016 to 2020. Those were affordable dental care and telemarketing or in-home sales. In all, 4 of the top 5 serious problems remained the same (affordable dental care, telemarketing or in-home sales, affordable assistive devices, and maintenance and repair of the home). Finding legal assistance, which was 20th on the list of serious problems in 2016 moved up to the 4th ranked serious problem among seniors in Graham County in 2020, with the share of respondents reporting it as a serious problem increasing from 12% to 19.1%. Transportation (rural, non-medical), which was not on the survey in 2016, started in 2020 as the 7th ranked serious problem and the 19th ranked problem (“some problem” or “serious problem”) among seniors in Graham County.

Greenlee County

In Greenlee County, the top 3 serious problems (along with the top 3 problems, identified as either “some problem” or “serious problem”) remained the same from 2016 to 2020 (with a minor change in ordering). Those were affordable dental care, maintenance of the yard, and maintenance and repair of the home. Affordable assistive devices moved from 7th to 4th ranked serious problem, with the share of survey respondents identifying it as a serious problem increasing from 24.1% to 28.8%. Transportation (rural, non-medical), which was not on the survey in 2016, began in 2020 as the 11th ranked serious problem and the 18th ranked problem (“some problem” or “serious problem”) among seniors in Greenlee County.

Santa Cruz County

The sample size for Santa Cruz County (n=16) for the 2020 survey is too small for meaningful comparisons to 2016 survey results. It is notable, however, that affordable dental care topped the list of problems (“some problem” or “serious problem”) in 2020, the same as in 2016.

Appendix B: Survey Instrument (English Version)

SEAGO SURVEY OF OLDER RESIDENTS

To take this survey online, visit www.SurveyMonkey.com/R/SEAGO2020

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
Transportation: Rural-Non Medical	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

(See other side)

	NO PROBLEM	SOME PROBLEM	SERIOUS PROBLEM
Personal Safety (Crime)	1	2	3
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

1. 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): _____

2. 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): _____

3. Circle the group that contains your age.

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

4. Gender: Male Female

5. 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: JUNE 1, 2020
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/SEAGO2020S

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
Accesibilidad 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
Transporte: Rural-No Medical	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 de luto	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 dinero 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

	NO ES UN PROBLEMA	ES UN PROBLEMA	ES PROBLEMA SERIO
Seguridad personal (Crímenes)	1	2	3
Ventas por teléfono o en su casa	1	2	3
Soledad	1	2	3
Pérdida del conyuge o un ser querido	1	2	3
Oportunidades de ser un voluntario	1	2	3
Criando los nietos	1	2	3
Obteniendo información para seleccionar un asilo u 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

1. ¿Que persona consulta usted si necesita consejos acerca de su seguro médico o de Medicare? (Marque más de uno si es apropiado):
 - a. Agencia para personas de la tercera edad (SEAGO)
 - b. Agencia estatal que provee ayuda con Medicare (SHIP)
 - c. Departamento estatal de seguros
 - d. Agente que venta de pólizas de seguro
 - e. Nunca he llamado para conseguir consejos
 - f. Otro (por favor identifique): _____

2. ¿Cuál es su modo de transporte? (Marque más de 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): _____

3. 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

4. Es usted: Masculino Femenino

5. ¿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 1 DE JUNIO 2020
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

A.E.	Family	None
AARP	Family members and friends	None
Accentcare	Family members assist me	None
ACTS	Former employer	One sibling
Adobe Case Management	Friend	Online
Agent	friends who have the knowhow	Personal Ins.
AHCCCS	Government websites	Persons that have more
Allwell Agent	Greenlee County Departments Elected Officials	Primary Care Physician
Call direct to Medicare	Health Dept	Research
Call Medicare	Health Dept	Rosemary Acosta
call specific insurance	Humana	SAVAHCS
Canyonlands	Info on area	SEACUS
Children	Ins Co.	SEACUS
Chiricahua Health Center	Internet	SEACUS
Daughter	Internet	seacus
Daughter	Me!	Self
daughter	Medicare	Senior Center
DDD	Medicare	service reps who visited at our senior center
directly to the insurance/Medicare	Medicare	sister, daughter
Does it them self	Medicare and AARP	social security
Employer	Medicare booklet	Son
Employer	Mr. White	Son
Facebook and YouTube	my daughter in law	Thrive at SVMC and Social Security Administration
Familia	Myself - I research my own	United Health Care (my insurance)
Family	NA	United Health Care (my insurance)
Family	NA	VA
Family	Need advice	VA
Family	Neighbor	VA Healthcare
Family	No one to talk to	

Cochise County

Accentcare	Internet
Adobe Case Management	Me!
Agent	Medicare
AHCCCS	Medicare
Allwell Agent	Medicare
Call direct to Medicare	Medicare and AARP
call specific insurance	Medicare booklet
Chiricahua Health Center	Mr. White
Daughter	my daughter in law
Daughter	NA
daughter	NA
directly to the insurance/Medicare	None
Employer	None
Facebook and YouTube	Online
Familia	Primary Care Physician
Family	Rosemary Acosta
Family members and friends	Self
Family members assist me	Senior Center
Former employer	service reps who visited at our senior center
Friend	Son
friends who have the knowhow	Thrive at SVMC and Social Security Administration
Government websites	United Health Care (my insurance)
Humana	United Health Care (my insurance)
Info on area	VA
Ins Co.	VA Healthcare
Internet	

Graham County

A.E.

ACTS

DDD

Does it them self

Family

None

Research

SEACUS

SEACUS

SEACUS

seacus

sister, daughter

social security

VA

Greenlee County

AARP

Call Medicare

Canyonlands

Children

Employer

Family

Family

Family

Family

Greenlee County Departments Elected Officials

Health Dept

Health Dept

Myself - I research my own

Need advice

No one to talk to

One sibling

Personal Ins.

Persons that have more

SAVAHCS

Son

Santa Cruz County

Neighbor

Appendix E: Other Sources of Transportation

Southeast Arizona

AHCCCS med taxi	Having problems with memory so my family doesn't want me to drive anymore.
Blake Foundation Med-Star - dr. appts	
Blind since birth, totally dependent upon others for transportation	hija
care provider	Hitchhiking
Children	If, on foot is an option
Daughter	medical
Daughter	My son
Daughter	My son
Familia	need help with medical appointments out of town
Familia	Only on Thurs, no ride
Family	Patagonia senior center
Family	public van
Family	relatives
Family	relatives
Family	Shuttle
Family	Son
Family	Son car
Family	Son or daughter in law
Family	Spouse
Family	Transportation for Docts Apt
Family	Transporte de Aseguranza Medica
Family	VICAP
Family	VICAP
Family	VICAP Long Distance
Family	Walk or bicycle
Family	Walking, bicycle
Family	Wife

Cochise County

AHCCCS med taxi

Blind since birth, totally dependent upon others for transportation

care provider

Familia

Familia

Family

Family

Family

Family

Family

Having problems with memory so my family doesn't want me to drive anymore.

hija

Hitchhiking

medical

My son

need help with medical appointments out of town

Son car

Transporte de Aseguranza Medica

VICA{P

VICAP

VICAP Long Distance

Wife

Graham County

Daughter

public van

relatives

relatives

Shuttle

Greenlee County

Blake Foundation Med-Star - dr. appts

Children

Daughter

Daughter

Family

If, on foot is an option

My son

Only on Thurs, no ride

Son

Son or daughter in law

Spouse

Transportation for Docts Apt

Walk or bicycle

Walking, bicycle

Santa Cruz County

Patagonia senior center

APPENDICES
PART E
NEEDS ASSESSMENT
5. Service Utilization for SFY 2019-20



Agency Units - Summary Report

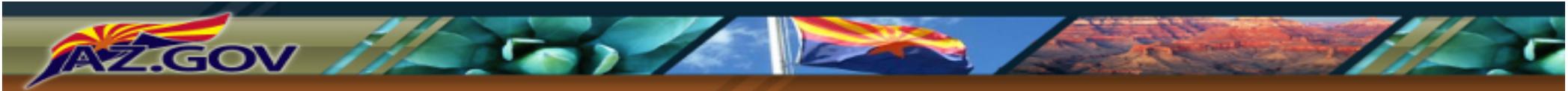
Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Selected Parameters

From	07/01/2019	To	06/30/2020	<input type="checkbox"/> Received units in the FY
Region/Contractor:	SOUTHEASTERN AZ GOVERNMENTS ORG.			Service Name: All
Provider:	All	Program:	All	
Service Location :	All	Service Detail:	All	
Route:	All	Enrollment Client:	Enrolled and Disenrolled All	

Service: Attendant Care, Home and Community Based Services, {None}

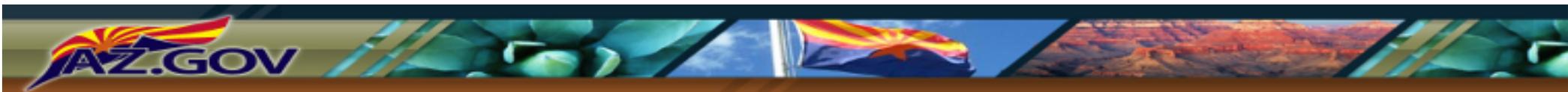
Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: ACCENTCARE AT HOME, INC - COCHISE								
Site: ACCENTCARE AT HOME, INC - COCHISE	219.00	11,380.50	220.00	0.00	0.00	0.00	11,402.50	11,402.50
Site: ACCENTCARE AT HOME, INC (GRAHAM)	14.00	785.05	14.00	0.00	0.00	0.00	785.05	785.05
Site: ACCENTCARE AT HOME, INC- ST CRUZ	16.00	1,424.00	16.00	0.00	0.00	0.00	1,424.00	1,424.00
Unduplicated Total by Provider and Service :	249.00	13,589.55	250.00	0.00	0.00	0.00	13,611.55	13,611.55
Provider: AZ CONSUMER DIRECT PERSONAL CARE								
Site: ARIZONA CONSUMER DIRECT	26.00	2,310.00	26.00	0.00	0.00	0.00	2,310.00	2,310.00
Unduplicated Total by Provider and Service :	26.00	2,310.00	26.00	0.00	0.00	0.00	2,310.00	2,310.00
Provider: GREENLEE COUNTY HEALTH DEPARTMENT								
Site: GREENLEE COUNTY HEALTH DEPARTMENT	79.00	3,745.60	80.00	0.00	0.00	0.00	3,779.60	3,779.60
Unduplicated Total by Provider and Service :	79.00	3,745.60	80.00	0.00	0.00	0.00	3,779.60	3,779.60
Provider: Lutheran Social Services of the Southwest *								
Site: LUTHERAN SOCIAL SERVICES_COCHISE	86.00	4,901.50	86.00	0.00	0.00	0.00	4,901.50	4,901.50
Site: LUTHERAN SOCIAL SERVICES_(SC)	26.00	1,695.00	26.00	0.00	0.00	0.00	1,695.00	1,695.00
Unduplicated Total by Provider and Service :	112.00	6,596.50	112.00	0.00	0.00	0.00	6,596.50	6,596.50
Provider: Patagonia Assisted Care Agency								



Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Site: Patagonia Assisted Care Agency	7.00	468.00	7.00	0.00	0.00	0.00	468.00	468.00
Unduplicated Total by Provider and Service :	7.00	468.00	7.00	0.00	0.00	0.00	468.00	468.00
Provider: SOUTHEASTERN AZ COMM UNIQUE SVCS								
Site: SOUTHEASTERN AZ COMM UNIQUE SVCS	68.00	3,807.47	68.00	0.00	0.00	0.00	3,807.47	3,807.47
Unduplicated Total by Provider and Service :	68.00	3,807.47	68.00	0.00	0.00	0.00	3,807.47	3,807.47
Unduplicated Total by Service:	539.00	30,517.12	541.00	0.00	0.00	0.00	30,573.12	30,573.12

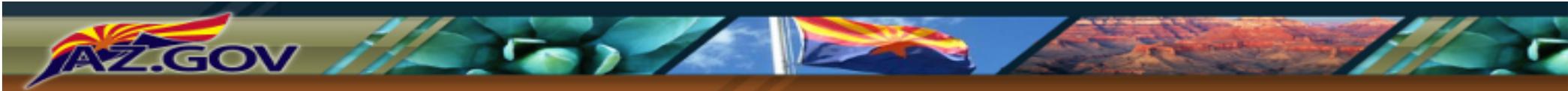


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Attendant Care, Home and Community Based Services, WL Fund

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: ACCENTCARE AT HOME, INC - COCHISE								
Site: ACCENTCARE AT HOME, INC - COCHISE	14.00	566.75	14.00	0.00	0.00	0.00	566.75	566.75
Site: ACCENTCARE AT HOME, INC- ST CRUZ	7.00	309.50	7.00	0.00	0.00	0.00	309.50	309.50
Unduplicated Total by Provider and Service :	21.00	876.25	21.00	0.00	0.00	0.00	876.25	876.25
Provider: AZ CONSUMER DIRECT PERSONAL CARE								
Site: ARIZONA CONSUMER DIRECT	9.00	453.00	9.00	0.00	0.00	0.00	453.00	453.00
Unduplicated Total by Provider and Service :	9.00	453.00	9.00	0.00	0.00	0.00	453.00	453.00
Provider: GREENLEE COUNTY HEALTH DEPARTMENT								
Site: GREENLEE COUNTY HEALTH DEPARTMENT	13.00	117.50	13.00	0.00	0.00	0.00	117.50	117.50
Unduplicated Total by Provider and Service :	13.00	117.50	13.00	0.00	0.00	0.00	117.50	117.50
Provider: Lutheran Social Services of the Southwest *								
Site: LUTHERAN SOCIAL SERVICES_COCHISE	19.00	858.00	19.00	0.00	0.00	0.00	858.00	858.00
Site: LUTHERAN SOCIAL SERVICES_(SC)	12.00	364.00	12.00	0.00	0.00	0.00	364.00	364.00
Unduplicated Total by Provider and Service :	31.00	1,222.00	31.00	0.00	0.00	0.00	1,222.00	1,222.00
Provider: SOUTHEASTERN AZ COMM UNIQUE SVCS								
Site: SOUTHEASTERN AZ COMM UNIQUE SVCS	10.00	624.50	10.00	0.00	0.00	0.00	624.50	624.50
Unduplicated Total by Provider and Service :	10.00	624.50	10.00	0.00	0.00	0.00	624.50	624.50
Unduplicated Total by Service:	84.00	3,293.25	84.00	0.00	0.00	0.00	3,293.25	3,293.25

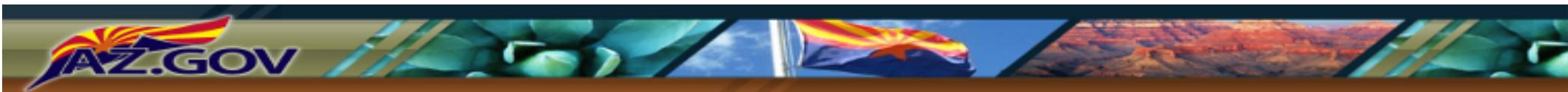


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Caregiver Training, Family Caregiver Support, {None}

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: SOUTHEASTERN AZ GOVERNMENTS ORG.								
Site: SOUTHEASTERN AZ GOVERNMENTS ORG.	133.00	133.00	134.00	0.00	0.00	0.00	134.00	134.00
Unduplicated Total by Provider and Service :	133.00	133.00	134.00	0.00	0.00	0.00	134.00	134.00
Unduplicated Total by Service:	133.00	133.00	134.00	0.00	0.00	0.00	134.00	134.00

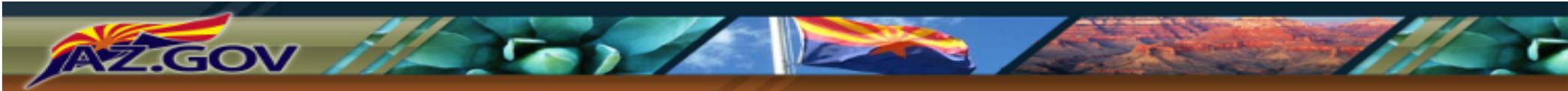


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Case Management, Home and Community Based Services, {None}

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: COCHISE COUNTY PUBLIC FIDUCIARY								
Site: COCHISE HEALTH & SOCIAL SERVICES	194.00	1,338.50	646.00	0.00	0.00	0.00	5,900.71	5,900.71
Unduplicated Total by Provider and Service :	194.00	1,338.50	646.00	0.00	0.00	0.00	5,900.71	5,900.71
Provider: GREENLEE COUNTY HEALTH DEPARTMENT								
Site: GREENLEE COUNTY HEALTH DEPARTMENT	39.00	208.67	134.00	0.00	0.00	0.00	870.90	870.90
Unduplicated Total by Provider and Service :	39.00	208.67	134.00	0.00	0.00	0.00	870.90	870.90
Provider: SANTA CRUZ PUBLIC FIDUCIARY-SCCPF								
Site: SANTA CRUZ PUBLIC FIDUCIARY-SCCPF	41.00	348.50	141.00	0.00	0.00	0.00	1,798.75	1,798.75
Unduplicated Total by Provider and Service :	41.00	348.50	141.00	0.00	0.00	0.00	1,798.75	1,798.75
Provider: SOUTHEASTERN AZ COMM UNIQUE SVCS								
Site: SOUTHEASTERN AZ COMM UNIQUE SVCS	82.00	218.88	223.00	0.00	0.00	0.00	572.52	572.52
Unduplicated Total by Provider and Service :	82.00	218.88	223.00	0.00	0.00	0.00	572.52	572.52
Unduplicated Total by Service:	356.00	2,114.55	1,143.00	0.00	0.00	0.00	9,142.88	9,142.88

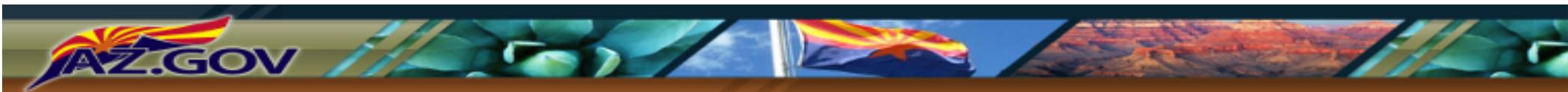


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Case Management, Home and Community Based Services, WL Fund

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: COCHISE COUNTY PUBLIC FIDUCIARY								
Site: COCHISE HEALTH & SOCIAL SERVICES	58.00	326.17	58.00	0.00	0.00	0.00	326.17	326.17
Unduplicated Total by Provider and Service :	58.00	326.17	58.00	0.00	0.00	0.00	326.17	326.17
Unduplicated Total by Service:	58.00	326.17	58.00	0.00	0.00	0.00	326.17	326.17

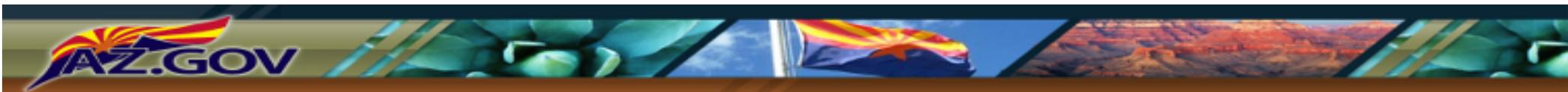


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Congregate Meals, Home and Community Based Services, COVID-19

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: CITY OF TOMBSTONE								
Site: CITY OF TOMBSTONE	0.00	0.00	0.00	0.00	284.00	0.00	0.00	284.00
Unduplicated Total by Provider and Service :	0.00	0.00	0.00	0.00	284.00	0.00	0.00	284.00
Provider: DOUGLAS ARC INC								
Site: DOUGLAS ARC INC	0.00	0.00	0.00	0.00	609.00	0.00	0.00	609.00
Unduplicated Total by Provider and Service :	0.00	0.00	0.00	0.00	609.00	0.00	0.00	609.00
Provider: SANTA CRUZ COUNCIL ON AGING								
Site: SANTA CRUZ COUNCIL ON AGING	0.00	0.00	0.00	0.00	2,816.00	0.00	0.00	2,816.00
Unduplicated Total by Provider and Service :	0.00	0.00	0.00	0.00	2,816.00	0.00	0.00	2,816.00
Provider: SENIOR CITIZENS OF PATAGONIA								
Site: SENIOR CITIZENS OF PATAGONIA	0.00	0.00	0.00	0.00	135.00	0.00	0.00	135.00
Unduplicated Total by Provider and Service :	0.00	0.00	0.00	0.00	135.00	0.00	0.00	135.00
Unduplicated Total by Service:	0.00	0.00	0.00	0.00	3,844.00	0.00	0.00	3,844.00



Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Congregate Meals, Home and Community Based Services, {None}

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: CITY OF TOMBSTONE								
Site: CITY OF TOMBSTONE	76.00	2,081.00	258.00	0.00	0.00	0.00	14,254.00	14,254.00
Unduplicated Total by Provider and Service :	76.00	2,081.00	258.00	0.00	0.00	0.00	14,254.00	14,254.00
Provider: DOUGLAS ARC INC								
Site: DOUGLAS ARC INC	21.00	1,144.00	71.00	0.00	268.00	0.00	6,203.00	6,471.00
Unduplicated Total by Provider and Service :	21.00	1,144.00	71.00	0.00	268.00	0.00	6,203.00	6,471.00
Provider: SANTA CRUZ COUNCIL ON AGING								
Site: SANTA CRUZ COUNCIL ON AGING	63.00	1,843.00	208.00	0.00	0.00	0.00	12,386.00	12,386.00
Unduplicated Total by Provider and Service :	63.00	1,843.00	208.00	0.00	0.00	0.00	12,386.00	12,386.00
Provider: SENIOR CITIZENS OF PATAGONIA								
Site: SENIOR CITIZENS OF PATAGONIA	71.00	1,343.00	197.00	0.00	0.00	0.00	8,565.00	8,565.00
Unduplicated Total by Provider and Service :	71.00	1,343.00	197.00	0.00	0.00	0.00	8,565.00	8,565.00
Provider: SOUTHEASTERN AZ COMM UNIQUE SVCS								
Site: SOUTHEASTERN AZ COMM UNIQUE SVCS	3.00	130.00	88.00	0.00	0.00	0.00	4,426.00	4,426.00
Unduplicated Total by Provider and Service :	3.00	130.00	88.00	0.00	0.00	0.00	4,426.00	4,426.00
Unduplicated Total by Service:	234.00	6,541.00	821.00	0.00	268.00	0.00	45,834.00	46,102.00

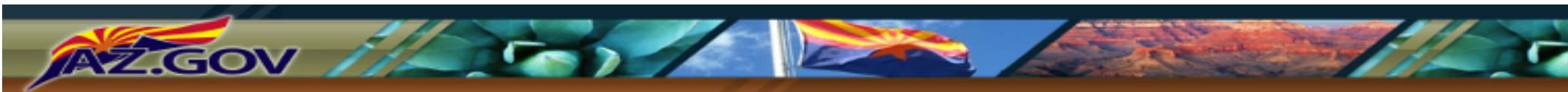


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: General Transportation, Home and Community Based Services, {None}

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: CITY OF BENSON								
Site: CITY OF BENSON	0.00	0.00	0.00	0.00	10,988.00	0.00	0.00	10,988.00
Unduplicated Total by Provider and Service :	0.00	0.00	0.00	0.00	10,988.00	0.00	0.00	10,988.00
Provider: CITY OF BISBEE								
Site: CITY OF BISBEE	0.00	0.00	0.00	0.00	11,681.00	0.00	0.00	11,681.00
Unduplicated Total by Provider and Service :	0.00	0.00	0.00	0.00	11,681.00	0.00	0.00	11,681.00
Provider: CITY OF DOUGLAS								
Site: CITY OF DOUGLAS	0.00	0.00	0.00	0.00	47,772.00	0.00	0.00	47,772.00
Unduplicated Total by Provider and Service :	0.00	0.00	0.00	0.00	47,772.00	0.00	0.00	47,772.00
Unduplicated Total by Service:	0.00	0.00	0.00	0.00	70,441.00	0.00	0.00	70,441.00

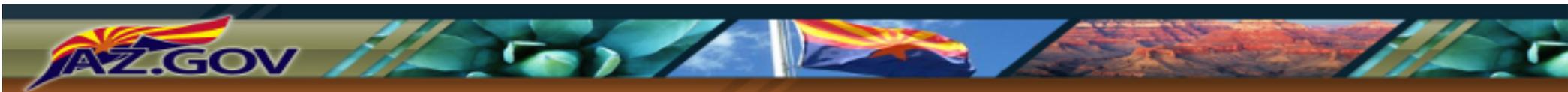


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Home Delivered Meals, Home and Community Based Services, Care Act 2020

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: SANTA CRUZ COUNCIL ON AGING								
Site: SANTA CRUZ COUNCIL ON AGING	0.00	0.00	0.00	0.00	3,540.00	0.00	0.00	3,540.00
Unduplicated Total by Provider and Service :	0.00	0.00	0.00	0.00	3,540.00	0.00	0.00	3,540.00
Unduplicated Total by Service:	0.00	0.00	0.00	0.00	3,540.00	0.00	0.00	3,540.00

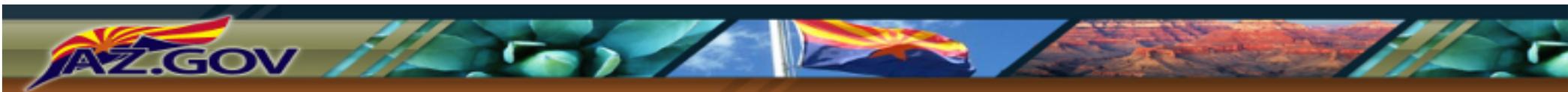


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Home Delivered Meals, Home and Community Based Services, COVID-19

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: DOUGLAS ARC INC								
Site: DOUGLAS ARC INC	0.00	0.00	0.00	0.00	5,511.00	0.00	0.00	5,511.00
Unduplicated Total by Provider and Service :	0.00	0.00	0.00	0.00	5,511.00	0.00	0.00	5,511.00
Provider: SOUTHEASTERN AZ COMM UNIQUE SVCS								
Site: SOUTHEASTERN AZ COMM UNIQUE SVCS	0.00	0.00	0.00	0.00	3,396.00	0.00	0.00	3,396.00
Unduplicated Total by Provider and Service :	0.00	0.00	0.00	0.00	3,396.00	0.00	0.00	3,396.00
Unduplicated Total by Service:	0.00	0.00	0.00	0.00	8,907.00	0.00	0.00	8,907.00

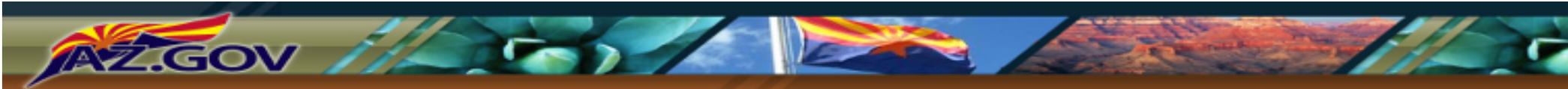


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Home Delivered Meals, Home and Community Based Services, {None}

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: DOUGLAS ARC INC								
Site: DOUGLAS ARC INC	89.00	6,784.00	223.00	0.00	2,410.00	0.00	33,469.00	35,879.00
Unduplicated Total by Provider and Service :	89.00	6,784.00	223.00	0.00	2,410.00	0.00	33,469.00	35,879.00
Provider: PUR FOOD LLC DBA MOM'S MEALS-LP								
Site: MOM'S MEALS	44.00	3,612.00	227.00	0.00	0.00	0.00	37,540.00	37,540.00
Unduplicated Total by Provider and Service :	44.00	3,612.00	227.00	0.00	0.00	0.00	37,540.00	37,540.00
Provider: SOUTHEASTERN AZ COMM UNIQUE SVCS								
Site: SOUTHEASTERN AZ COMM UNIQUE SVCS	59.00	3,244.00	128.00	0.00	2,404.00	0.00	14,597.00	17,001.00
Unduplicated Total by Provider and Service :	59.00	3,244.00	128.00	0.00	2,404.00	0.00	14,597.00	17,001.00
Unduplicated Total by Service:	192.00	13,640.00	576.00	0.00	4,814.00	0.00	85,606.00	90,420.00

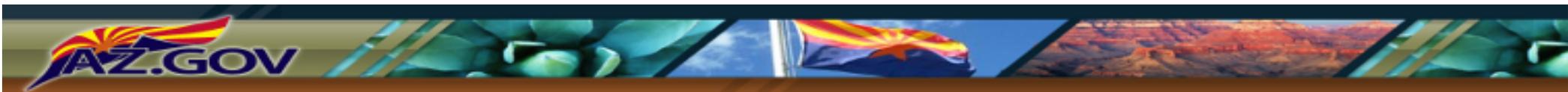


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Home Delivered Meals, Home and Community Based Services, WL Fund

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: PUR FOOD LLC DBA MOM'S MEALS-LP								
Site: MOM'S MEALS	101.00	9,179.00	101.00	0.00	0.00	0.00	9,179.00	9,179.00
Unduplicated Total by Provider and Service :	101.00	9,179.00	101.00	0.00	0.00	0.00	9,179.00	9,179.00
Provider: SOUTHEASTERN AZ COMM UNIQUE SVCS								
Site: SOUTHEASTERN AZ COMM UNIQUE SVCS	52.00	3,964.00	52.00	0.00	0.00	0.00	3,964.00	3,964.00
Unduplicated Total by Provider and Service :	52.00	3,964.00	52.00	0.00	0.00	0.00	3,964.00	3,964.00
Unduplicated Total by Service:	153.00	13,143.00	153.00	0.00	0.00	0.00	13,143.00	13,143.00

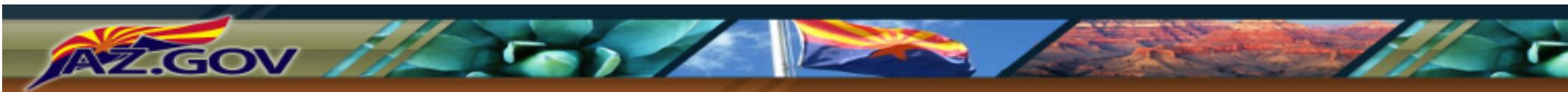


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Housekeeping and Homemaker, Home and Community Based Services, {None}

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: ACCENTCARE AT HOME, INC - COCHISE								
Site: ACCENTCARE AT HOME, INC - COCHISE	1.00	42.00	119.00	0.00	0.00	0.00	762.75	762.75
Site: ACCENTCARE AT HOME, INC (GRAHAM)	1.00	4.00	7.00	0.00	0.00	0.00	34.00	34.00
Site: ACCENTCARE AT HOME, INC- ST CRUZ	0.00	0.00	12.00	0.00	0.00	0.00	163.00	163.00
Unduplicated Total by Provider and Service :	2.00	46.00	138.00	0.00	0.00	0.00	959.75	959.75
Provider: AZ CONSUMER DIRECT PERSONAL CARE								
Site: ARIZONA CONSUMER DIRECT	0.00	0.00	23.00	0.00	0.00	0.00	200.00	200.00
Unduplicated Total by Provider and Service :	0.00	0.00	23.00	0.00	0.00	0.00	200.00	200.00
Provider: GREENLEE COUNTY HEALTH DEPARTMENT								
Site: GREENLEE COUNTY HEALTH DEPARTMENT	1.00	8.00	5.00	0.00	0.00	0.00	38.50	38.50
Unduplicated Total by Provider and Service :	1.00	8.00	5.00	0.00	0.00	0.00	38.50	38.50
Provider: Lutheran Social Services of the Southwest *								
Site: LUTHERAN SOCIAL SERVICES_COCHISE	5.00	29.00	43.00	0.00	0.00	0.00	357.00	357.00
Site: LUTHERAN SOCIAL SERVICES_(SC)	0.00	0.00	24.00	0.00	0.00	0.00	195.00	195.00
Unduplicated Total by Provider and Service :	5.00	29.00	67.00	0.00	0.00	0.00	552.00	552.00
Provider: Patagonia Assisted Care Agency								
Site: Patagonia Assisted Care Agency	1.00	26.00	1.00	0.00	0.00	0.00	26.00	26.00
Unduplicated Total by Provider and Service :	1.00	26.00	1.00	0.00	0.00	0.00	26.00	26.00
Provider: SOUTHEASTERN AZ COMM UNIQUE SVCS								
Site: SOUTHEASTERN AZ COMM UNIQUE SVCS	9.00	138.76	50.00	0.00	0.00	0.00	483.05	483.05
Unduplicated Total by Provider and Service :	9.00	138.76	50.00	0.00	0.00	0.00	483.05	483.05
Unduplicated Total by Service:	18.00	247.76	284.00	0.00	0.00	0.00	2,259.30	2,259.30

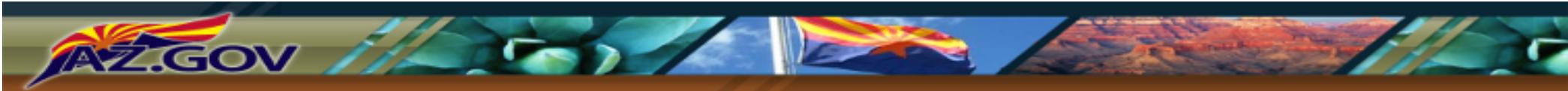


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Housekeeping and Homemaker, Home and Community Based Services, WL Fund

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: AZ CONSUMER DIRECT PERSONAL CARE								
Site: ARIZONA CONSUMER DIRECT	2.00	83.00	2.00	0.00	0.00	0.00	83.00	83.00
Unduplicated Total by Provider and Service :	2.00	83.00	2.00	0.00	0.00	0.00	83.00	83.00
Provider: Lutheran Social Services of the Southwest *								
Site: LUTHERAN SOCIAL SERVICES_(SC)	1.00	68.00	1.00	0.00	0.00	0.00	68.00	68.00
Unduplicated Total by Provider and Service :	1.00	68.00	1.00	0.00	0.00	0.00	68.00	68.00
Provider: SOUTHEASTERN AZ COMM UNIQUE SVCS								
Site: SOUTHEASTERN AZ COMM UNIQUE SVCS	6.00	82.50	6.00	0.00	0.00	0.00	82.50	82.50
Unduplicated Total by Provider and Service :	6.00	82.50	6.00	0.00	0.00	0.00	82.50	82.50
Unduplicated Total by Service:	9.00	233.50	9.00	0.00	0.00	0.00	233.50	233.50

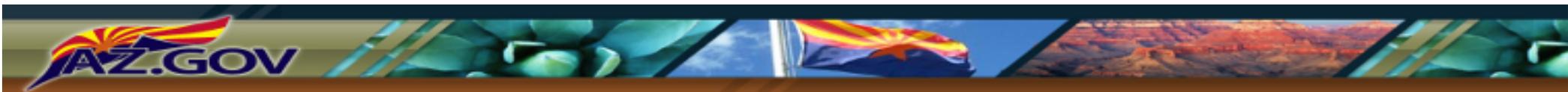


Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Nursing – Home Nursing, Home and Community Based Services, {None}

Service Location/ Route	Clients that Received Units <i>(Newly Enrolled Only)</i>	Units <i>(Newly Enrolled Only)</i>	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: GREENLEE COUNTY HEALTH DEPARTMENT								
Site: GREENLEE COUNTY HEALTH DEPARTMENT	6.00	68.00	17.00	0.00	0.00	0.00	193.00	193.00
Unduplicated Total by Provider and Service :	6.00	68.00	17.00	0.00	0.00	0.00	193.00	193.00
Unduplicated Total by Service:	6.00	68.00	17.00	0.00	0.00	0.00	193.00	193.00



Agency Units - Summary Report

Report Description: This report lists number of clients that received units and service units at the selected agency during the specified month and year.

Service: Respite Care, Family Caregiver Support, {None}

Service Location/ Route	Clients that Received Units (Newly Enrolled Only)	Units (Newly Enrolled Only)	Clients That Received Units	Non-Registered Enrollments	Non-Registered Units	Non-Registered Clients Served	Client Level Units	Total Units
Provider: ACCENTCARE AT HOME, INC - COCHISE								
Site: ACCENTCARE AT HOME, INC - COCHISE	10.00	477.50	21.00	0.00	0.00	0.00	1,526.25	1,526.25
Site: ACCENTCARE AT HOME, INC (GRAHAM)	0.00	0.00	1.00	0.00	0.00	0.00	22.00	22.00
Site: ACCENTCARE AT HOME, INC- ST CRUZ	2.00	16.00	2.00	0.00	0.00	0.00	16.00	16.00
Unduplicated Total by Provider and Service :	12.00	493.50	24.00	0.00	0.00	0.00	1,564.25	1,564.25
Provider: AZ CONSUMER DIRECT PERSONAL CARE								
Site: ARIZONA CONSUMER DIRECT	2.00	95.00	2.00	0.00	0.00	0.00	95.00	95.00
Unduplicated Total by Provider and Service :	2.00	95.00	2.00	0.00	0.00	0.00	95.00	95.00
Provider: GREENLEE COUNTY HEALTH DEPARTMENT								
Site: GREENLEE COUNTY HEALTH DEPARTMENT	3.00	34.00	4.00	0.00	0.00	0.00	118.00	118.00
Unduplicated Total by Provider and Service :	3.00	34.00	4.00	0.00	0.00	0.00	118.00	118.00
Provider: Lutheran Social Services of the Southwest *								
Site: LUTHERAN SOCIAL SERVICES_COCHISE	4.00	157.00	8.00	0.00	0.00	0.00	812.60	812.60
Unduplicated Total by Provider and Service :	4.00	157.00	8.00	0.00	0.00	0.00	812.60	812.60
Provider: SOUTHEASTERN AZ COMM UNIQUE SVCS								
Site: SOUTHEASTERN AZ COMM UNIQUE SVCS	6.00	440.58	8.00	0.00	0.00	0.00	523.41	523.41
Unduplicated Total by Provider and Service :	6.00	440.58	8.00	0.00	0.00	0.00	523.41	523.41
Unduplicated Total by Service:	27.00	1,220.08	46.00	0.00	0.00	0.00	3,113.26	3,113.26

Unduplicated total for All Providers and Service Sets in the Report		
	Clients That Received Units	Units
Total :	16,547.00	779,226.26
Total (Newly Enrolled):	1,221.00	316,752.80

APPENDICES
PART E
NEEDS ASSESSMENT

6. Client Demographics for Case Management SFY 2019-20

Demographics Analysis Report

Selected Parameters

From 07/01/2019 To 06/30/2020

Region/Contractor: SOUTHEASTERN AZ GOVERNMENTS

Provider: All

Service Location : All

Route: All

Received more than 0 units

Service Name: Case Management

Program: Home and Community Based Services

Service Detail: All

Enrollment Enrolled and Disenrolled

Client: All

Total Unduplicated Clients: 1171 (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	3	0 %
35 to 44	10	1 %
45 to 54	42	4 %
55 to 59	50	4 %
60 to 64	91	8 %
65 to 69	135	12 %
70 to 74	145	12 %
75 to 79	184	16 %
80 to 84	171	15 %
85+	340	29 %
Missing	0	0 %
Declined to State	0	0 %

Race

American Indian or Alaskan Native	5	0 %
Asian	4	0 %
Black/African American	15	1 %
Native Hawaiian or other Pacific Islander	0	0 %
Other	5	0 %
Unknown	7	1 %
White - Hispanic	449	38 %
White - Non-Hispanic	600	51 %
White	1	0 %
Race Missing	81	7 %
Declined to State	4	0 %

Demographics Analysis Report

Selected Parameters			
From	07/01/2019	To	06/30/2020
Region/Contractor:	SOUTHEASTERN AZ GOVERNMENTS		
Provider:	All	<input type="checkbox"/> Received more than 0 units	
Service Location :	All	Service Name:	Case Management
Route:	All	Program:	Home and Community Based Services
		Service Detail:	All
		Enrollment	Enrolled and Disenrolled
		Client:	All

Total Unduplicated Clients: 1171 (100.0%) | Clients With No Demographics Data: 0 (0.0%)

Ethnicity		
Hispanic or Latino	456	39 %
Not Hispanic or Latino	621	53 %
Missing	87	7 %
Declined to State	7	1 %
African American	0	0 %
American Indian	0	0 %
Anglo	0	0 %
Asian	0	0 %
Hispanic	0	0 %
Unknown	0	0 %
Urban/Rural		
Rural	906	77 %
Urban	142	12 %
Missing	123	11 %
Declined to State	0	0 %
Gender		
Male	368	31 %
Female	794	68 %
Declined to State	0	0 %
Unknown	9	1 %
Language		
American Indian (w/ Eng.)	0	0 %
American Indian (w/o Eng.)	0	0 %
Declined to state	0	0 %
English	662	57 %
Other, specify	2	0 %
Spanish (w/ Eng.)	197	17 %
Spanish (w/o Eng.)	196	17 %
Unknown	114	10 %

Demographics Analysis Report

Selected Parameters

From 07/01/2019 To 06/30/2020

Region/Contractor: SOUTHEASTERN AZ GOVERNMENTS

Provider: All

Service Location : All

Route: All

Received more than 0 units

Service Name: Case Management

Program: Home and Community Based Services

Service Detail: All

Enrollment: Enrolled and Disenrolled

Client: All

Total Unduplicated Clients: 1171 (100.0%) | Clients With No Demographics Data: 0 (0.0%)

Household Composition (Lives Alone)

Declined to state	0	0 %
Institutionalized	0	0 %
Lives Alone	563	48 %
Other	21	2 %
With Domestic Partner	10	1 %
With Non-Relative(s)	23	2 %
With Other Relative(s)	173	15 %
With Parent(s)	26	2 %
With Spouse	238	20 %
Missing	117	10 %

At or below 100% FPL *

Declined to state income	15	1 %
No	382	33 %
Yes	534	46 %
Missing	240	20 %

Clients with Minimal, Moderate, or Maximum Assist by Number of ADL/IADL Categories (Threshold: Non-Independent)

0 ADL's	110	9 %	0 IADL's	4	0 %
1 ADL's	73	6 %	1 IADL's	1	0 %
2 ADL's	83	7 %	2 IADL's	9	1 %
3 ADL's	232	20 %	3 IADL's	183	16 %
4 ADL's	194	17 %	4 IADL's	260	22 %
5 ADL's	248	21 %	5 IADL's	188	16 %
6 ADL's	168	14 %	6 IADL's	153	13 %
			7 IADL's	165	14 %
			8 IADL's	145	12 %
Missing	66	6 %	Missing	66	6 %

Demographics Analysis Report

Selected Parameters

From 07/01/2019 To 06/30/2020

Region/Contractor: SOUTHEASTERN AZ GOVERNMENTS

Provider: All

Service Location : All

Route: All

Received more than 0 units

Service Name: Case Management

Program: Home and Community Based Services

Service Detail: All

Enrollment: Enrolled and Disenrolled

Client: All

Total Unduplicated Clients: 1171 (100.0%) | Clients With No Demographics Data: 0 (0.0%)

Clients with Moderate or Maximum Assist w/o Qualifier by Number of ADL/IADL Categories (Threshold: Moderate or Higher)

0 ADL's	468	40 %	0 IADL's	0	0 %
1 ADL's	161	14 %	1 IADL's	66	6 %
2 ADL's	167	14 %	2 IADL's	146	12 %
3 ADL's	105	9 %	3 IADL's	315	27 %
4 ADL's	97	8 %	4 IADL's	215	18 %
5 ADL's	92	8 %	5 IADL's	126	11 %
6 ADL's	16	1 %	6 IADL's	83	7 %
			7 IADL's	42	4 %
			8 IADL's	82	7 %
Missing	66	6 %	Missing	66	6 %

Clients with Minimal w/ Qualifier, Moderate, or Maximum Assist by Number of ADL/IADL Categories (Threshold: Moderate or Higher w/ Qualifier)

0 ADL's	187	16 %	0 IADL's	7	1 %
1 ADL's	76	6 %	1 IADL's	21	2 %
2 ADL's	132	11 %	2 IADL's	64	5 %
3 ADL's	301	26 %	3 IADL's	279	24 %
4 ADL's	201	17 %	4 IADL's	260	22 %
5 ADL's	186	16 %	5 IADL's	197	17 %
6 ADL's	25	2 %	6 IADL's	109	9 %
			7 IADL's	80	7 %
			8 IADL's	91	8 %
Missing	66	6 %	Missing	66	6 %

Nutrition Risk Level

High	3	0 %
Mild	0	0 %
Moderate	1	0 %
None	0	0 %
Missing	1,167	100 %

Demographics Analysis Report

Selected Parameters

From **07/01/2019** To **06/30/2020**
Region/Contractor: **SOUTHEASTERN AZ GOVERNMENTS**

Received more than 0 units
Service Name: **Case Management**

Provider: **All**

Program: **Home and Community Based Services**

Service Location : **All**

Service Detail: **All**

Route: **All**

Enrollment **Enrolled and Disenrolled**

Client: **All**

Total Unduplicated Clients: 1171 (100.0%) | Clients With No Demographics Data: 0 (0.0%)

County		
Cochise	627	54 %
Graham	210	18 %
Greenlee	136	12 %
Mohave	1	0 %
Santa Cruz	116	10 %

APPENDICES
PART F
FUNDING FORMULAS

ALLOCATION OF STATE APPROPRIATIONS FOR SFY 2021-22

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	\$41,415	\$12,876	\$144,291	\$33,901
GRAHAM	5,384	12.05%	\$90,000	\$7,608	\$2,365	\$99,973	\$6,228
GREENLEE	1,356	3.04%	\$90,000	\$1,919	\$597	\$92,516	\$1,571
SANTA CRUZ	8,629	19.31%	\$90,000	\$12,191	\$3,790	\$105,981	\$9,979
AAA TOTAL	44,679	100.00%	\$360,000	\$63,133	\$19,628	\$442,761	\$51,679

2021-2022 ILS	423,133.00	\$442,761
SSBG Transfer		\$442,761
Capacity Transfer		
	<u>\$423,133</u>	

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%

APPENDICES
PART G
COMMENTS FROM ADVISORY COUNCIL ON AGING

Comments from Advisory Council on Aging

4/15/2021

The Council reviewed the Draft Area Plan with Laura Villa reading the documents Introduction, explaining the three major purposes and a description of Area Agency on Aging and It's Network, Utilization Trends, Needs Assessments 371 completed, Goal Objectives, Preferences to older persons with greatest economic or Social Needs, Key Changes to Service Delivery, Funding by Geographical Area, Agency Unit Reports, Demographics Analysis Reports. One of the ACOA members questioned about Home Delivered meals or how people get the meals. Laura Villa went through the Cochise County Issues that were ranked in order of importance of the Needs Assessments, and explained that Preparing Nutritious Meals and having someone check on me daily did not rank in the top 5 issues. Laura Villa also explained that the Needs assessments were provided to the Case Managers to assist the individuals in completing, there where Assessment Boxes left at Hospitals, Libraries, Senior Centers for individuals to complete or instructions on who to call so that a Needs Assessment could be completed with assistance. Another ACOA member stated that this is a big document and he was going through the Goals and did not realize how much is done by the AAA and how much the newspaper has helped distribute information.

No other feedback provided, ACOA President Mr. Jaime Aguilar entertained a motion to accept Area Plan, Mr. Donald Behnke made a Motion to accept the Area Plan, Dr. Arnaldo Montiel seconded the motion to accept the Area Plan, Action Unanimously Approved by all ACOA members.

APPENDICES
PART G
PUBLIC HEARINGS PRESS RELEASE AND COMMENTS

The SEAGO Area Agency on Aging is in the process of developing a four year Area Plan on Aging for fiscal years 2022-2025. The new Area Plan will go into effect on **July 1, 2021**. 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.

SEAGO-Area Agency on Aging has distributed boxes and surveys addressing the needs throughout the region. Numerous partners have allowed us to set these boxes in their locations in order to allow visibility in their communities and provide adequate services for the older and disabled population in our region.

You as a AAA client, family member or friend of one we encourage you to complete the survey and send those back to the Area Agency on Aging or reach our office at the address or phone number below and we will make sure to include it in our count.

SEAGO-Area Agency on Aging
300 Collins Rd
Bisbee, AZ 85648
520-432-2528

SEAGO 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 2022-2025. The new Area Plan will go into effect on July 1, 2020. 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.

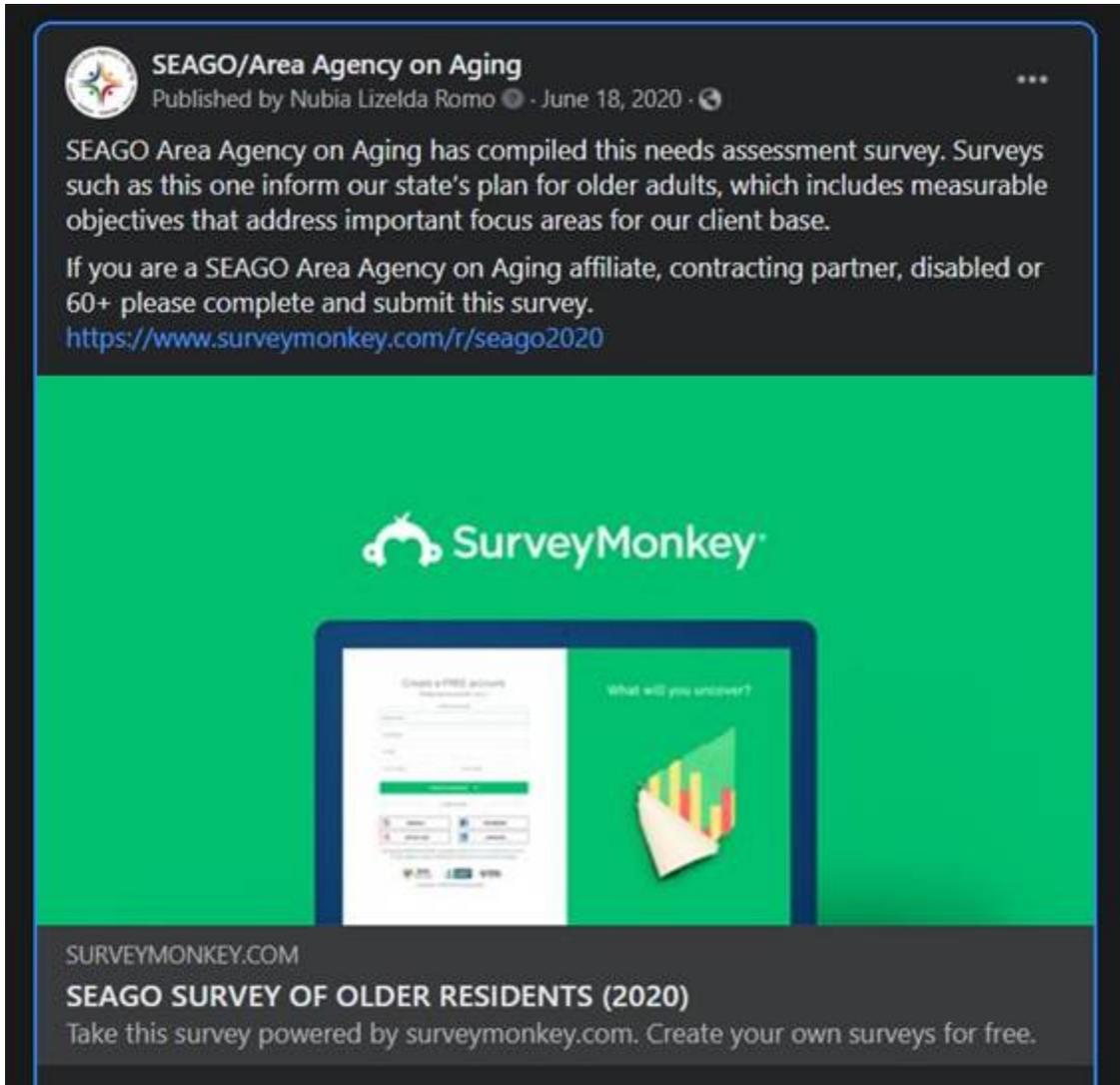
The SEAGO Area Agency on Aging Administration, Board of Directors and Advisory Council realizes that the economic decline and system changes occurring daily on national, state, and local levels will have a serious impact on the current service delivery system and funding for senior programs. Therefor 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.

SEAGO will hold a series of public hearings throughout the region to gather additional community input. Sign up for our mailing list below to be informed (via email) of dates and locations as they become available.

To provide your input please click below to take a short needs assessment survey. For more information, please contact Laura Villa at 520-432-2528, ext 208.

[Needs Assessment Survey \(English\)](#)
[Needs Assessment Survey \(Espanol\)](#)

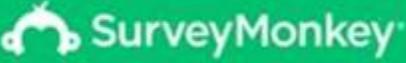
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6-13-20
6-18-20



 **SEAGO/Area Agency on Aging**
Published by Nubia Lizelda Romo · June 18, 2020 ·

SEAGO Area Agency on Aging has compiled this needs assessment survey. Surveys such as this one inform our state's plan for older adults, which includes measurable objectives that address important focus areas for our client base.

If you are a SEAGO Area Agency on Aging affiliate, contracting partner, disabled or 60+ please complete and submit this survey.
<https://www.surveymonkey.com/r/seago2020>

 SurveyMonkey



SURVEYMONKEY.COM
SEAGO SURVEY OF OLDER RESIDENTS (2020)
Take this survey powered by surveymonkey.com. Create your own surveys for free.