

# SEAGO Area Agency on Aging Newsletter Spring 2022

Spring is here; flowers are starting to bloom, and with that comes the beautiful faces of our seniors as they begin their journey into the world again after two years of isolation and sadness. The Area Agency on Aging is fortunate to have partners who work tirelessly to make their nutrition centers a home for them to gather, socialize, play, and show that they have the strength to make a difference to one another. March 2022 marks the 50 golden anniversary of the National Senior Nutrition Program of the Older Americans Act, which funds nutrition access for older adults across the country. The theme for this special event was **“Celebrate Innovate. Educate”** as we recognize the huge milestone with many accomplishments from our local programs, we are fortunate to be able to do what we do. Working closely with our senior centers and celebrating a few events in Cochise, Graham, and Santa Cruz brought people closer and ready to move to a new chapter with guidance and support.

Now more than ever, the Area Agency on Aging works harder to help reduce elder abuse within our region, and the Southeastern Arizona Elder Abuse task force has been formed. The SEAEAT partners gather, strategize and find solutions to issues that need attention. As we recognize World Elder Abuse, SEAGO-Area Agency on Aging will host events throughout the region in June. The goal is to raise awareness and educate on scams, fraud, and more challenges that our vulnerable adults face daily.

Sincerely,

Laura Villa, AAA director





# Volunteer Appreciation



**Our VOLUNTEERS shine**

**It is always a pleasure and honor to see you all; I hope to see you in person. Perhaps, now is not the right time but know that you are always in my mind and prayers. It has been another year full of challenges, yet Covid-19 has not stopped you from walking alongside us. We are happy that you are with us and continue to help the Area Agency on Aging grow. With volunteers who leave and new ones who join us, we find the true meaning of volunteerism in each of you. We know it has been difficult for you, your families, neighbors, colleagues, etc. but realize what a difference you make in the lives that you touch with your kindness.**

**This past year, COVID-19 did not stop you from making a difference. With your continued help and support, you helped us accomplish the following:**

**Council Medicare beneficiaries during open enrollment and throughout the year;**

**Continue to provide Pinkie's Up Peer Counseling,**

**Taught A Matter of Balance classes and Tai Chi classes helping us reach out to more people in our communities;**

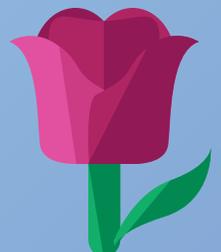
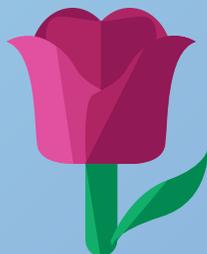
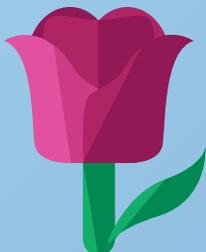
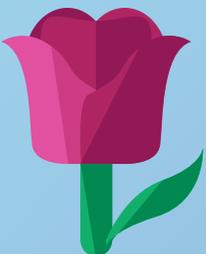
**Our long-term care residents are visited more often, allowing their voices to be heard, and continued education increases.**

**As an ACOA volunteer, you take great pride in your commitment to the AAA, and it is not unseen. You represent the aging network throughout your communities, and the numbers show an increased demand for services on our end.**

**Even with these uncertain times, you hold dedication and passion to our mission: To provide services that empower individual choice, independence, and dignity for our aging & disabled population and their caregivers.**

**Thank you for growing with us, helping us meet our goals, and advocating for those in greater need. We are truly grateful for the time you dedicate to the AAA and allow us to be part of your lives. While we cannot gather and enjoy lunch together again this year, we have a token of appreciation for you and look forward to joining you in person soon.**

**Laura Villa - Area Agency on Aging Director**





**Home and Community Based services Spotlight**

SEAGO Area Agency on Aging's **Home-Delivered Meal Program** provides nutritious meals to eligible seniors at their residence. Meals are provided through a contracted meal provider and funded by the Area Agency on Aging.

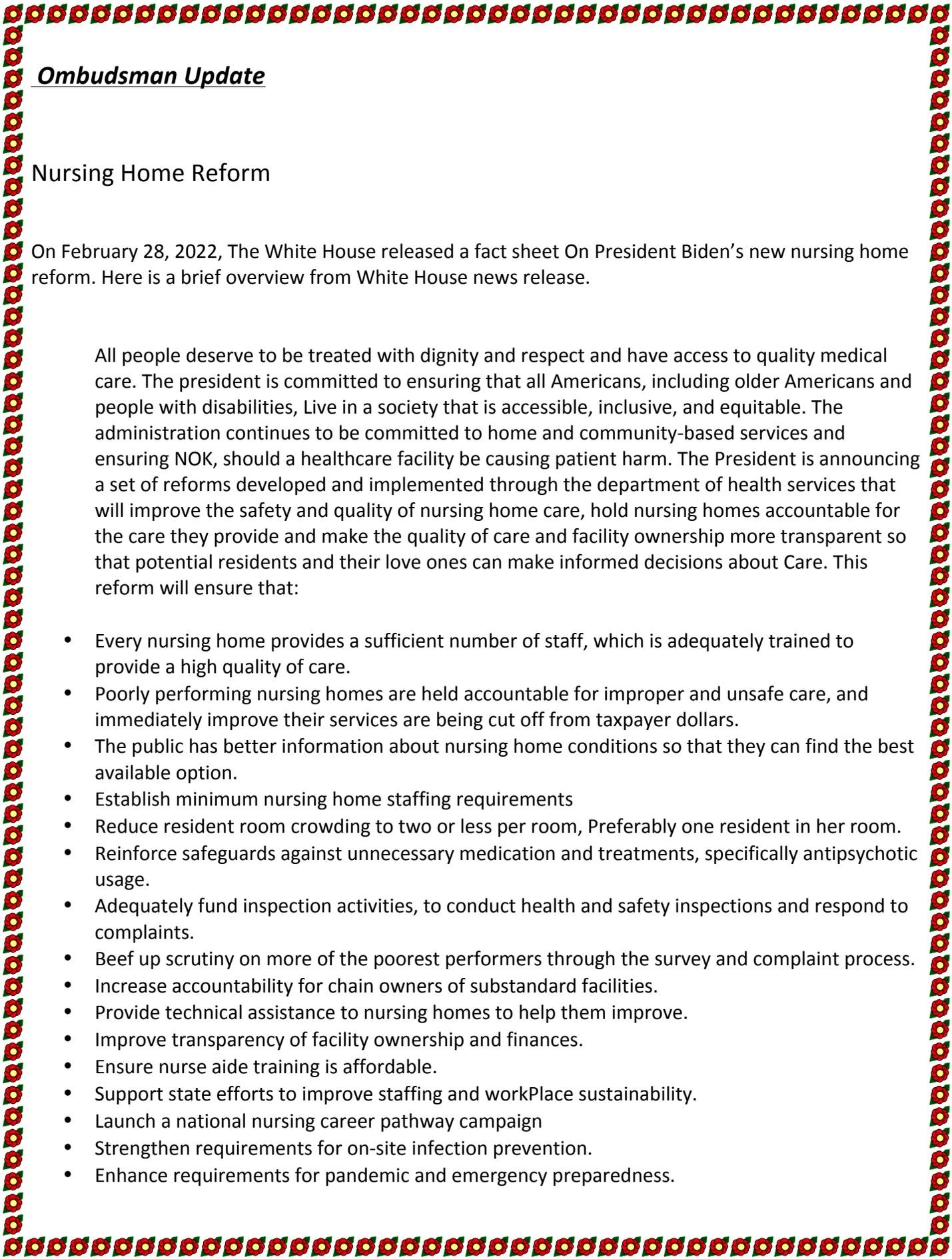
Candidates who may qualify for the Home Delivered Meal Program are 60 years of age or older, homebound and have mobility issues.

Area Agency on Aging Case Managers conduct an in-depth, comprehensive evaluation of the client's functional needs and authorize service based on assessment and availability. Disabled individuals 18-59 years old and unpaid family caregivers may also qualify based on the Case Managers evaluation.

If you are someone you know is in need of Home delivered meals, please call the SEAGO AREA AGENCY ON AGING at 520-432-2528



**Celebrating 50 Years of Senior Nutrition Program**



## Ombudsman Update

### Nursing Home Reform

On February 28, 2022, The White House released a fact sheet On President Biden’s new nursing home reform. Here is a brief overview from White House news release.

All people deserve to be treated with dignity and respect and have access to quality medical care. The president is committed to ensuring that all Americans, including older Americans and people with disabilities, Live in a society that is accessible, inclusive, and equitable. The administration continues to be committed to home and community-based services and ensuring NOK, should a healthcare facility be causing patient harm. The President is announcing a set of reforms developed and implemented through the department of health services that will improve the safety and quality of nursing home care, hold nursing homes accountable for the care they provide and make the quality of care and facility ownership more transparent so that potential residents and their love ones can make informed decisions about Care. This reform will ensure that:

- Every nursing home provides a sufficient number of staff, which is adequately trained to provide a high quality of care.
- Poorly performing nursing homes are held accountable for improper and unsafe care, and immediately improve their services are being cut off from taxpayer dollars.
- The public has better information about nursing home conditions so that they can find the best available option.
- Establish minimum nursing home staffing requirements
- Reduce resident room crowding to two or less per room, Preferably one resident in her room.
- Reinforce safeguards against unnecessary medication and treatments, specifically antipsychotic usage.
- Adequately fund inspection activities, to conduct health and safety inspections and respond to complaints.
- Beef up scrutiny on more of the poorest performers through the survey and complaint process.
- Increase accountability for chain owners of substandard facilities.
- Provide technical assistance to nursing homes to help them improve.
- Improve transparency of facility ownership and finances.
- Ensure nurse aide training is affordable.
- Support state efforts to improve staffing and workPlace sustainability.
- Launch a national nursing career pathway campaign
- Strengthen requirements for on-site infection prevention.
- Enhance requirements for pandemic and emergency preparedness.

## Case Management Update

SEAGO AAA is servicing 846 clients in case management for home and community-based services. Our 7 Case managers, including the Case Manager Coordinator, each handle 80 to 130 clients. In February, Santa Cruz case manager Liz Castellanos followed her dream of working with a home health agency. Her last day with us was on February 16. Liz made a significant impact in Santa Cruz County during her short time with us.

SEAGO AAA Director Laura Villa acted as interim Santa Cruz Case manager until the opening could be filled. After reviewing applicants and conducting interviews, SEAGO AAA has selected *Liz Robles* as the new Santa Cruz County Case manager. Liz started with us on March 21. She is working closely with Case Manager Coordinator Carrie Gibbons, training on Case management processes and procedures.

SEAGO AAA Subcontractor Cochise Health and Social Services added a new Case manager Claudia Valdez. She will be servicing clients in Cochise County alongside the existing 3 Case managers. We welcome them to the AAA team and look forward to working with them.

Case Management is receiving an increased number of referrals from outside agencies. We have implemented a new referral procedure and are working with agencies to educate them on the process, as well as the criteria for home and community-based services. We have had two presentations so far and will continue.

All Case Managers continue to operate under COVID Precautions. These precautions have been in place since April of 2021. Precautions dictate all Assessments, Intakes, and Reviews are to be conducted over the phone or via a secure virtual platform.



## Introducing Lizeth Robles

My name is Lizeth Robles; I'm 42 years old. I am the second daughter of two retired teachers, Lilia and Santiago Robles and the sister of two attorneys, Zulema and Oliver Robles. I was born and raised in Nogales, Sonora, Mexico.

I have an associate's degree in Early Childhood Education and a bachelor's degree in Psychology. I am also a licensed Aesthetician (skin care). At the age of 21 I moved to Guadalajara Jalisco to complete my studies.

I got married at the age of 23 and became a mother at 24. I'm the mother of a wonderful teenager, Kaleb Macias, who is turning 18 years old, the 24 of this month. When my son was 2 years old, he was diagnosed with Autism and that changed my life dramatically.

I was married for 10 years, living at Whittier, Ca. After my divorced I moved to Nogales, AZ. to be close to my parents. I spent 9 years of my life teaching in different schools from Pre-K to 8<sup>th</sup> grade. After that I made a move to work in community service, at a non-profit organization, where I spent 3 years of my life working with parents and childcare providers, as a Program Manager. At this time, I have the pleasure to be part of the SEAGO Area Agency on Aging team, where I hope to learn new skills and serve my community as much as I can.



## **“CALL ELSA!”**

The AAA-SEAGO Team served lunch, presented highlights of their programs and services, and played “Check-Your-Learning” Easter Bingo at the Nogales Senior Center on April 14, 2022.

Elsa Centeno, SHIP/SMP Program, coordinated the entire “Meet your Neighbor” event and was the official translator for the presentation given by Family Caregiver Support Program Coordinator, Karen Enriquez.

Lizeth Robles, SEAGO-AAA Case Manager, Santa Cruz County, introduced herself wonderfully with a presentation about the SEAGO AAA, Case Management Program. She also brought her parents to the event to learn more about the Area Agency on Aging and to support the Senior Center.

As the lively and engaged Senior Center patrons enjoyed their lunch, Elsa, Karen and Lizeth Robles entertained them with information and commonly asked questions regarding their respective programs. Elsa warned that we would be checking their learning after. Delcia Acosta, our wonderful volunteer, greeted participants, distributed surveys, assisted with distribution of handouts and translated when needed. She also helped with BINGO to identify the pictures called.

While dessert was enjoyed, Karen Enriquez was the Bingo Caller for the game. “Yo no habla Española” she explained to the engaged group. Karen, with the help of flashcards, called out the pictures in Spanish and Elsa assisted with the English descriptions, as the group marked their cards, Karen’s pronunciations were fun for the players.

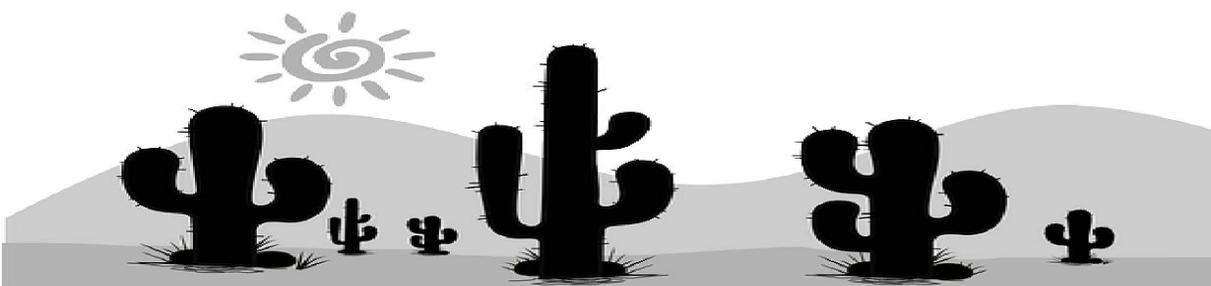
Bingo winners were given a plastic Easter egg with a question inside taken directly from the presentations. If the question was answered Correctly, the winner could choose a gift from our gift basket. It did not take long for the players’ correct answer (to every question) to be “Call Elsa” Bringing laughs every time!

Dr. Arnoldo Montiel, who represents Nogales on our Advisory Council on Aging, not only played BINGO, but also answered his winning BINGO question correctly. The crowd cheered for him and loved his participation.

The progressive BINGO game allowed us to play several rounds. With calls for “MORE, UNO MAS”, from the players, we played several additional rounds. Everyone loved it and didn’t want to stop the game.

Overall, the event created by Elsa, offered engagement, education and increased awareness of the Area Agency on Aging programs, services, and continues to foster connection with the Nogales Senior Community.

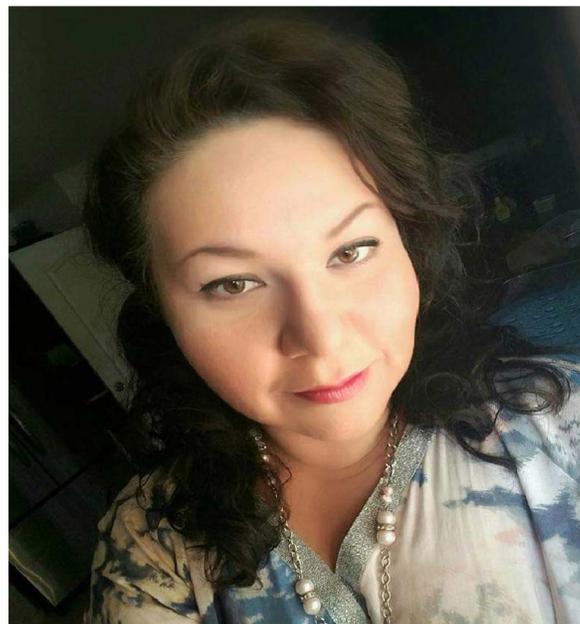
Mrs. Uva Diaz provided the highlight moment of the event. She told me “I remember your face. This agency helped me with my husband and was a blessing. I remember your kind face.” She shared that she encourages all of her friends to contact the SEAGO Area Agency on Aging.



## ***Senior Community Connections:***

Our Area Agency on Aging- SEAGO Team has been focused on in-person outreach throughout our entire region. We have worked collaboratively to promote our programs and services. By introducing Elsa Centeno, to promote awareness of the SHIP/SMP services within our network of partners, throughout our four County Region we have been able to extend our Agency's Outreach and create positive outcomes at the community level.

Elsa has bridged the language barrier within our agency and continues to grow our Senior Community Connections.





## Medicare Fraud Prevention Week

Medicare Fraud Prevention Week focuses on the actions everyone can take to prevent Medicare fraud, errors, and abuse. Learn how you can protect yourself and your loved ones from Medicare fraud by joining us on 6/5 to kick off celebrating this week!!

If you are a Medicare beneficiary, kick off the week by learning how to read your Medicare statements! Read your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) in the paper form that is mailed to you or go online to Medicare.gov and review claims digitally.

### **Remember the three steps from the SMP: Prevent, Detect, and Report!**

**Prevent:** Learn how to read your MSN by watching this video, How to Read Your Medicare Summary Notice (MSN). You can also call your SMP or go to their website to learn how to best protect yourself and your loved ones from health care fraud, errors, or abuse. Find your SMP by using the state locator.

**Detect:** When reviewing your MSN or EOB, look for services, products, or equipment you didn't receive, double charges, or items your doctor didn't order.

Request and use a My Health Care Tracker from your SMP to compare appointment information you recorded with what is printed in your MSNs and/or EOBs.

If you find items of concern, call the doctor or company in question and ask them about potential mistakes. Call your insurance company if you still have questions.

**Report:** Call or email your local SMP if you believe that you have experienced health care fraud, errors, or abuse or if you would like to request a My Health Care Tracker.

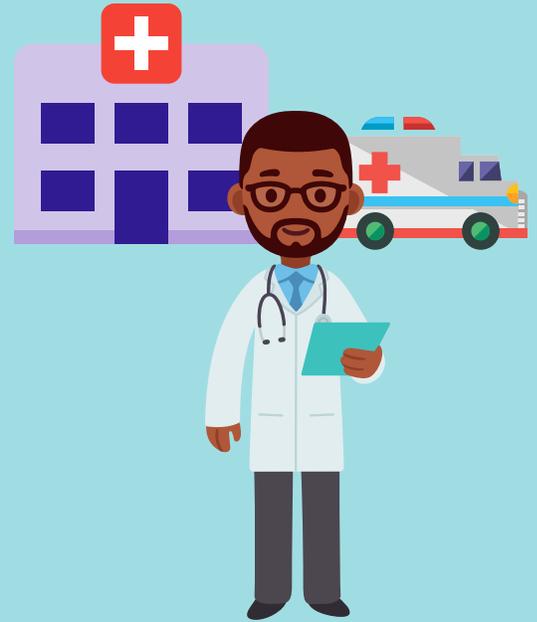
Caregivers, help by educating yourself and your client or loved one on how to prevent and detect health care fraud, errors, and abuse. Be on the lookout for items such as durable medical equipment (like boxes of knee braces) lying around the house that may have been shipped to the beneficiary without their or their doctor's approval. Remind your client or loved one to never give out their Medicare number or other personal information over the phone.

Families, help by talking to your loved ones about protecting their Medicare number just as they would a credit card number. Encourage them to check their Medicare statements for fraud, errors, or abuse and never give out their Medicare number over the phone for any reason. Help your loved ones create a Medicare.gov account to access their Medicare claims online or remind them to open and review their statements when they come in the mail every three months. You can also register their phone number on "do not call" lists and go to [optoutprescreen.com](http://optoutprescreen.com) to opt out of mailings.

Partners and professionals, help by sharing SMP information on social media, referring clients and consumers to the SMP, and inviting the SMP to speak during a shared event. Identify ways to collaborate on mission-related topics and information.



# Get started, Prepare, and Inform yourself



Please keep in mind that Open Enrollment is coming up on October 15th and ends on December 7th. Don't assume that your current plan will stay the same next year 2023. Does not hurt to review your current plan during Open Enrollment and decide on if it will fit your needs the following year of 2023. Give your local SEAGO Area Agency on Aging (SHIP/SMP).

**Part A (Hospital Insurance):** Helps cover inpatient care in hospitals, skilled nursing facility care, hospice care, and home health care.

**Part B (Medical Insurance):** Helps cover: Services from doctors and other health care providers Outpatient care, Home health care, Durable medical equipment (like wheelchairs, walkers, hospital beds, and other, Wellness visits.

**Part D (Drug coverage):** Helps cover the cost of prescription drugs (including many recommended shots or vaccines). You join a Medicare drug plan in addition to Original Medicare, or joining a Medicare Advantage Plan with drug coverage.

**Medicare Supplemental Insurance (Medigap):** Extra insurance you can buy from a private company that helps pay your share of costs in Original Medicare. The benefits in each lettered plan are the same, no matter which insurance company sells it.

Medicare Advantage Plans are another way to get your Medicare Part A and Part B coverage. Medicare Advantage Plans, sometimes called "Part C" are offered by Medicare-approved private companies that must follow rules set by Medicare. Most Medicare Advantage Plans include drug coverage (Part D).

**Senior Medicare Patrol (SMP)**empowering seniors to prevent Healthcare fraud. Questions concerns Please call AZ's SMP at (800) 432-4040 or (520) 432-2528

If you meet certain income and resource limits, you may qualify for Extra Help. This program helps pay for your Medicare drug coverage, such as plan premiums, deductibles, and costs when you fill your prescriptions, called copays or coinsurance.

Don't give your Medicare card, Medicare Number, Social Security card, or Social Security Number to anyone except your doctor or people you know should have it (like insurers acting on your behalf or people who work with Medicare)



**SHIP**

State Health Insurance  
Assistance Program

Navigating Medicare

<https://www.facebook.com/seagoareaagencyonaging>

[www.seago.org](http://www.seago.org)

(520) 432-2528



## Senior Connect

### **SEAGO-AAA and Library Partners Build Community Connections**

Senior Connect was developed to help older adults “Age in Community.” With support from our Libraries, throughout Cochise, Graham, Greenlee and Santa Cruz Counties, the Area Agency on Aging is able to expand its exposure, outreach, information, referrals, and connections with our seniors at their community level. Our primary goal is to enrich the quality of life of our older adult population in a variety of ways, such as targeting computer literacy, social isolation, and building communities of Area Agency on Aging support.

Senior Connect provides opportunities for older adults to develop and expand their technology knowledge and skills. It also helps to support social engagement.

The Area Agency on Aging (AAA-SEAGO) team has traveled to every corner of our region and, in one week, traveled through three counties in two days, promoting our respective programs and services. We have partnered with 20 of our regions’ Municipal and Public Libraries.

In a safe and calm environment, our seniors can access public Wi-Fi, devices, and build their technology skills. By partnering with our Libraries we solve many connectivity barriers to our virtual programs and Trualta, Caregiver training offered by the Family Caregiver Support Program. Libraries provide valuable services, programs and initiatives that enhance the quality of life of community members. As a key partner for the Area Agency on Aging, we are able to foster a Senior Social Community and connected caregiver network of support. In an effort to reduce social isolation, we are working together creating opportunities to engage older adults, caregivers and people with disabilities and help them stay socially connected.

Library staff includes “Adult Learning” experts who provide practical and insightful guidance to patrons on many subjects, including our diverse Hispanic communities. With Senior Connect, Libraries provide a venue and host Area Agency on Aging–SEAGO information, programs, classes, Medicare one-on-one counseling, and supports the Area Agencies “Hello Neighbor: Community Education and Connection Outreach.”





## **Chronic Disease**

Heart disease, diabetes, stroke, lung disease, asthma and cancer are some of the most prevalent chronic diseases in the state of Arizona. Most all of these diseases are preventable with a focus on healthy living as we age. Proper diet, staying active and adequate access to good preventative healthcare can help our aging population stay out of the hospital and living independently longer.

The management of chronic health conditions is a major area of focus for the state of Arizona. 7 out of 10 deaths in the state are contributed to Chronic Disease. It is not uncommon for seniors to suffer from more than one chronic condition and statistics show it is one of the major factors for placement in assisted living facilities.

SEAGO Area Agency on Aging is excited to offer the Chronic Disease Self Management Workshop. The interactive Chronic Disease Self-Management Program was developed by Stanford University to help adults and caregivers gain the skills needed to manage chronic health conditions. This program helps seniors make healthy lifestyle changes through group interaction, goal setting, and action planning. Participants will learn ways to take control of their own health and everyday living. Caregivers and aging adults in our community are encouraged to participate. Contact Cynthia Meyers, Health & Nutrition Coordinator for more information about the next upcoming workshop in your area.

### **Cynthia Meyers**

Health & Nutrition Coordinator  
SEAGO / Area Agency on Aging  
Office: 520.432.2528 x 306  
Direct: 520.314.1282

[cmeyers@seago.org](mailto:cmeyers@seago.org)

For more information and statistics about Chronic Disease in the state of Arizona visit the website below:

<https://eller.arizona.edu/departments-research/centers-labs/business-intelligence-analytics/research/chronic-disease-trends>



## STAY CONNECTED

LOCAL  
RESOURCES AT  
YOUR FINGERTIPS

## CONTACT US

SEAGO Area Agency on Aging

300 Collins Road

Bisbee, AZ 85603

Phone : 520-432-2528

FAX: 520-432-9168

Web Page: [www.seago.org/area-agency-on-aging](http://www.seago.org/area-agency-on-aging)

Email: [aging@seago.org](mailto:aging@seago.org)

### MOBILE APP

SCAN BELOW TO  
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# SEAGO

AREA AGENCY ON AGING

COCHISE, GRAHAM, GREENLEE, SANTA CRUZ

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