

SEAGO

Area Agency on Aging, Region VI MEETING OF THE ADVISORY COUNCIL ON AGING

DATE: Thursday, October 20, 2022/Rescheduled to November 10, 2022

TIME: 10:00 A.M. – 12:00 P.M.

Zoom Meeting

<https://us02web.zoom.us/j/81463684778?pwd=THBNemVTUFVjaTB5dWcxdmVqeS9lQT09>

Meeting ID: 814 6368 4778 Passcode: 548778

One tap mobile +16694449171,,81463684778# US
+16699006833,,81463684778# US (San Jose)

A G E N D A

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***Agenda items requiring action by the Advisory Council on Aging. NOTE: All agenda items are subject to action by the Advisory Council on Aging. Individuals with disabilities who require special accommodations may contact Michele Miller at (520) 432-2528 extension 220 at least 72 hours before the meeting time to request such accommodations.



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: **ADVISORY COUNCIL ON AGING**
FROM: **LAURA VILLA, AREA AGENCY ON AGING DIRECTOR**
DATE: **OCTOBER 20, 2022/RESCHEDULED NOVEMBER 10, 2022**
SUBJECT: **SEAGO MOBILITY MANAGEMENT PRESENTATION**

Description:

Chris Vertrees, Mobility Management Program Administrator will present on the role, responsibilities and functions of the mobility management team through SEAGO covering the four-county region.

Below you can find the link to access the powerpoint that Chris will reference to:

[Mobility management powerpoint](#)

Attachments: None

Action Requested

Information Only

Action Requested Below

**Advisory Council on Aging Meeting
Zoom Meeting
July 21, 2022**

MEMBERS PRESENT: (In Person=P and Zoom=Z)

Jaime Aguilar, Greenlee County Unincorporated (P)
Kim Jackson, Huachuca City (Z)
Sue Baz, Tombstone (P)
David Morse, Safford (P)
Frank Montoya, Clifton (P)
Kathy Spangler, Benson (Z)
Valadee Crofts, Duncan (J. Aguilar Proxy/Phone)

Leslie Lambert, Bisbee (Z)
Arnold Lopez, Safford (P)
Lisa Lane, Graham County Unincorporated (P)
Kim Gill, Cochise County Unincorporated (P)
Bob Rivera, Thatcher (P)
Monica Romero, Santa Cruz County Unincorporated (P)

MEMBERS NOT PRESENT:

Gary Clark, Douglas (No Proxy)
Arnoldo Montiel, Nogales (No Proxy)
Jayne Hancox, Willcox (No Proxy)

GUESTS PRESENT:

Yolanda Soto Boarderland POWWOW

STAFF PRESENT:

Laura Villa, AAA Program Director
Brenda Schumacher, AAA Office Specialist

Cynthia Meyers, Health & Nutrition Coordinator II

I. CALL TO ORDER

President Jaime Aguilar called the meeting to order at 10:09 AM. Roll Call was completed.

II. PRESENTATION: Borderlands Produce Rescue

Yolanda Soto presented on Borderlands Produce Rescue stating that there are different areas where POWWOW works with people and business in local areas to distribute fresh produce to the community.

For the past 27 years Borderlands Produce Rescue has been creating awareness of the importance of rescuing produce through their many initiatives. As one of the leading produce rescue organizations, Borderlands can count on a call from one of their partner organizations when there is an excess of fresh produce. It is because of these relationships, Borderlands has been able to rescue 32 MILLION pounds of fresh produce annually.

Yolanda explained the different programs that are offered by Borderlands and encouraged the ACOA members to reach out if there is anything that they need to have answered or if there is a possibility of Borderlands to partner in the different areas.

Visit the web site at <https://borderlandsproducerescue.org/>

III. Action Items**1. APPROVAL OF MINUTES OF JULY 18, 2019**

Jaime Aguilar addressed council's review of the April 21, 2022 minutes

MOTION: David Morse

SECOND: Kim Gill

ACTION: UNANIMOUS

2. OPEN FLOOR FOR NOMINATIONS

Laura Villa informed the council that there are currently (2) vacant seats, the current vacancies apply to Cochise County, Sierra Vista and Santa Cruz County, Town of Patagonia.

3. NOMINATION TO FILL VACANT SEATS IN GRAHAM COUNTY

Ms. Lisa Lane, nomination to fill vacant seat Graham County Unincorporated, Lisa provided information about herself and why it is important for her to give back to her community, Lisa works for AZ @ Work in Safford and is looking forward to increasing her knowledge of the resources available in Graham County.

Mr. Bob Rivera, nomination to fill vacant seat Thatcher. Bob provided information about himself, Bob held the position of Mayor for the town of Thatcher, AZ and continues to volunteer and provide back to his community.

MOTION: David Morse

SECOND: Arnold Lopez

ACTION: UNANIMOUS

IV. INFORMATION ITEMS

A. SFY 23 Initial Allocations/Alert/ISB/Distribution

DES-DAAS Issued an alert on June 3, 2022 that made changes to the initial allocations. It was thought that there would be no SSBG funds, but it has been decided to issue these funds, this is good as we will be able to expand efforts of vaccines, this will be expanded with the assistance of SEAHEC.

The goal is to eliminate the waitlist.

The allocation of the funds will change if more funding is received.

B. Advocacy/Legislative Updates

This is important as it is helping with providing the needed services to the community.

Discussions to be held by the state on Direct Care Worker (DCW) Issues, what has been done and what money may be coming down to help with this issue.

AAA has been providing the DCW's with incentive funds for the past 6 months to assist in providing the DCW's the funds that they need, this has been a step towards assisting in providing higher pay for the DCW's.

1 million dollars in funds will help to sustain the services the coordinators provide such as Health and Nutrition, Chronic Disease, SHIP Counseling, Family Caregiver Support Program, Transportation, Case Management and Ombudsman. All the in house programs.

As we get closer to open enrollment it is important the services are provided in house to help educate the public and provide a service needed to assist in Open Enrollment.

The Advocacy is very important to increase the services being provided so that none of the funds allocated go unused, and hopefully be able to see an increase in the amount of funds received. Advocacy is in the best interest of the AAA and we could not accomplish this without the help of the ACOA members getting the word out there to the public.

Kim Gill questioned what happens with all this money coming in, is there a way to sustain it for future use?

Laura Villa, provided information on the Public Hearings, Aug 5-15 DES-DAAS Stakeholders meetings to discuss the DCW workforce and what can be done to assist in this issue,

ACOA Meeting Minutes – 1/20/2022

Discussion held between members and Laura Villa, If the DCW's funds are given then they go away this would affect the DCW's and the services being provided to the clients, Laura discussed the letter N4A has drafted and the need for advocacy by the ACOA Members.

Mr. Rivera discussed that Laura should do Radio interview on Voice of the Valley to help get the word out there about the Area Agency on Aging. (Arrangements to be made to participate in this)

C. Area Plan on Aging 2023-2027/ timelines

The AAA is working towards preparing the Area Plan on Aging for the ACOA to review and approve. The goals are set by the State as to what DES/DAAS would like the AAA's to accomplish. The needs assessment surveys are in the process of being updated by the staff as there are many things that need to be changed, we need to include diversity, COVID. Grandparents raising grandchildren and other information to provide a better understanding of the needs the seniors and their caregivers face. Once the updates are completed the assessments will be distributed to all areas throughout Graham, Greenlee, Cochise and Santa Cruz.

ACOA committee will need to participate and provide there feedback on the surveys, ACOA discussed the surveys and made suggestions as to changes they would like to see in the Header of the Survey.

The goal is to get the Surveys out by July 29, 2022 and returned by September 15, 2022, we need to get 600 surveys returned. The ACOA Board will then need to review and approve the Area Plan. Once this is completed the Area Plan needs to be sent to DES/DAAS before May 23, 2022.

Laura stated that she will send out the information to the ACOA Board once the Assessment is updated. Laura asked the ACOA board to review and feel comfortable with the information that is on the Assessment so that the ACOA Board can provide this information in their areas.

ACOA board discussed area where the Boxes for the Surveys can be placed and possible websites for the information can be provided.

D. SEAGO-AAA Program Updates

Cindy Meyers- Discussed the Austin, Texas N4A Conference and that it was fascinating to see different AAA's from all over the country and what they are doing. It was an eye opening experience. Carrie and Karen were amazing and Trulita has become a state wide program in Arizona.

Many AAA's have involved themselves with the quality of care in the Health Care System and this has led to many contract within Healthcare for the AAA's. The community networks or Hubs will allow us to build co-ops with insurance plans, Medicare advantage plans, so that the AAA can charge a fee for service fee for the Social Supports provided using coaching in the social model. Organ has a wonderful Housing and Reduce Homelessness Program that is built into their Case Management. SEAGO and AAA need to work together for the community to provide services for Health, Transportation and Housing for the Community Plan. AAA needs to address a Person Center Approach, Assist in Aging in Place and increase the revenue stream to fund these type of programs.

AAA needs to build internal systems in technology, data collection and billing.

Laura- stated that she was very proud of Karen and Carrie for their presentation at the N4A conference in Austin, Texas.

WEADD- AAA is assisting in putting together events in the four county regions through the SEAEAT Taskforce to provide more education to the communities and bring more people to the table for successful events and networking.

ACOA Meeting Minutes – 1/20/2022

SEAHEC- the Covid-19 Vaccine Agreement will continue with SEAHEC, they are getting more involved in the Senior Centers to provide education to the seniors as some are afraid of going out in the public because of COVID.

Direct Care Workers- AAA has provided \$18,450.00 for the months of March-April,

End of Life- A long time partnership with Ronnie has come to an end on June 30, 2022, Ronnie has made a huge impact within the four county region, this program is not going away it will be implemented into the Case Management Program.

Case Management- The Case Management for Santa Cruz County was brought in-house 9 months ago and is now being handled by Case Manager Liz Robles, AAA also had a 6 year goal to bring Case Management in-house, this will provide more out reach for our communities. Laura stated that she is happy to announce that Cochise County Case Management will be making the transition to in-house fully in December 2022.

READI Meals- this is up and running, we are ready to start to test the food and move forward.

FCSP- Program keeps moving forward, many new groups providing support.

SHIP/SMP- have completed many outreach presentations, Elsa has a good group of volunteers. Elsa is getting geared up for Open Enrollment and providing information in the communities so that the people know where and how to get the information and have their questions answered.

Health Promotion and Disease- Cindy and Karen are working towards building training models in different areas throughout the four county regions.

Long Term Care Ombudsman Program- Received an alert as to test requirements and vaccines to be given at the Assisted Living Sites. There are 2 volunteers that are visiting the Assisted Livings in Sierra Vista, this has been a great assistance to Shi.

E. GACA report

Mr. Aguilar participated in the GACA meeting on April 12, 2022. At this meeting the discussions were about Safety and Quality in Nursing Homes, Suicide Prevention for the Elderly, The need for Adult Day Cares.

Mr. Aguilar stated that Mental Health is a big issue for the caregivers, the elderly individuals who are caring for their grandchildren. Mr. Aguilar provided a story that a young man murdered his father while his father slept, this is due to drug use, and mental health. ACOA needs to be more involved and talk to the elderly population to let them know that they are targets. There is evil out there. Many elderly individuals are taking care of their grandchildren, and in some cases these grandchildren are adults themselves, this is not always what is best for the elderly individual. We need to provide support groups, information from law enforcement and try to help these individuals out so that they understand that there is options and help out there.

V. Member /Staff Information Exchange

Jessica Aguayo- Transportation for SEAGO, Will provide presentation in the next ACOA Meeting about transportation. At this time Willcox has recently started a transportation service, Tombstone could not assist at this time, VICAP helps

out a lot and is just trying to fill the gaps, but sadly we are unable to help everyone. It is hard to provide services to those who live on ungraded roads, as the drivers are unable to get to them. Baby steps in getting the services established for the people.

Arnoldo Lopez- Stated that a few months ago was debating and got to ask questions of the new district that they are in after the census was completed. There is a new group of people that ACOA needs to let know that they are present. Very happy that MR. Rivera has joined the ACOA Board. Also voiced that the people that do not speak up when they are issues or when they see something wrong are the enablers by not talking and things will just keep going on if we do not speak up.

Kim Gill- Working with transportation in Willcox, the driver that was providing service there is recovering and a new driver has been hired, VICAP will be providing services in Willcox on Tuesday and Thursdays for Doctor Appointments in Tucson and Sierra Vista. Kim discussed the Age Friendly Conference in Sept 21, 2022 in Phoenix, AZ.

Sue Baz-Talked about the Healthily Tombstone last meeting in June, senior center is undergoing renovations. Ronnie provided a presentation on End of Life in Tombstone and it was very enjoyable. Working on providing presentations to the youth, Building a community bridge between the youth and the elderly.

Valadees Crotts- Doing Good appreciate being part of the ACOA Board. There is a new RN in the area health department.

Jaime Aguilar- Applcate the help from the AAA in providing information about where individuals can go and get help paying for their electric bills.

Frank Montoya- Would like information on grandparents raising grandchildren. Grandparents need advice on disciplining and help with stress. Frank stated that there is help at the cemeteries in Duncan a financial hardship program. Still providing care for his mother-n-law, wife is doing the most and would like to take advantage of Karen’s program.

Bob Rivera- Happy to be a new member. Interested in bridging the young and old. Would be interested in the research for the Adopt a Senior Program. When an older person dies a library closes and we need to ensure this knowledge gets passed on. Interested in the End of Life Program and would like additional information.

Sue Baz- Important that we provide respite care for the caregivers to avoid burn out.

Jaime Aguilar- Comment, Adopt a senior works both ways, Kids need someone to talk to and seniors need someone to listen and talk to. Mental Health is not being addressed as part of our Health, not being talked about enough. End of Life and Mental Health are not dirty words and they need to be addressed and talked about more.

Kathy Spangler- Nothing new, as of April 1st back to infield visits, all case managers going into the homes, working various hours and days, Some case managers are flexing Friday and some Monday.

VI. NEXT MEETING DATE- October 20, 2022

(Third Thursday of the Quarter)

VII. ADJOURNMENT

Jaime Aguilar called for a motion to adjourn. Meeting adjourned at 11:45 AM

- MOTION: Frank Montoya**
- SECOND: Kim Gill**
- ACTION: UNANIMOUS**



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: LAURA VILLA, AREA AGENCY ON AGING PROGRAM DIRECTOR
DATE: OCTOBER 20, 2022/RESCHEDULED NOVEMBER 10, 2022
SUBJECT: NOMINATIONS TO VACANT SEATS

The Advisory Council on Aging's (ACOA) revised bylaws dated May 19, 2007, the state under Article III-Membership section 1, that the ACOA consists of eight representatives from Cochise County, four from Graham, and three from Greenlee and Santa Cruz County.

Section 2 states, at least ten of the eighteen members shall be age sixty or older and shall include persons in greatest economic or social need, minority individuals, and participants in services funded through the SEAGO Area Agency on Aging.

Section 9 states, members appointed by SEAGO Executive Board shall serve a term of three years (3). Each member shall be limited to two (2) consecutive terms. However, if a vacancy cannot be filled in 90 days, a previous member can be reappointed. The Advisory Council on Aging may submit a member to the Executive Board for reappointment for an additional term.

There are currently four (4) vacant seats and members selected to represent incorporated cities, towns, and the unincorporated portions of each county. The current vacancies apply to Cochise County, Sierra Vista and Benson and Santa Cruz County town of Patagonia and county-unincorporated .

Nominated representatives will commence their term on the date once approved and appointed by the SEAGO Executive Board, scheduled for **February 24, 2022**.

Action Requested: Information Only Action Requested Below

Proposed representatives to the SEAGO Executive Board for appointment to fill vacancies.



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING

FROM: LAURA VILLA, AREA AGENCY ON AGING DIRECTOR

DATE: OCTOBER 20, 2022/RESCHEDULED NOVEMBER 10, 2022

SUBJECT: NOMINATION TO FILL VACANT SEAT IN COCHISE, GRAHAM AND SANTA CRUZ COUNTY

Description:

Gary Clark's first term membership representing Douglas expired on 11-13-2022, and he is eligible for a 2nd term. Gary is committed and desires to stay on the council for another three-year term. If the council approves, Gary will be able to stay on,

Mr. Arnold Lopez 2nd term membership, ended on August 16, 2022. Mr. Lopez is committed and desires to be reappointed to a first term, as stated in the bylaws below. I can bring his nomination to the SEAGO Executive Board for approval if the council approves.

Article III Membership

Section 9. Members appointed by the SEAGO Executive Board shall serve a term of three (3) years. **Each member shall be limited to two (2) consecutive terms. However, in the event that a vacancy cannot be filled in 90 days, a previous member can be reappointed. The Advisory Council on Aging may submit the name of a member to the Executive Board for reappointment for an additional term.**

Ms. Kathleen Spangler representing the City of Benson's 2nd term, ends on August 19, 2022. I have reached out to Kathy, but she is on vacation until 11-8-2022. I hope to hear from Kathy as she would qualify to request reappointment on November 19, 2022; if the council approves her nomination, I hope to be able to present it to the Executive Board for approval.

Section 7. Any member not attending two (2) consecutive meetings without just cause will be dropped from membership and another representative (in the same area of representation) appointed as specified in Section 4, **Attendance can be by phone or an alternate may sit in for the member.**

Ms. Monica Romero, representing Santa Cruz County unincorporated seat has missed meetings and has not been in contact with the AAA director for quite sometime. I sent an email to Monica on 11-2-2022 to inquire on her participation. Monica qualifies for a 2nd term if she desires and will commit to participating in the meetings or assigning a proxy. I will wait to hear back from Monica and if I don't her seat becomes available.

Section 7. Any member not attending two (2) consecutive meetings without just cause will be dropped from membership and another representative (in the same area of representation) appointed as specified in Section 4, **Attendance can be by phone or an alternate may sit in for the member.**

Attachments: None

A motion to recommend approval of Mr. Lopez and Ms. Kathleen Spangler re-appointments to fill the vacant position representing Safford and Benson county seats on the Advisory Council on Aging

Action Requested: Information Only Action Requested Below



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: LAURA VILLA, AREA AGENCY ON AGING DIRECTOR
DATE: OCTOBER 20, 2022/RESCHEDULED NOVEMBER 10, 2022
SUBJECT: APPROVED NOMINATION TO THE SEAGO-EXECUTIVE BOARD

Description:

On January 21, 2022, the Advisory Council on Aging presented the nomination of Mrs. Lisa Lane and Mr. Bob Rivera to the council. As of August 19, 2022, Ms. Lane and Mr. Rivera are approved to serve on the ACOA.

Congratulations to both! The council and the Area Agency on Aging will benefit tremendously from your participation.

Attachments: None

Action Requested

Information Only

Action Requested Below



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: LAURA VILLA, AREA AGENCY ON AGING DIRECTOR
DATE: OCTOBER 20, 2022/RESCHEDULED NOVEMBER 10, 2022
SFY 23 ITEMIZED SERVICE BUDGET (ISB) ALLOCATIONS
SUBJECT: ALERT

Description:

DES-DAAS issued two alerts, one on September 15, 2022, and another on October 11, 2022. The purpose of these alerts is to show additional funding in the areas indicated below for the respected Planning and Service Area for State Fiscal Year (SFY) 2023.

- **SFY-23-3A State General Fund-SFY2023 Provider Increases allocates** \$2m will support incentivizing direct care workers. \$1m recurring funds to incentivize our DCW's as we began doing in December 2022. An additional \$1m to help provide provider rate increases for NMHCB due to the HB2862 signed into law. SEAGO-AAA receives an allocation of \$139,883 that goes towards ATTN-HCB-DCW. The **SFY23-3B** appropriates \$95,195 to our region to help identify new client enrollments, incentivize paid leave for DCW, Increase provider rates, or DCW salaries funds to be expended by June 30, 2023, and coded to ATTN-HCB-DCI. AAA will submit a plan for distribution for the allocations by December 31, 2022, with two reports due on April 15, 2023, and July 15, 2023. All service providers submitted their first quarter billing to incentivize their Direct Care Workers. The purpose of the funding is to help our service providers to assist AAAs with retaining, recruiting, and incentivizing providers and NHCBS direct care workers.
- **SFY23-3C Long Term Care FTE**, as a result of SB1824, was signed into law last year. These funds continue to be distributed to assist the AAA in support of the LTC program. \$20,793 through June 30, 2023. These funds help enhance our LTC presence in facilities throughout region VI. Use to increase the amount of LTCO or travel expenses.
- **SFY23-9B COVID**, expand the Public Health Workforce, awards from January 2022 to September 30, 2024. An MOU was established with SEAHEC, which already performs Covid and vaccine hesitancy education efforts to take on the PHW project. Funding was allocated, and now the alert incorporates processes and systems to report on this grant. AAA will submit required data reporting elements in OAAPS (federal assigned reporting tool); the first report is due January 2023. Training and information will be provided to SEAHEC for proper reporting as soon as possible.
- **SFY23-11A, MIPPA-Medicare Improvements for Patients and Providers Act**. This

Aging. Area Plan for Region Vi is due by May 31, 2022, with the unforeseen event the AAA director encountered an extension was granted in your next meeting I hope to provide you with more information.

- ISB that corresponds to the above alert allocations is not complete for your review. The ISB will be provided in your next meeting.

Attachments: SFY23 Alert 9-15-22 and 10-11-2022,

Action Requested

Information Only

Action Requested Below



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Douglas A. Ducey
Governor

Michael Wisehart
Director

September 15, 2022

To: Area Agencies on Aging

From: Rebecca Clayton
DES Deputy Assistant Director
Division of Aging and Adult Services

Subject: State Fiscal Year (SFY) 2023 Allocations

The following ALERTS are attached:

<u>ALERTS</u>	<u>FUND SOURCE/TYPE</u>
ALERT SFY-23-3A	State General Fund - SFY 2023 State Funds Provider Increases
ALERT SFY-23-3B	State General Fund - SFY 2023 State Funds Provider Incentives
ALERT SFY-23-3C	State General Fund - SFY 2023 State Funds LTCO
ALERT SFY-23-9B	Public Health Workforce Expansion Reporting Requirements Updates
ALERT SFY-23-11A	Other Funds - Final MIPPA FY23 Allocation
ALERT SFY-23-12A	Technical Assistance - AAA Area Plans on Aging
ALERT SFY-23-12B	Technical Assistance - Instructions and Template for Completing Area Plans on Aging
ALERT SFY-23-12C	Technical Assistance - AAA Area Plans on Aging Plan Assurances
ALERT SFY-23-12D	Technical Assistance - Request for a Direct Service Waiver
ALERT SFY-23-12E	Technical Assistance - Request for an Adequate Proportion Waiver
ALERT SFY-23-12F	Technical Assistance - Request for a Cost Sharing Waiver

The ALERTS are subject to change as additional information is received by the Division pertaining to the funding sources identified.

ALERTS are available on the Division website using the link:

<https://www.azdes.gov/daas/alerts>

A SFY 2023 contract operating budget is due to the Division of Aging and Adult Services, Finance and Business Operations Administration by close of business October 14, 2022.

The Area Agencies on Aging may begin spending against these additional lines of funding immediately. However, DAAS cannot reimburse those expenses until an executed contract amendment is on file.

Should you have any questions regarding the attached ALERTS, please contact your assigned Contract Specialist.

cc: Molly McCarthy, Scott Schlageter, Grecia A. Zazueta Aguilar, Rana Simms, Nathanael Hudson, Matt LeCrone, Catherine Chavez, Lindsey Bankhead, Lisa Pollock, Lita Nelson, DAAS FSA Team, DAAS file



Division of Aging and Adult Services
ALERT

SFY- 23-3A

**State General Fund
for SFY-2023**

For FY 2022 the Division of Aging and Adult Services (DAAS) received \$2,474,000 of State General Fund for home care provider rate increases for direct care workers (DCWs) in Non-Medical Home and Community-Based Services.

Only \$1,000,000 of this funding intended for provider rate increases was recurring.

Additionally for FY 2023 the Division of Aging and Adult Services (DAAS) received \$1,000,000 of State General Fund for provider rate increases for Non-Medical Home and Community-Based Services as a result of HB2862 being signed into law. DAAS contracts with AAAs to pay providers for Non-Medical Home and Community Based Services (NMHCBS).

The new total allocation of \$2,000,000 will support incentivizing direct care workers. Examples of items that can be used with this funding include:

- Wage increases for direct care workers (DCW)
- Bonuses/stipends for DCW
- Overtime

*This is not an exhaustive list of eligible items.

The allocation for the \$2,000,000 were based on the IFF formula and are subject to revisions.

Area Agency on Aging	Allocation
Area Agency on Agency, Region One, Inc.	\$887,923
Pima Council on Aging	\$309,143
Northern Arizona Council of Governments	\$178,855
Western Arizona Council of Governments	\$182,702
Pinal/Gila Council for Senior Citizens	\$139,883
SouthEastern Arizona Governments Organization	\$95,195
Navajo Nation	\$113,745
Inter Tribal Council of Arizona	\$92,554
Total	\$2,000,000



Division of Aging and Adult Services
ALERT

SFY- 23-3A

**State General Fund
for SFY-2023**

Funds must be expended by no later than June 30, 2023.

Area Agencies on Aging shall:

- Submit a distribution plan to daasadsprograms@azdes.gov
- Submit follow up two reports due end of quarter three and four to daasadsprograms@azdes.gov using the template and narrative questions provided
- Use the appropriate service code (see table below)

SOW Service Code	Program Code	Service Detail Code
ATT	HCB	DCW
PRC	HCB	DCW
HSK	HCB	DCW
RSP	FCP	DCW
ADC	HCB	DCW
NRH	HCB	DCW

Expected outcomes: Improved access to care, a reduction in the amount of time to connect clients to services and to stabilize and expand the direct care workforce.

Reporting outcomes: To assess the impact to NMHCBS providers and DCW, each Area Agencies on Aging must:

Submit a plan for distribution of the allocation by Dec 31, 2022. The plan shall describe proposed distribution of the allocation to direct care providers specifically. Additionally, AAAs shall confirm on a reported outcomes and measures associated with the funding by submitting two reports, due April 15th and July 15th to: daasadsprograms@azdes.gov utilizing the following rubric and supplemental narrative questions:

% Distributed to direct care workforce directly	
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Division of Aging and Adult Services
ALERT

SFY- 23-3A

**State General Fund
for SFY-2023**

# of DCW receiving wage increase.	
What was the previous wage? What is the current rate?	
When did the wage increase take effect?	
# of DCW who received a bonus or stipend?	
What was the bonus amount?	
Why was the bonus given?	
How often was the bonus distributed?	
# of new providers added to the network as a result of the additional funding	

Narrative questions

Please describe:

- 1.The overall impact to client **access** to timely care (increase, stay the same, decrease)
2. The impact to any current waitlist for NMHCBS services
3. SFY 2023 \$1,000,000 allocation is in addition to the \$1,000,000 allocated in SFY2022 to increase DCW rates and incentives. Please describe how the SFY 2022 funding was distributed? How does the SFY 2023 additional funding impact the outcomes seen from SFY2022?



Division of Aging and Adult Services
ALERT

SFY- 23-3B

**State General Fund
for SFY-2023**

The Division of Aging and Adult Services (DAAS) received \$2,000,000 of State General Fund as a one-time appropriation for provider rate increases for Non-Medical Home and Community-Based Services as a result of HB2862 being signed into law. DAAS contracts with AAAs to pay providers for Non-Medical Home and Community Based Services (NMHCBS). DAAS is requiring AAAs utilize the allocation to stabilize the direct care workforce and/or expand provider networks. Items that are eligible for this allocation can include:

- Incentivizing DCW for new client enrollments into DAAS NMHCBS services
- Incentivizing paid leave for DCW
- Increasing provider rates for NMHCBS
- Increasing DCW salary

The allocations were based on the IFF formula and are subject to revisions.

Area Agency on Aging	Allocation
Area Agency on Agency, Region One, Inc.	\$887,923
Pima Council on Aging	\$309,143
Northern Arizona Council of Governments	\$178,885
Western Arizona Council of Governments	\$182,702
Pinal/Gila Council for Senior Citizens	\$139,883
SouthEastern Arizona Governments Organization	\$95,195
Navajo Nation	\$113,745
Inter Tribal Council of Arizona	\$92,554
Total	\$2,000,000

Funds must be expended by no later than June 30, 2023.

Area Agencies on Aging shall:



Division of Aging and Adult Services
ALERT

SFY- 23-3B

**State General Fund
for SFY-2023**

- Provide information regarding usage of funds on a quarterly basis using the format shown below
- Use the appropriate service code (see table below)

SOW Service Code	Program Code	Service Detail Code
ATT	HCB	DCI
PRC	HCB	DCI
HSK	HCB	DCI
RSP	FCS	DCI

Expected outcomes: Improved access to care, a reduction in the amount of time to connect clients to services and to stabilize and expand the direct care workforce.

Reporting outcomes: To assess the impact to NMHCBS providers and DCW, each Area Agencies on Aging must:

Submit by June 30, 2023 an implementation report that includes responses to the following questions:

1. These funds are being distributed as a one-time allocation to assist AAAs with retaining, recruiting and incentivizing providers and NMHCBS direct care workers. Please explain how this additional funding supported the stabilization and/or expansion of services?
2. What initiatives as a result of this allocation will continue? Please provide an explanation of how?
3. What initiatives will not continue beyond SFY 2023? Please provide an explanation why?
4. *Additional implementation considerations.

Reports should be emailed to: daasadsprograms@azdes.gov



Division of Aging and Adult Services
ALERT

SFY- 23-3C

**State General Fund
for SFY-2023**

The Division of Aging and Adult Services (DAAS) received allocations from the State General Funds as a result of SB1824 being signed into law last year. These funds will continue to be distributed to assist the Area Agencies on Aging (AAAs) with having Long-Term Care Ombudsman (LTCO) visit each Long-Term Care Facility in their planning and service area twice yearly outside of complaint visits and speak with residents (or resident representative) therein.

These funds from the State General Funds and are being distributed as shown in the table below and are subject to revisions:

Area Agency on Aging	Allocation
Area Agency on Agency, Region One, Inc.	\$662,815
Pima Council on Aging	\$138,943
Northern Arizona Council of Governments	\$65,624
Western Arizona Council of Governments	\$68,905
Pinal/Gila Council for Senior Citizens	\$18,920
SouthEastern Arizona Governments Organization	\$20,793
Navajo Nation	\$12,000
Inter Tribal Council of Arizona	\$12,000
Total	\$1,000,000

These funds are allocated for the period of 7/01/2022 through 6/30/2023.

These funds are to be used to enhance the Long-Term Care Ombudsman Program presence in Long-Term Care Facilities throughout Arizona and as such, can be used to increase the number of Designated Long-Term Care Ombudsman in each region and provide travel expenses for the Long-Term Care Ombudsman to travel to the facilities in their planning and service area.

Reporting Requirements:

Division of Aging and Adult Services
ALERT

SFY- 23-3C

**State General Fund
for SFY-2023**

The following parameters will be used in the Division of Aging and Adult Services Reporting System (DAARS) for budgeting and reporting purposes associated with this funding:

SOW Service Code	Program Code	Service Detail Code
LTC	OMB	FTE

Should you have questions regarding these allocations, please contact your assigned Contract Specialist.

Division of Aging and Adult Services
ALERT

SFY- 23-9B

**COVID
for SFY-2023**

The Division of Aging and Adult Services (DAAS) published allocations from the Administration for Community Living (ACL), Expanding the Public Health Workforce in an earlier alert; refer to SFY-23-9. Awards made under this announcement had a start date of January 1, 2022 and end date of September 30, 2024.

The regions will be reporting their progress with the grant through the OAAPS system, similar to other grant reporting. Relevant information from the [Public Health Workforce Expansion FAQ](#), that was included as SFY-23-9A in the June 2022 Alert is below.

Grantees will be expected to report specifically on the use of these funds and should ensure funds are utilized in a way that allows for specific tracking and reporting.

Reporting Requirements:

The following parameters will be used in the Division of Aging and Adult Services Reporting System (DAARS) for budgeting and reporting purposes associated with this funding:

SOW Service Code	Program Code	Service Detail Code
PGD	HCB	PHW
ADM	HCB	PHW

These funds are awarded as separate grants; therefore, funds must be accounted for separately from all other grants. Grantees are required to maintain appropriate records and documentation to support charges against the federal awards. Required reports include semi-annual federal financial reports (FFR) and annual program reports that include:

- Number of full-time equivalents (FTEs),
- Type of public health professional(s) paid for with this funding, and
- The activities they are engaged in to advance public health.

To minimize burden on grantees, ACL will incorporate this reporting into existing processes and systems wherever possible. Below is a template for reporting on the use of this grant.



Division of Aging and Adult Services
ALERT

SFY- 23-9B

**COVID
for SFY-2023**

Type of Public Health Professional(s) paid for with this funding (Examples below but this is not a exhaustive list)	Number of full-time equivalents (FTEs)
Community health worker	
Program manager	
Public health nurse	
Communication and policy experts	
Case investigator	
Contact tracer	
Social support specialist	
Disease intervention specialist	
Epidemiologist	
Laboratory personnel	
Informaticians	
Other positions required to prevent, prepare for, and respond to COVID-19	

Type of Public Health Advancement Activities paid for with this funding (Examples below but this is not a exhaustive list)	
Meetings with local public health officials and other entities	
COVID-19 vaccination rate analysis of the people with disabilities and older adults	
Vaccine Awareness Campaigns	
Assistance with getting vaccinations and boosters	

Division of Aging and Adult Services
ALERT

SFY- 23-9B

**COVID
for SFY-2023**

Assistance for people who have contracted COVID	
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States will submit the above required data reporting elements in OAAPS. The first report is due January 2023.

ACL plans to release an OAAPS COVID-19 Reporting FAQ which will include details on reporting the Public Health Workforce within the Aging Network grant.

One thing ACL has indicated is that the AOA supplemental form to the SF-425 report will not be required. However, semi-annual SF-425 reporting is required.

*Reporting requirements/format are subject to change as ACL issues more guidance.



Division of Aging and Adult Services
ALERT

SFY- 23-11A

Other Funds for SFY-2023

The Department of Economic Security, Division of Aging and Adult Services (DES/DAAS) has received a grant award for the Medicare Improvements for Patients and Providers Act (MIPPA) in the amount of \$260,396 for Priority 1 for SHIPs; \$221,067 for Priority 2 for AAAs; and \$104,352 for Priority 3 for ADRCs from the Administration for Community Living (ACL) for the budget period September 1, 2022 through August 31, 2023.

Program Description

The purpose of the MIPPA project is to increase statewide awareness to Medicare beneficiaries, their families, and caregivers, through one-on-one beneficiary counseling, coalition building and conducting outreach and education events for:

- The Low-Income Subsidy (LIS) Program, Medicare Savings Programs (MSP) and Medicare Prescription Drug Coverage (Part D) and;
- Medicare prevention and wellness benefits.

Program Terms and Conditions

- Agencies will include MIPPA information in all group outreach events. There will be no limit to the number of events conducted.
- Agencies will create a minimum of two (2) MIPPA information specific handouts, flyers and/or brochures for distribution to beneficiaries and the public containing program information or Medicare prevention and wellness benefits. These may be created professionally or in house.
 - All materials developed for the purpose of promoting MIPPA must include the State Health Insurance Assistance Program (SHIP) logo and the State's SHIP Hotline number 800-432-4040.



Division of Aging and Adult Services
ALERT

SFY- 23-11A

Other Funds for SFY-2023

- On all publications funded solely or in part by these MIPPA funds, the following will be found on the publication: ***“This project was supported, in part by grant number 2201AZMISH; 2201AZMIDR; 2201AZMIAA, from the U. S. Administration for Community Living, Department of Health and Human Services, Washington, DC. 20201. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.”***

- Agencies will conduct a minimum of two (2) public media outreach events during the budget period. These may include social media infographics, newspaper or magazine articles, radio, newspaper and agency newsletter advertisements, and may be in conjunction with other SHIP and/SMP projects. These events will be reported in the SHIP Tracing and Reporting System (STARS) according to ACL guidelines.

- Agencies will enter programmatic data into STARS within 30 days of the activity and comply with all ACL data integrity guidelines to regularly perform data validation to ensure data entry accuracy.

Reporting Requirements

- Agencies must report to DES/DAAS, by the 15th of each month, in narrative form, the activities conducted in the prior month relative to the MIPPA program and attach a copy of any outreach materials developed during the reporting period.
- Agencies will review Monthly MIPPA performance reports for data accuracy and agency performance under the grant guidelines during that reporting period.

Funding Allocations

- Agency allocations are based on the percentage of Medicare beneficiaries residing in each service delivery area. These percentages are based on the most current data reflected in STARS.



Division of Aging and Adult Services
ALERT

SFY- 23-11A

**Other Funds
for SFY-2023**

MIPPA Priority 1 - SHIP (AZMISH) SFY23 Allocation

Area Agency	Base Funding for FY23 (10 months)	Monthly Allocation September 1, 2022 to June 30, 2023
Area Agency on Aging One, Inc	\$ 106,250	\$ 10,625
Pima Council on Aging	\$ 32,250	\$ 3,269
Northern Arizona Council of Governments	\$ 22,470	\$ 2,247
Western Arizona Council of Governments	\$ 16,340	\$ 1,634
Pinal-Gila Council for Senior Citizens	\$ 14,300	\$ 1,430
SouthEastern Arizona Governments Organization	\$ 8,170	\$ 817
Inter Tribal Council of Arizona	\$ 4,080	\$ 408

MIPPA Priority 2 - AAA (AZMIAA) SFY23 Allocation

Area Agency	Base Funding for FY23 (10 months)	Monthly Allocation September 1, 2022 to June 30, 2023
Area Agency on Aging One, Inc	\$ 91,060	\$ 9,106
Pima Council on Aging	\$ 28,020	\$ 2,802
Northern Arizona Council of Governments	\$ 19,260	\$ 1,926
Western Arizona Council of Governments	\$ 14,010	\$ 1,401
Pinal-Gila Council for Senior	\$ 12,250	\$ 1,225



Division of Aging and Adult Services
ALERT

SFY- 23-11A

Other Funds for SFY-2023		
Citizens		
SouthEastern Arizona Governments Organization	\$ 7,000	\$ 700
Inter Tribal Council of Arizona	\$ 3,500	\$ 350
MIPPA Priority 3 - ADRC (AZMIDR) SFY23 Allocation		
Area Agency	Base Funding for FY23 (10 months)	Monthly Allocation September 1, 2022 to June 30, 2023
Area Agency on Aging One, Inc	\$ 40,660	\$ 4,066
Pima Council on Aging	\$ 12,510	\$ 1,251
Northern Arizona Council of Governments	\$ 8,600	\$ 860
Western Arizona Council of Governments	\$ 6,250	\$ 625
Pinal-Gila Council for Senior Citizens	\$ 5,470	\$ 547
SouthEastern Arizona Governments Organization	\$ 3,120	\$ 312
Inter Tribal Council of Arizona	\$ 1,560	\$ 156
<u>Program Invoicing</u>		
<ul style="list-style-type: none"> • All MIPPA funds must be fully expended by August 31, 2023. • The following service codes are to be used in Division of Aging and Adult Services reporting System (DAARS) for MIPPA: 		



Division of Aging and Adult Services
ALERT

SFY- 23-11A

Other Funds for SFY-2023		
SOW Service Code	Program Code	Service Detail Code
SHI - SHIP	SHP - SHIP	MSM - MIPPA / SHIP /Monthly Allocation
SHI - SHIP	SHP - SHIP	MAM - MIPPA / AAA / Monthly Allocation
SHI - SHIP	SHP - SHIP	MDM - MIPPA / ADRC / Monthly Allocation

Should you have any questions regarding the allocation and reporting requirements, please contact your Contract Specialist.

Division of Aging and Adult Services
ALERT

SFY- 23-12A

Technical Assistance for SFY-2023

The 2023-2026 Arizona State Plan on Aging includes goals and strategies that reflect the focus on assisting individuals, their families, and their caregivers and address key amendments in the 2020 Older Americans Act (OAA) Reauthorization. Each AAA develops an area plan that identifies regional needs, assets, initiatives, and action steps that influence progress toward state plan goals and objectives.

The 2023-2026 Arizona State Plan on Aging goals represents the diverse and growing needs of older adults. Goals are:

- Older adults in Arizona have access to quality care.
- Increase awareness of and understanding of aging issues to help prepare Arizona for an aging population.
- Older adults in Arizona can maintain individual well being and safety to remain active, healthy and independent.
- Providers for older adults in Arizona can provide an integrated and well-trained informal, paraprofessional and professional workforce.
- Arizona has the necessary infrastructure to deliver needed supportive services

Attached are the Area Plan Format Instructions (Attachment 12B), Area Plan Assurances (Attachment 12C), Request for a Direct Service Waiver (Attachment 12D), Request for an Adequate Proportion Waiver (Attachment 12E), and Request for a Cost Sharing Waiver (Attachment 12F).

The following timeline is provided as a quick reference of dates to keep in mind throughout the planning process:

- Dec 2022– April 2023 – draft 2023-2027 plan, prepare waiver(s), conduct public input sessions
- **May 31, 2023 – submit waiver(s) request(s) and Area Plan to the Division of Aging and Adult Services. Please submit plans to AZSUA@azdes.gov**
- June 1 -14, 2021 – receive approval/denial of waiver(s)
- July 1, 2021 – Area Plan become effective
- October 1, 2021 – submit action plan for strategic objectives
- **December 31 and June 30 of each year** – submit semi-annual progress reports on action plan.

Should you have questions or require additional information, please contact Rana Simms
[@rsimms@azdes.gov](mailto:rsimms@azdes.gov) or 602-816-0353

DIVISION OF AGING & ADULT SERVICES					
CONTRACT OBLIGATION FOR SFY 2023					
REGION 6	SFY 2022 CARRYOVER	INITIAL SFY 2023 ALERTS	TOTAL SFY 2023 ALERTS	INCREASE (DECREASE) SFY 2023 ALERTS	REVISED TOTAL SFY 2023 AWARDS
1. STATE ADMIN.	\$ -	\$ 53,108.00	\$ 53,108.00	\$ -	\$ 53,108.00
2. OAA ADMIN. III C-1	\$ -	\$ 141,809.00	\$ 141,809.00	\$ -	\$ 141,809.00
3. OAA ADMIN. III-E	\$ -	\$ 17,918.00	\$ 17,918.00	\$ -	\$ 17,918.00
4. SSBG ADMIN.	\$ -	\$ 58,674.00	\$ 58,674.00	\$ -	\$ 58,674.00
5. TITLE III-B	\$ -	\$ 403,053.00	\$ 403,053.00	\$ -	\$ 403,053.00
6. TITLE III-C1	\$ -	\$ 340,234.00	\$ 340,234.00	\$ -	\$ 340,234.00
7. TITLE III-C2	\$ -	\$ 318,374.00	\$ 318,374.00	\$ -	\$ 318,374.00
8. TITLE III-D	\$ -	\$ 26,240.00	\$ 26,240.00	\$ -	\$ 26,240.00
9. TITLE III-E CAREGIVER	\$ -	\$ 189,895.00	\$ 189,895.00	\$ -	\$ 189,895.00
10. NSIP	\$ -	\$ 106,098.00	\$ 106,098.00	\$ -	\$ 106,098.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 2,289.00	\$ 2,289.00	\$ -	\$ 2,289.00
12. TITLE VII FED. OMB	\$ -	\$ 20,658.00	\$ 20,658.00	\$ -	\$ 20,658.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 423,133.00	\$ 423,133.00	\$ -	\$ 423,133.00
14. STATE OMBUDSMAN	\$ -	\$ 35,207.00	\$ 35,207.00	\$ -	\$ 35,207.00
15. STATE RESPITE	\$ -	\$ 19,628.00	\$ 19,628.00	\$ -	\$ 19,628.00
16. SSBG (SERVICES)	\$ -	\$ 544,452.00	\$ 544,452.00	\$ -	\$ 544,452.00
17. S.H.I.P.	\$ -	\$ 21,540.00	\$ 21,540.00	\$ -	\$ 21,540.00
18. SENIOR MEDICARE PATROL	\$ -	\$ 8,408.00	\$ 8,408.00	\$ -	\$ 8,408.00
19. SSBG - HCB WAIT LIST	\$ -	\$ 215,135.00	\$ 215,135.00	\$ -	\$ 215,135.00
20. SSBG - ONE-TIME ADMIN.	\$ -	\$ 7,371.00	\$ 7,371.00	\$ -	\$ 7,371.00
21. SSBG - ONE-TIME (SERVICES)	\$ -	\$ 66,341.00	\$ 66,341.00	\$ -	\$ 66,341.00
22. EXPANDING PUBLIC HEALTH WORKFORCE	\$ -	\$ 89,840.00	\$ 89,840.00	\$ -	\$ 89,840.00
24. STATE DIRECT CARE WORKER	\$ -	\$ -	\$ 95,195.00	\$ 95,195.00	\$ 95,195.00
25. STATE DIRECT CARE INCENTIVE	\$ -	\$ -	\$ 95,195.00	\$ 95,195.00	\$ 95,195.00
26. STATE OMB. VISITATION	\$ -	\$ -	\$ 20,793.00	\$ 20,793.00	\$ 20,793.00
27. MIPPA SHIP	\$ -	\$ -	\$ 8,170.00	\$ 8,170.00	\$ 8,170.00
28. MIPPA AAA	\$ -	\$ -	\$ 7,000.00	\$ 7,000.00	\$ 7,000.00
29. MIPPA ADRC	\$ -	\$ -	\$ 3,120.00	\$ 3,120.00	\$ 3,120.00
TOTAL	\$ -	\$ 3,109,405.00	\$ 3,338,878.00	\$ 229,473.00	\$ 3,338,878.00



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Douglas A. Ducey
Governor

Michael Wisehart
Director

October 11, 2022

To: Area Agencies on Aging

From: Rebecca Clayton
DES Deputy Assistant Director
Division of Aging and Adult Services

Subject: State Fiscal Year (SFY) 2023 Allocations

The following ALERTS are attached:

<u>ALERTS</u>	<u>FUND SOURCE/TYPE</u>
ALERT SFY-23-1B	Older Americans Act Title III and VII- Revised Allocations
ALERT SFY-23-11B	Other Funds- Lifespan Respite Grant Allocations

The ALERTS are subject to change as additional information is received by the Division pertaining to the funding sources identified.

ALERTS are available on the Division website using the link:

<https://www.azdes.gov/daas/alerts>

A SFY 2023 contract operating budget is due to the Division of Aging and Adult Services, Finance and Business Operations Administration by close of business November 11, 2022.

The Area Agencies on Aging may begin spending against these additional lines of funding immediately. However, DAAS cannot reimburse those expenses until an executed contract amendment is on file.

Should you have any questions regarding the attached ALERTS, please contact your assigned Contract Specialist.

cc: Molly McCarthy, Scott Schlageter, Grecia A. Zazueta Aguilar, Rana Simms, Nathanael Hudson, Matt LeCrone, Catherine Chavez, Lindsey Bankhead, Lisa Pollock, Lita Nelson, DAAS FSA Team, DAAS file

Division of Aging and Adult Services
ALERT

SFY-23-1B

Older Americans Act Title III and VII for SFY-2023

The Division of Aging and Adult Services (DAAS) received an overall increase of \$314,684 for Older Americans Act Title III and Title VII collectively in the FFY 2022 grant awards from the Administration for Community Living. A full 100 percent of the FFY 2022 overall increase was placed into the SFY 2023 allocation. Had the changes been received in SFY 2022, $\frac{3}{4}$ of the overall increase would have been placed in SFY 2022 and $\frac{1}{4}$ of the increase would have been placed in SFY 2023.

The following changes occurred in Title III and Title VII in the following titles and subparts:

- an increase of \$71,709 in III-B
- an increase of \$86,315 in III-C1
- an increase of \$52,431 in III-C2
- an increase of \$3,588 in III-D
- an increase of \$32,291 in III-E
- an increase of \$29,413 in VII-Elder Abuse
- an increase of \$38,937 in VII-Federal Ombudsman

Should you have questions regarding the allocations, please contact your assigned Contract Specialist.

DIVISION OF AGING & ADULT SERVICES					
CONTRACT OBLIGATION FOR SFY 2023					
REGION 6	SFY 2022 CARRYOVER	INITIAL SFY 2023 ALERTS	TOTAL SFY 2023 ALERTS	INCREASE (DECREASE) SFY 2023 ALERTS	REVISED TOTAL SFY 2023 AWARDS
1. STATE ADMIN.	\$ -	\$ 53,108.00	\$ 53,108.00	\$ -	\$ 53,108.00
2. OAA ADMIN. III C-1	\$ -	\$ 141,809.00	\$ 142,235.00	\$ 426.00	\$ 142,235.00
3. OAA ADMIN. III-E	\$ -	\$ 17,918.00	\$ 18,044.00	\$ 126.00	\$ 18,044.00
4. SSBG ADMIN.	\$ -	\$ 58,674.00	\$ 58,674.00	\$ -	\$ 58,674.00
5. TITLE III-B	\$ -	\$ 403,053.00	\$ 406,343.00	\$ 3,290.00	\$ 406,343.00
6. TITLE III-C1	\$ -	\$ 340,234.00	\$ 343,685.00	\$ 3,451.00	\$ 343,685.00
7. TITLE III-C2	\$ -	\$ 318,374.00	\$ 320,778.00	\$ 2,404.00	\$ 320,778.00
8. TITLE III-D	\$ -	\$ 26,240.00	\$ 26,404.00	\$ 164.00	\$ 26,404.00
9. TITLE III-E CAREGIVER	\$ -	\$ 189,895.00	\$ 191,228.00	\$ 1,333.00	\$ 191,228.00
10. NSIP	\$ -	\$ 106,098.00	\$ 106,098.00	\$ -	\$ 106,098.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 2,289.00	\$ 4,086.00	\$ 1,797.00	\$ 4,086.00
12. TITLE VII FED. OMB	\$ -	\$ 20,658.00	\$ 22,013.00	\$ 1,355.00	\$ 22,013.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 423,133.00	\$ 423,133.00	\$ -	\$ 423,133.00
14. STATE OMBUDSMAN	\$ -	\$ 35,207.00	\$ 35,207.00	\$ -	\$ 35,207.00
15. STATE RESPITE	\$ -	\$ 19,628.00	\$ 19,628.00	\$ -	\$ 19,628.00
16. SSBG (SERVICES)	\$ -	\$ 544,452.00	\$ 544,452.00	\$ -	\$ 544,452.00
17. S.H.I.P.	\$ -	\$ 21,540.00	\$ 21,540.00	\$ -	\$ 21,540.00
18. SENIOR MEDICARE PATROL	\$ -	\$ 8,408.00	\$ 8,408.00	\$ -	\$ 8,408.00
19. SSBG - HCB WAIT LIST	\$ -	\$ 215,135.00	\$ 215,135.00	\$ -	\$ 215,135.00
20. SSBG - ONE-TIME ADMIN.	\$ -	\$ 7,371.00	\$ 7,371.00	\$ -	\$ 7,371.00
21. SSBG - ONE-TIME (SERVICES)	\$ -	\$ 66,341.00	\$ 66,341.00	\$ -	\$ 66,341.00
22. EXPANDING PUBLIC HEALTH WORKFORCE	\$ -	\$ 89,840.00	\$ 89,840.00	\$ -	\$ 89,840.00
24. STATE DIRECT CARE WORKER	\$ -	\$ -	\$ 126,038.00	\$ -	\$ 126,038.00
25. STATE DIRECT CARE INCENTIVE	\$ -	\$ -	\$ 95,195.00	\$ -	\$ 95,195.00
26. STATE OMB. VISITATION	\$ -	\$ -	\$ 20,793.00	\$ -	\$ 20,793.00
27. MIPPA SHIP	\$ -	\$ -	\$ 8,170.00	\$ -	\$ 8,170.00
28. MIPPA AAA	\$ -	\$ -	\$ 7,000.00	\$ -	\$ 7,000.00
29. MIPPA ADRC	\$ -	\$ -	\$ 3,120.00	\$ -	\$ 3,120.00
30. LIFESPAN RESPITE ADULT DAY HEALTH	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ -	\$ 3,109,405.00	\$ 3,384,067.00	\$ 14,346.00	\$ 3,384,067.00



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: LAURA VILLA, AREA AGENCY ON AGING DIRECTOR
DATE: OCTOBER 20, 2022/RESCHEDULED NOVEMBER 10, 2022
SUBJECT: ADVOCACY/AZ4A REBRANDING AND UPDATES

Description:

AZAging is rebranded! Formerly AZ4A, with the help and guidance of Maddy Bynes to the association, the state moves towards more visibility and advocacy. AZ Aging is a network of Area Agencies on Aging in Arizona geared towards addressing the rights and needs of older adults, people with disabilities, and their families and caregivers. The AZAging Association hired an IT Consultant to move the email domains from AZ4A.org to @ArizonaAging.org. You may take a look, and while there is still work in progress, this will be a great tool for us all to use soon.

arizonaaging.org

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

Included in your packet is a draft brochure that we will be able to use to help distribute soon.

The Low Income Home Energy Assistance Program (LIHEAP) is a federally funded program that assists low-income households with home energy bills, energy crises, weatherization, and minor energy-related home repairs. Beginning in October 2022, DES is expanding LIHEAP access by establishing a statewide online portal to streamline the eligibility and payment process. The LIHEAP partnership with CAAs has helped DES understand opportunities to strengthen the network of care and assistance. LIHEAP has been administered locally for decades, allowing for significant variations in application requirements, business processes, and technology solutions. The opportunity exists to create consistent client experiences, remove barriers to assistance, and construct equitable access to the program.

Current access points for applicants will not be restricted, and weatherization processes will not be affected. Community members may continue to apply for LIHEAP benefits through their local CAA, with CAA staff entering the applications into the portal. Utilization of a statewide portal builds upon DES' expertise in adjudicating applications and issuing benefits for more than 2.5 million Arizonans annually.

Attachments: AZAging brochure, LIHEAP FAQs, an ad for member recruitment

Action Requested

Information Only

Action Requested Below



Arizona's Area Agencies on Aging

An Association of Area Agencies on Aging

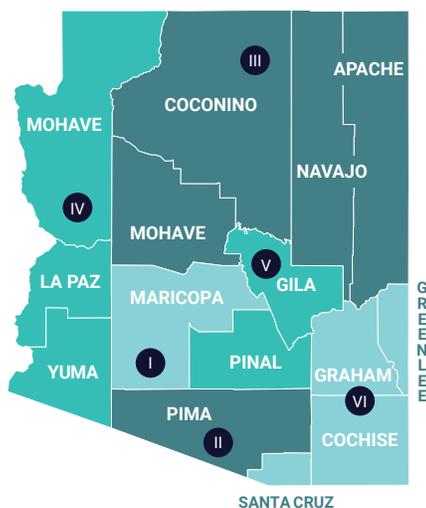
AZ Aging's mission is to lead Arizona in aging successfully through innovative resources, collaborations, and advocacy.

Who are the Area Agencies on Aging?

Area Agencies on Aging serve as the planning, advocacy, coordinating, and contracting agencies for older adult services in their respective regions. Established in 1973 as a result of the Older Americans Act, Area Agencies on Aging respond to the needs of Arizonans aged 60 and older, adults living with disabilities, and their caregivers in our community.

Our Values

- Dignity
- Diversity
- Respect
- Choice



- I Region One
- II Pima Council on Aging
- III Northern AZ Council of Governments
- IV Western AZ Council of Governments
- V Pinal-Gila Council for Senior Citizens
- VI SouthEastern AZ Governments Org.
- VII Navajo Nation
- VIII Inter-Tribal Council of Arizona



Our Members

 **Region One Area Agency on Aging**
Serves Maricopa County
Phone: (602) 264-4357

 **Pima Council on Aging**
Serves Pima County
Phone: (520) 790-7262

 **NACOG Aging**
Serves Coconino, Apache, Navajo, & Yavapai Counties
Phone: (877) 521-3500

 **WACOG Area Agency on Aging**
Serves Mohave, La Paz, & Yuma Counties
Phone: (928) 782-1886

 **Pinal Gila Council for Senior Citizens**
Serves Pinal & Gila Counties
Phone: (800) 293-9393

 **SEAGO Area Agency on Aging**
Serves Cochise, Graham, Greenlee, & Santa Cruz Counties
Phone: (520) 431-2528

 **Inter Tribal Council of Arizona, Inc.**
Serves 21 of 22 federally recognized Tribal nations
Phone: (602) 258-4822



LIHEAP

Innovations FAQ

LIHEAP PROGRAM AND APPLICATION

What is LIHEAP?

The Low Income Home Energy Assistance Program (LIHEAP) is a federally funded program that assists low-income households with home energy bills, energy crises, weatherization, and minor energy-related home repairs. For more than 40 years, the Arizona Department of Economic Security (DES) has partnered with Community Action Agencies (CAAs) across the state to administer this critical assistance program at the local level.

Is Arizona Making Changes to LIHEAP?

Yes. Beginning in October 2022, DES is expanding LIHEAP access by establishing a statewide online portal to streamline the eligibility and payment process. The LIHEAP partnership with CAAs has helped DES understand opportunities to strengthen the network of care and assistance. LIHEAP has been administered at a local level for decades, allowing for significant variations in application requirements, business processes, and technology solutions. The opportunity exists to create consistent client experiences, remove barriers to assistance, and construct equitable access to the program.

Current access points for applicants will not be restricted and weatherization processes will not be affected. Community members may continue to apply for LIHEAP benefits through their local CAA with CAA staff entering the applications into the portal. Utilization of a statewide portal builds upon DES' expertise adjudicating applications and issuing benefits for more than 2.5 million Arizonans annually.

Administration of LIHEAP will transition from the CAAs to DES. This transition will involve integrating the program into an existing online portal and will only affect the eligibility determination and client payment disbursement functions of the program.

LIHEAP

Future Innovations Frequently Asked Questions

EXPANDING ACCESS

Currently, prospective LIHEAP applicants are required to apply using the methods established by each CAA. For some applicants, this may mean having to participate in a scheduled phone interview, while applicants residing in another region may have to interview with a CAA team member in-person.

The introduction of a consistent application process, available online anywhere in the state, will help remove barriers for those Arizonans who face difficulties scheduling appointments and those with limited transportation. DES recognizes that not all Arizonans have access to online services. To ensure these individuals have access to the program, DES will continue to accept applications through mail, fax, and community resource navigation pathways.

Those households that require additional assistance or prefer working with their local CAA may continue to do so. The Department has partnered with CAAs and other community-based organizations to serve as community resource navigators. These navigators will expand access points beyond existing CAA offices to meet individuals and families where they are. Navigators will engage with individuals and families to assess their needs and identify programs that best meet those needs. For households seeking LIHEAP assistance, community resource navigators will be able to intake applications, manually verify an applicant's identity, and upload documentation directly into the portal. This will allow LIHEAP applicants to engage with their CAA or other community partner as desired.

SIMPLIFIED APPLICATION AND DOCUMENTATION REQUIREMENTS

LIHEAP applications and documents currently vary between CAAs. Some local agencies ask for information beyond what is federally required. These instances may create unnecessary burdens on households to qualify for LIHEAP and may dissuade households from applying or exclude households that actually meet the federal requirements. To remedy this, the Department will simplify the LIHEAP application and document requirements to include only what is federally required.

FASTER APPLICATION PROCESSING AND BENEFIT DISBURSEMENT

The time it takes to complete an application and receive a LIHEAP benefit may vary significantly by CAA, with some processes requiring applicants to engage in multiple conversations with CAA staff, resulting in a benefit delay of several days or weeks. Requiring

LIHEAP

Future Innovations Frequently Asked Questions

additional meetings may create disruptions and barriers for households needing to take time off work, or find child care and transportation.

The integration of LIHEAP into the DES portal will enable the Department to dramatically reduce the time it takes households to apply as well as the time it takes to determine eligibility and disburse benefits. For context, DES Emergency Rental Assistance Program (ERAP) and Low Income Household Water Assistance Program (LIHWAP) applicants are able to complete their portal applications in less than 30 minutes, which are then determined eligible in less than three days. The same process will be applied to LIHEAP, resulting in faster assistance for those in need.

INCREASED ACCESS FOR VULNERABLE POPULATIONS

LIHEAP has historically been administered on a first-come, first-served basis until funding is exhausted. This approach has left vulnerable populations (including seniors, individuals with disabilities, and households with small children) without access to LIHEAP. To ensure increased access, the Department is implementing statewide policies to set-aside funding for these vulnerable households and automatically enroll seniors in early recertification.

MEETING THE HOLISTIC NEEDS OF INDIVIDUALS AND FAMILIES

CAAs and other community-based organizations have established relationships with their communities and are best positioned to assess and address the unique needs of their residents. Through interviews, assessments, coaching and case management, CAAs will be able to create the transformative outcomes Arizona, as a community, desperately needs.

Over the last several years, CAAs have been forced to use a significant part of their workforce to administer transactional benefit programs such as LIHEAP. This has effectively diverted resources away from creating supports that lead to lasting transformation.

The transition of LIHEAP will allow DES to focus on eligibility determination, a function it performs for millions of Arizonans every year across dozens of state and federal programs. It will also provide an opportunity for CAAs to create capacity through community resource navigators, and tailor client approaches to meet the holistic needs of individuals, creating lasting independence.

How is the Online Portal Currently Used?

LIHEAP

Future Innovations Frequently Asked Questions

The online portal is currently being used by DES to administer ERAP and LIHWAP. The portal is convenient and straightforward, allowing applicants to safely apply or check the status of an application using a computer or mobile device at any time, day or night.

Will the DES Portal Require LIHEAP Applicants to Use ID.me?

To safeguard LIHEAP against fraud, all LIHEAP applicants self-serving through the portal will be required to use ID.me to verify their identity. However, the Department recognizes that approximately 5-10% of applicants may be unable to use ID.me. These households are encouraged to apply by calling the DES hotline, mailing or faxing a paper application and copies of the required documents, or through a community resource navigator. Navigators are able to manually verify an applicant's identity and intake applications while bypassing ID.me.

Will These Changes Affect Who is Eligible for LIHEAP?

No, all of the changes to the program are operational in nature and do not affect program eligibility.

How Will DES Ensure Funding is Available for Vulnerable Households Across the State?

DES will implement the following new policies to expand access and serve vulnerable Arizonans statewide:

CRISIS PRIORITIZATION

To ensure eligible households do not experience disruptions in heating and cooling, DES will prioritize applications for households whose services have been disconnected or are at risk of disconnection, and reserve 20% of its client funding to provide crisis benefits.

VULNERABLE HOUSEHOLD PRIORITIZATION

DES will reserve an additional 20% of its client funding to prioritize households with seniors, disabled individuals, and/or young children.

SENIOR RECERTIFICATION AUTOMATIC ENROLLMENT

The DES LIHEAP portal is designed to automatically enroll Arizonans over the age of 60 years old, so they receive electronic reminders to update their information and apply early for the next benefit period.

LIHEAP

Future Innovations Frequently Asked Questions

SEASONAL FUNDING AVAILABILITY

DES recognizes that year-round funding must be made available for all Arizona residents, whether they are facing frigid temperatures or extreme heat. Using prior seasonal data, DES will reserve 40% of its LIHEAP funding for energy costs during the months of October through March. The remaining 60% will be available from April through September.

What is DES' Plan to Communicate these Changes to Clients?

DES plans to update its website to include information about how to apply online, but does not currently plan to execute a broad communication plan or marketing campaign for the first several months of this change. This will allow the DES to continue to work collaboratively with CAAs and adjust its service delivery and processes to best meet the needs of Arizonans.

LIHEAP IMPACT TO PARTNERS

CAAs Currently Use LIHEAP Administrative Funding to Pay Employees. Are Their Jobs at Risk?

No, DES values the CAAs and is committed to ensuring they have the necessary capacity to assist households with LIHEAP as well as other assistance programs. Therefore, DES will continue to fund CAA operations in fiscal year 2023 at the same level it provided in fiscal year 2022 in order to support LIHEAP community resource navigation services. DES is hopeful to expand this model in the future to incorporate other department programs. This expansion may necessitate additional funding to CAAs.

Has the Department Tested This Concept?

Yes, DES currently partners with the Department of Child Safety, the Coconino County Community Services Department, and several refugee resettlement agencies to provide navigation services to individuals and families seeking ERAP and LIHWAP. These partnerships have allowed the DES to solicit and incorporate feedback to enhance the portal and improve processes. DES is committed to learning from all of its partners and to continuously improving its practices to create optimal outcomes for clients.

Will CAAs Receive Training?

Yes, DES will provide comprehensive programmatic training and portal training to support the CAAs and other community resource navigators beginning in early September.

How Will DES Support CAAs if They Have Questions or Concerns?

DES has established a community resource navigator hotline and email support team to quickly resolve any questions or concerns navigators have, including client-specific questions and help with technical issues.

Will These LIHEAP Changes Affect Tribal Regions in Arizona?

No, there will be no changes to how LIHEAP is administered by Arizona's 22 Tribes.



Serving the Elderly is a Rewarding Experience

In our youth and early adulthood, most of us don't spend a lot of time thinking about the needs or the unique, and often complex, issues faced by older adults. But as we or loved ones close to us grow older and experience the effects and issues related to aging, we soon begin to appreciate the programs and services that enable elderly adults to live a more healthy, socially enriched, and independent lifestyle than would be possible in an institutionalized setting.

The SEAGO Area Agency on Aging serves people who are age 60 and over, people with disabilities and/or their family caregivers by providing information and assistance in accessing services that help older adults stay in their own homes and communities. These services can be short-term, such as getting signed up for a prescription drug program, or long-term, such as someone who is frail or who has a chronic health condition and needs ongoing monitoring and support. Examples of SEAGO's community-based services include congregate and home delivered meals, case management, caregiver support, short term housekeeping, attendant care and assistance with Medicare benefit questions.

If you are sixty years or older, or represent a mental health care organization, health department, college, county administration, housing organization, political office, senior center, law office, or nursing home, and would like to have a voice in issues and solutions for older adults, the SEAGO Area Agency on Aging would welcome your service on its Advisory Council on Aging (ACOA).

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

The ACOA is currently recruiting representatives from Santa Cruz County Town of Patagonia and County unincorporated, i.e. Rio Rico, etc. In Cochise County a seat is available for Sierra Vista, and Benson. Meetings are held quarterly, so serving on the ACOA is not overly burdensome, and unlikely to interfere with your other commitments. Your service on the ACOA is sure to provide a unique opportunity to network and brainstorm solutions with others who share common interests in helping the elderly. And knowing your service will affect the quality of life of those who spent their lives making our state and nation the great place that we enjoy every day will possibly make it one of the most rewarding experiences you'll ever have.

For further information, please contact Laura Villa at (520) 432-2528 Extension 208 or lvilla@seago.org.



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: LAURA VILLA, AREA AGENCY ON AGING DIRECTOR
DATE: OCTOBER 20, 2022/ RESCHEDULED NOVEMBER 10, 2022
SUBJECT: SEAGO-AREA PLAN ON AGING

Description:

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.
 - A. Goal One: **Older adults in Arizona have access to quality care. 3 objectives**
 - B. Goal Two: **Increase awareness and understanding of aging issues to help prepare Arizona for an aging population. 3 objectives**

- C. Goal Three: Older adults in Arizona can maintain individual well being and safety to remain active, healthy and independent. 5 objectives
- D. Goal Four: Providers for older adults in Arizona can provide an integrated and well-trained informal, paraprofessional and professional workforce. 2 objectives
- E. Goal Five: Arizona has the necessary infrastructure to deliver needed supportive services. 2 objectives

The Area Agency on Aging Area Plan Committee revised the Needs Assessment to reflect some of the changes that occurred these past two years. Taking into consideration the designated goals and objectives from the state. SEAGO-AAA will work closely with Mr. Robert Carreira US Economic Research, LLC who is willing to complete the Area Plan Needs Assessment report.

While the director was out on medical leave, SEAGO and AAA staff picked up NA surveys and we were able to collect **334** responses. Two hundred responses will be given to Mr. Carreira and staff will enter the rest in Survey Monkey.

In our next meeting, I plan to have at least a draft that you can review based on the information I have been able to collect.

Attachments: None

Action Requested

Information Only

Action Requested Below



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: LAURA VILLA, AREA AGENCY ON AGING DIRECTOR
DATE: OCTOBER 20, 2022/RESCHEDULED NOVEMBER 10, 2022
SUBJECT: AAA PROGRAM UPDATES

Administrative:

During the AAA director's medical leave, Carrie Gibbons oversaw the AAA responsibilities. Randy Heiss, Chris Vertrees, Diane Becerra, and Dina Curtiss assisted the AAA team with tasks that needed attention at that time. The rest of the office staff were committed to their programs and focused on delivering their services without interruptions. Here is an overview of the actions taken to address those issues and the current status as of the date of this memorandum:

Issue #1:

On August 19, our Santa Cruz County Case Manager (SCC CM) resigned for personal reasons. Despite repeated job postings and interviews, we have been unsuccessful in identifying a suitable candidate. This had left Laura handling the client load for the SCC CM position and her duties as Program Director.

Progress:

We finally recruited a qualified candidate for the SCC CM position. Krystal Montanez, our new Santa Cruz County CM, spent the week of October 10 training at our Bisbee office. Krystal began staffing the Case Management office at the County Complex in Nogales on Monday, October 17. Randy accompanied her on her first day to introduce her to the staff in the Public Fiduciary's office and ensured she had everything she needed to do her job. She is becoming increasingly confident at her new job, and we hope she will stay with us for the long term.

Issue #2:

We also encountered difficulty filling the Bisbee - Naco Case Management position. Those duties are currently handled by Carrie Gibbons on top of many other administrative tasks she is responsible for. Filling different vacant positions was considered a higher priority as Carrie has been handling the Bisbee – Naco caseload for more than a year.

Progress:

Having had no new applications for any Cochise County CM positions (discussed further below), we decided to go back through previous applications that had been overlooked early on in our recruitment efforts. Upon doing so, we found four candidates with the qualifications we were looking for. Interviews were held, and an offer was made to Laura Dunaway, a resident of Bisbee with a Master of Arts in Community Counseling and a Bachelor of Science in Psychology. Laura began her training on Tuesday, November 1, and will take over the Bisbee – Naco caseload once trained. This will enable Carrie to manage some of the Benson CM clients going forward (more on that below).

Issue #3:

As mentioned, to complete the case management transition from Cochise County to the AAA, it was necessary to recruit, orient, train, and equip case managers for Sierra Vista, Benson, Willcox, and Douglas by November 1.

Progress:

- a) *We successfully recruited Seana Riffle to continue performing case management for clients in the Sierra Vista area. Seana came on board on October 31 and will need minimal training as she had already been performing case management for AAA clients in the Sierra Vista area as an employee of Cochise County.*
- b) *Despite considerable recruitment efforts, the existing CM for the Benson area decided not to come on board with SEAGO. We continued to advertise the position and are collecting applications at this time. Meanwhile, Carrie will begin management of those cases, as discussed above. If you know anyone with social services experience who might be interested in this position, please refer them to our website for the job announcement or contact Diane Becerra at dbecerra@seago.org.*
- c) *The existing CM for the Douglas area, Yolanda Thomas, has accepted a temporary employment agreement with SEAGO and came on board with the AAA effective October 31. Yolanda has committed to assist us as a CM until January 31, 2023. In addition, one of the recently interviewed CM candidates is Spanish speaking and has a background in social services, including case management experience. Elda Iniguez has accepted an offer to become our permanent CM for the Douglas area clients. Elda began training on Tuesday, November 1, at our office in Bisbee, and once trained, she will work with Yolanda for the last two weeks of November to familiarize herself with the Douglas area clients. Beginning December 1, Yolanda will shift her efforts toward clients in the Benson and Willcox areas for the remainder of her service with SEAGO. We started advertising for this position the week of October 31. If you know anyone with social services experience who might be interested in this position, please refer them to our website for the job announcement or contact Diane Becerra at dbecerra@seago.org.*

Issue #4:

On August 19, our Health and Nutrition Program Coordinator, Cindy Meyers, resigned to take a higher-paying job.

Progress:

No progress to report at this time. Cindy continues to work with the U of A to advance the READI Meals project as a volunteer for the SEAGO AAA. While this is an important project, it is a much lower priority than recruiting and training employees to fill the vacant CM positions at the AAA. In the meantime, Shi Martin is picking up some of the Health and Nutrition Program duties Cindy had been responsible for.

Issue #5: On September 5, Brenda Schumacher, our Office Specialist, submitted her 2-week notice. After seeing the staffing shortages at AAA, she was willing to defer her start date with her new employer by two weeks to assist in a part-time capacity and ease the work that would have otherwise fallen to other AAA staff. **Progress:**

We interviewed applicants for the position the week of October 3, and our new Office Specialist, Michele Miller, came on board Monday, October 10. As a Certified Municipal Clerk, Michele brings a unique skill set to the AAA regarding records management and open meeting law compliance. We hope she will stay with the AAA for the long term.

Issue #6: As you probably know, Laura Villa requested medical leave. I don't know her condition specifically, but I suspect she was under considerable stress due to all of the abovementioned issues. She initially submitted a doctor's note Tuesday, September 13, requesting leave until Friday, September 16. Then, on the afternoon of the 16th, she presented a formal request for FMLA leave but did not include the medical certification for such leave.

Progress:

Until recently, no one at SEAGO had heard from Laura since her request for FMLA leave. Her doctor has since certified that she could not work until October 28 –six weeks. On October 20, we asked Laura's doctor for a fitness for duty release or another medical certification that additional leave would be required for her to recover fully. On October 25, Laura presented a doctor's note releasing her to return to work on October 31 without restrictions. Thank you for your prayers, and we look forward to welcoming Laura on her return.

Issue #7: In speaking with Carrie, I learned she might need medical leave. It was not expected to be a long-term absence, but we will not know until her doctor's test results return.

Progress: *The test results were encouraging, and it appears Carrie will not need to take medical leave now.*

Issue #8: Karen Enriquez informed me that her husband must undergo medical treatment that will require a lengthy recovery and has requested FMLA leave to care for him. She will be able to work periodically while her husband recovers, and I am optimistic that disruption to the Family Caregiver Support Program will be minimal.

Progress:

Randy met with Karen, and she has done an amazing job of preparing to continue her program activities during her husband's recovery. She is in the process of training two volunteers to carry the program forward while she is gone. Randy provided her with software that will enable her to access her office computer while she is away, and we believe the impact on her program will be minimal. Please keep Karen and her husband in your thoughts and prayers.

Thank you for your patience and understanding while we work to rebuild the AAA. We have accomplished a lot in a very short time, but we will face many future challenges. Please know that we remain committed to minimizing the impact on our elderly and disabled clients and the remaining AAA staff to the maximum extent possible

Case Management:

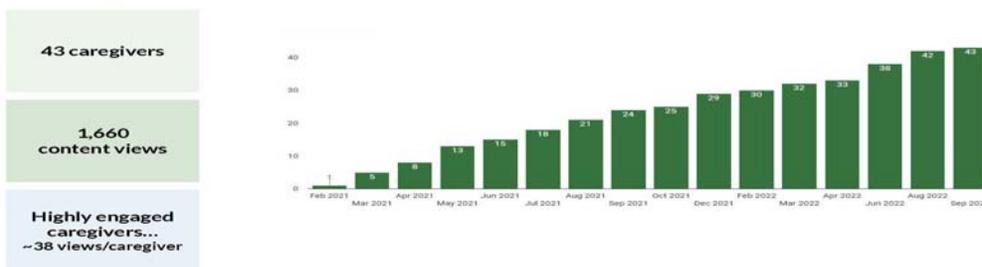
- SEAGO AAA serves 934 clients in case management for home and community-based services. Our 7 case managers, including the case manager coordinator, handle 90 to 150 clients each
- SEAGO AAA continues our progress to bring Case management in-house. Santa Cruz is in-house; in Cochise County, those efforts continue as reported above.
- We are moving towards paperless, and this method makes it easier to reduce the time spent producing copies and benefits from using the electronic cabinet within DAARs.
- Waitlist totals are currently at 42 clients; the goal is to reduce this amount when qualified case managers are ready, and funds are allocated. The numbers below show the current caseloads throughout the region.

Graham County 153 clients 16%, Greenlee County 105 clients 11%, Santa Cruz County 167 clients 18%, Cochise County has 509 clients, 55%

Family Caregiver Support Program: Outreach:

- Continue “Daily Caring” caregiver Facebook posts and utilize local media to expand public awareness, coordinate, organize and publicize FCSP programs and services
- Through participation with the AZ State Steering Committee, support the development or revision of state and local planning that focuses specifically on recognizing, including, and supporting family caregivers of all ages and is aligned with the National Family Caregiving Strategy. On-going participation with the Graham County Alzheimer’s Coalition and AZ Respite Network.
- Expand the use of vetted volunteers and volunteerism to support the FCSP program and family caregivers.
- Trualta Key metrics

Key Metrics



SHIP-SMP

Outreach

- SHIP/SMP currently has three volunteers. SHIP/SMP has onboarded two new volunteers in the training process.
- The monthly beneficiary contact meets a minimum of 44 contacts per month. Out of the 44 beneficiary contact, 85% have been provided education Medicare.gov and created an account.
- SHIP/SMP coordinator and volunteers have been assigned one-on-one Medicare counseling with appointments at partner agency locations though out Region VI; phone call counseling will be available with a scheduled appointment.
- Target at recent outreach and presentation has been focused on promoting Open Enrollment for Medicare, educating on Medicare.gov, and providing fraud and scam trends during Open Enrollment. We promote Open Enrollment throughout Region VI using social media, postcards, and flyers in Spanish and English.
- SHIP/SMP is preparing for Open Enrollment training for volunteers on October 7, 2022. Training will cover the basics of Medicare, Appeals, Savings plans, Extra Help, Fraud and scams, Medicare.gov, and instructions on how to set up Google voice.

To schedule a telephone appointment for assistance with Medicare Issues:

Call: 520-432-2528 ext. 222 Email: shiphelp@seago.org Go to: <https://www.seago.org/state-health-insurance-assistance-program> and fill out a questionnaire or request an appointment online.

Health Promotion and Disease Prevention:

Explore the evidence-based programs on our [Facebook](#) page that are proven to help older adults reduce their risk of falling. You can also visit our [webpage](#) to find a program near you! Check our calendar of events for specific class information, or call (520) 432-2528 to inquire about upcoming classes in your community!

Long Term Care Ombudsman Program:

- The LTC Ombudsman continues to visit Long term care sites and respond to complaints with help from two certified volunteers
- July – 15 AFL Visited, 3 SNF Visited, 169 Consults, 13 Volunteer hours.
- August – 14 ALF Visited, 1 SNF Visited, 161 Consults, 15 Volunteer hours.
- September – 8 ALF Visited, 2 SNF Visited, 72 Consults, 12 Volunteer hours. During September we saw a rapid spread of Covid in the Long term care facilities in Cochise county.

Attachments: None

Action Requested

Information Only

Action Requested Below



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: LAURA VILLA, AREA AGENCY ON AGING DIRECTOR
DATE: OCTOBER 20, 2022/RESCHEDULED NOVEMBER 10, 2022
SUBJECT: GOVERNOR'S ADVISORY COUNCIL ON AGING (GACA)

Description:

Mr. Aguilar will provide the Advisory Council on Aging an update from the previous meeting he participated in.

Action Requested:

Information Only

Action Requested Below