2021-2022
ANNUAL REPORT

SEAGO Area Agency on Aging
Coconino, Graham, Greenlee, Santa Cruz Counties
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Message From the Director

Everything you want is just outside of your comfort zone.

After two years of change and uncertainty, SFY22 brought us time to breathe and allowed us to revert to the norm continuously. As funding from the Covid-19 Act was fully utilized, the American Rescue Plan Act (ARPA) brought our communities relief and made a huge difference in addressing the needs imposed by Covid-19. The ability to avoid long waitlists and completely meet the needs of everyone on our waitlists was a significant achievement for our region. As Covid-19 began to decline with the availability of vaccines, boosters, and increased awareness, our clients were able to reconnect with their friends and families. Furthermore, community members could engage together again without much fear or anxiety for their health. Thus, utilizing transportation services, participation in many of our presentations and events rose.

We are grateful for a group of SEAEAT members who dedicated their time, collaborated, and shared best practices to help educate and raise awareness on elder abuse. The task force formed by our State Health Insurance Program and Long Term Care program is flourishing to be an effective and sustainable resource that helps protect our most vulnerable population and empowers them to respond to scams and other fraudulent activities. Starting in Santa Cruz, the transition of Case Management in-house allowed us to prepare for the next steps to bringing case management in-house to Cochise County. While finding the right person to fill this position was a challenge, the goal of transitioning in-house was positive based on the agency’s expectations. The ability to engage our case managers’ agency, give them the resources and oversee allows the agency to expand case management and provide quality service to our clients. The data shows an increased call volume, resulting in the need to open central intake.

Being part of the 50 years of Senior Nutrition Programs Celebrated throughout the region was an honor. Our partners and staff made this a memorable event; seeing our clients participate in the in-person celebration was emotional and exciting.

As stressful as the pandemic was, losing staff, partners, and colleagues who brought great knowledge and dedication to the Aging network felt like an unfortunate setback. However, I am hopeful that in their hearts, they will continue to be true advocates and voices in their communities. We are fortunate to have brought along new people who are full of ideas; I appreciate the AAA staff for standing strong and showing their true passion for the work they do day by day. Their passion for helping others and going out of their comfort zone to create a stronger and more effective Area Agency on Aging will be felt for years ahead.

Laura Villa
Director
SEAGO Area Agency on Aging
Our Mission & Vision

*The Power of We* boosts the impact we can have on the community. It fuels our ability to continue delivering extraordinary results.

**Mission**

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

**Vision**

SEAGO AAA’s vision is to create age-friendly communities in Southeastern Arizona that encourage and support individuals to live with dignity and choice.
## Financial Overview

### 2021-2022

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older Americans Act</td>
<td>$1,875,359.87</td>
</tr>
<tr>
<td>Social Services Block Grant</td>
<td>$891,973.00</td>
</tr>
<tr>
<td>COVID</td>
<td>$394,947.28</td>
</tr>
<tr>
<td>American Rescue Plan</td>
<td>$1,026,799.13</td>
</tr>
<tr>
<td>Southwest Gas - Health &amp; Nutrition Class Materials (Willcox)</td>
<td>$800.00</td>
</tr>
<tr>
<td>Santa Cruz County In-kind (contributions/donations)</td>
<td>$45,020.00</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>$4,946,582.43</strong></td>
</tr>
</tbody>
</table>

| Total Expenses                                                         | $3,870,646.36    |
Financial Overview
2021-2022

Direct Services

- Administration: 0.44
- Advocacy: 1.84
- LTC Ombudsman: 0.9
- Peer Support: 0.14
- Information & Referral: 0.16
- Caregiver training: 5.54
- Community Education: 1.78
- Outreach: 7.07
- Medicare & Benefits: 0.54
- Health & Wellness: 0.13
- Covid-19 related services: 1.6
- Program Development (SCD): 0.17

Sub-Contracted Services

- Case Management: 14.54
- Home & Adult care W/L: 6.7
- Home & Adult care - HCB: 5.54
- Transportation: 2.25
- Congregate: 0.5
- Adaptive Aid and Home repair: 7.98
- DCW Incentives: 5.81
- COVID-19 related services: 36.39

Common Services:
- 20.30% of Direct Services
- 79.70% of Sub-Contracted Services
Home and Community Based Services

- **67,069** Hours of in home service provided
- **1,472** People served

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

Data totals are composed of services in Cochise, Graham, Greenlee, and Santa Cruz counties.
Region VI Demographics

Total four county region population 221,212.
2020 Land area 13.910.01 square miles

Population, Census, April 1, 2020

Hispanic or Latino, percent

White alone, not Hispanic or Latino, percent

Data totals are composed of 2020 Census Data Cochise, Graham, Greenlee, and Santa Cruz counties.
Region VI Demographics

Persons With a disability, under age 65 years, percent, 2017-2021

Persons in poverty, percent

Population per square mile, 2020

Data totals are composed of 2020 Census Data Cochise, Graham, Greenlee, and Santa Cruz counties.
State Health Insurance and Senior Medicare Patrol Programs

The State Health Insurance Assistance Program, or SHIP, is a program that offers local one-on-one counseling and assistance to people with Medicare, and their families. The SHIP SMP Coordinator and Volunteer Counselors offer information, counseling, and assistance to Medicare beneficiaries on a wide range of Medicare, Medicaid, and Medigap matters, including enrollment in Medicare prescription drug plans, Medicare Advantage options, long-term care insurance, claims, and billing problem resolution, information and referral on public benefit programs for those with limited income and assets, and other health insurance benefit information.

In addition, our counselor also supports efforts to inform Medicare beneficiaries about fraud and abuse.

- **2,285 Hours** Medicare Counseling
- **2,133 Hours** Scam Jams and Medicare Workshops
- **2,016 People** Seniors helped Via Counseling, Scam Jams, and Workshops

Data totals are composed of services in Cochise, Graham, Greenlee, and Santa Cruz counties.
Long-Term Care Ombudsman Program

Long-Term Care Ombudsman program has trained and certified volunteers who visit licensed nursing homes and assisted living facilities to advocate for residents in a variety of ways. These can include regular visits with residents, investigation of complaints by residents or their family members, education about residents’ rights, information and referral services, and attendance at resident council meetings. Services are at no cost to the resident and confidential. Volunteers work to improve the quality of life for local residents in nursing homes and assisted living facilities.

23 Long-term care and Assisted living Facilities

802 Residents/Beds

6 Resident complaints processed by Ombudsman

Data totals are composed of services in Cochise, Graham, Greenlee, and Santa Cruz counties.
Southeastern Arizona Elder Abuse Task Force

The State Health Insurance Assistance Program, and Long Term Care Ombudsman Program joined forces to create the Southeastern Arizona Elder Abuse Task Force or SEAEAT in order to educate, prevent, and identify Elder Abuse in Southeastern Arizona. The Taskforce is made up of professionals in the field of aging and volunteers from Cochise, Graham, Greenlee, and Santa Cruz Counties.

Our Mission
SEAEAT works with Communities throughout Southeastern Arizona to educate on prevention, identify active abuse and supply resources for victim support.

Outcome
In 2020
SEAEAT began with three partners.
SEAGO AAA, Banner Health, and Haven Health

Growth 2022
SEAEAT has built partnerships with approximately 22 entities
Long Term Ombudsmen, State Health Insurance Program, Senior Medicare Patrol, Banner Health, Haven Health, SEAGO-AAA, Salvation Army, Wells Fargo, Social Security, Fire Departments, APS, and Public Fiduciary

OUTREACH
2020 - 2022
Outreach has increased by 200% in Region VI.
2022 World Elder Abuse Awareness Month was celebrated in three counties.

Data totals are composed of services in Cochise, Graham, Greenlee, and Santa Cruz counties.
Southeastern Arizona Elder Abuse Task Force

SEAGO Area Agency on Aging works to bring awareness of Elder Abuse to our region. SEAEAT, Partners came together to host three successful elder abuse awareness events. All three events had speakers from Adult Protective Services, the Public Fiduciary's office, and Long term Ombudsman program. We had many vendors giving support and information to the community and residents. In Safford, Sierra Vista, and Nogales, a balloon release helped create awareness.

On June 15, stand up for the rights of older adults.

Data totals are composed of services in Cochise, Graham, Greenlee, and Santa Cruz counties.
Health Promotion and Disease Prevention Program assists in developing and implementing a plan for providing evidence-based health promotion and disease prevention programs in the four-county region. In 20-21, classes for Tai Chi for Arthritis and Falls Prevention, A Matter of Balance for Falls Prevention, and the Chronic Disease Self-Management program returned to in-person venues. Every second of every day, an older adult falls. One in four senior adults reports falling. According to the CDC, every 20 minutes, an older adult dies from a fall in the United States.

80 Classes
507 Participants

Data totals are composed of services in Cochise, Graham, Greenlee, and Santa Cruz counties.
Maintaining the health and well-being of caregivers is an important priority of the SEAGO AAA. Through the National Family Caregiver Support Program, we provide information to caregivers about available services, assist caregivers in gaining access to those services, provide individual counseling, and organize support groups, caregiver training, respite care, and other supplemental services.

- **407** Hours of Caregiver training provided to **59** participants
- **42** In-person outreach/community Education events with **735** participants
- **425** Virtual outreach and community education events with **27,664** participants
- **61** Hours of Peer Counseling Support Group
- **174** Participants
- **4,029** Hours of Respite service
- **60** Clients Served

Data totals are composed of services in Cochise, Graham, Greenlee, and Santa Cruz counties.
Case Management

Our Case managers assist individuals, and their families in identifying their functional needs and the appropriate services available. Case management assists individuals in gaining access to services by providing information, making referrals to other agencies, being an advocate, or helping in the application process.

Case Managed Clients Served

Client Household Composition by percent

- Lives Alone: 58.2%
- With Domestic Partner or Spouse: 24.2%
- With Non-Relative(s): 10.2%
- With Other Relative(s): 15.4%
- Lives Alone: 56.1%
- With Domestic Partner or Spouse: 18.4%
- With Non-Relative(s): 10.2%
- With Other Relative(s): 2.2%

Client Case load by County

- Cochise:  56.1%
- Graham:  18.4%
- Greenlee: 10.2%
- Santa Cruz: 15.3%
Information & Referral/Central Intake

Top 3 Ways I&R Received

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>72.7%</td>
</tr>
<tr>
<td>Email</td>
<td>23.9%</td>
</tr>
<tr>
<td>In-Person</td>
<td>1%</td>
</tr>
</tbody>
</table>

I&R Calls Per SFY

<table>
<thead>
<tr>
<th>SFY</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>19-20</td>
<td>532</td>
</tr>
<tr>
<td>20-21</td>
<td>1,157</td>
</tr>
<tr>
<td>21-22</td>
<td>1,531</td>
</tr>
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</table>

THE BREAKDOWN

<table>
<thead>
<tr>
<th>Method</th>
<th>19-20</th>
<th>20-21</th>
<th>21-22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>91.1%</td>
<td>97.4%</td>
<td>98%</td>
</tr>
<tr>
<td>Email</td>
<td>1.6%</td>
<td>0.7%</td>
<td>1.5%</td>
</tr>
<tr>
<td>In-Person</td>
<td>6.9%</td>
<td>1.9%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

Types of Callers

<table>
<thead>
<tr>
<th>Category</th>
<th>19-20</th>
<th>20-21</th>
<th>21-22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency/Professional</td>
<td>4.7%</td>
<td>5.3%</td>
<td>6%</td>
</tr>
<tr>
<td>Person over 60</td>
<td>82.1%</td>
<td>82%</td>
<td>81.6%</td>
</tr>
<tr>
<td>Caregiver/Family Member</td>
<td>8.7%</td>
<td>9.1%</td>
<td>9.5%</td>
</tr>
</tbody>
</table>

Data totals are composed of services in Cochise, Graham, Greenlee, and Santa Cruz counties.
Volunteers

SEAGO AAA Volunteers provide Medicare Counseling, Pinkie’s Up Peer Counseling, Visit Long-term care residents, Teach A Matter of Balance classes, and Tai Chi classes. They also guide us through our Advisory Council on Aging. Each volunteer helps us reach out to more people in our communities. They truly make a difference in the lives they touch with their kindness.

Ann Peschka
Arnold Lopez
Beverly Jackson
Bill Peschka
Bob Rivera
Carolyn Fiolek-Wilson
Chris Vaughn
David Morse
Debra Smith

Jaime Aguilar
Jayne Hancox
Kathy Spangler
Kim Gill
Kim Jackson
Laura Lindsey
Laurie Lewis
Leslie Lambert
Lisa Lane

Delcia Acosta
Denise Wilson (Lucy)
Diane Shell
Dr. Arnoldo Montiel
Eva T. McElroy
Fran Mattera
Frank Montoya
Gary Clark

Margret Person
Monica Romero
Ramona MacMurtie
Richard Ohnstad
Sandie Boyer
Sue L Baz
Susan M, Lange
Valadee Crotts

Data totals are composed of services in Cochise, Graham, Greenlee, and Santa Cruz counties.
SEAGO-AAA Meals Program provides home delivered meals, Congregate meals, and other nutrition services to older adults 60 and over, their family caregivers, and disabled adults. Congregate Meals offer healthy meals, social engagement, and access to community resources.

1,303,072 Meals Provided from 2013-2022

Douglas ARC
610 9th Street
Douglas, AZ
Tel: 520.364.7473

Safford Senior Center
822 Main Street
Safford, AZ
Tel: 928.428.4328

Santa Cruz Council on Aging
125 E. Madison St #4
Nogales, AZ
Tel: 520.287.7422

Senior Citizens of Patagonia
100 Quiroga Lane
Patagonia, AZ
Tel: 520.394.2494

Tombstone Senior Center
507 East Toughnut
Tombstone, AZ
Tel: 520.457.2525

Clifton Senior Center
104 4th Street
Clifton, AZ
Tel: 928.865.5240

Duncan Senior Center
235 High Street
Duncan, AZ
Tel: 928.865.5240

Data totals are composed of services in Cochise, Graham, Greenlee, and Santa Cruz counties.
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Contact Us

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