



# 2021-2022 ANNUAL REPORT



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



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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

<b>Revenue</b>	<b>\$4,946,582.43</b>
Older Americans Act	<b>\$1,875,359.87</b>
Social Services Block Grant	<b>\$891,973.00</b>
COVID	<b>\$394,947.28</b>
American Rescue Plan	<b>\$1,026,799.13</b>
Southwest Gas -Health & Nutrition Class Materials (Willcox)	<b>\$800.00</b>
Santa Cruz County In-kind (contributions/donations)	<b>\$45,020.00</b>



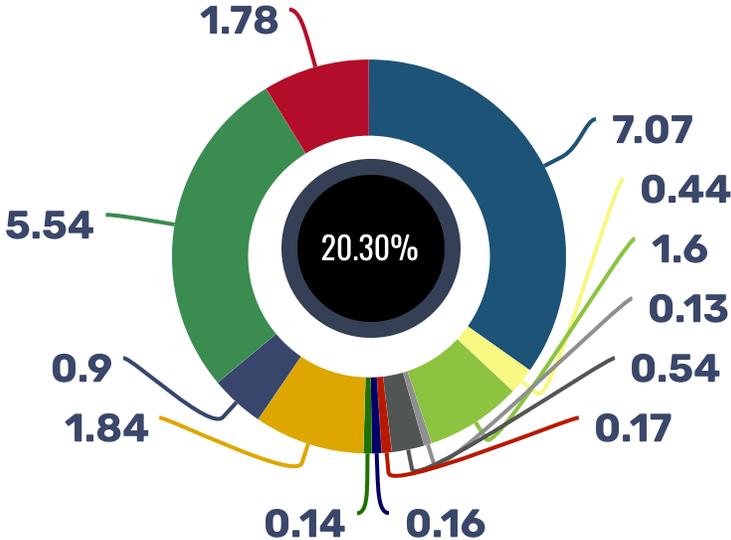
**Total Revenues**  
**\$4,946,582.43**

**Total Expenses**  
**\$3,870,646.36**



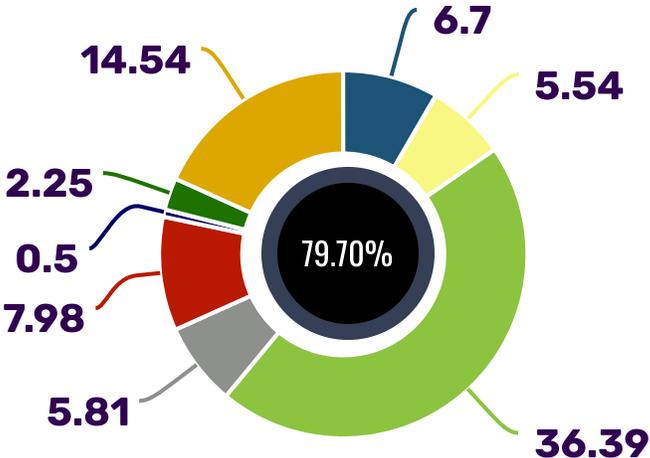
# Financial Overview 2021-2022

## Direct Services



- Administration    ● Advocacy    ● LTC Ombudsman    ● Peer Support    ● Information & Referral
- Caregiver training    ● Community Education    ● Outreach    ● Medicare & Benefits
- Health & Wellness    ● Covid-19 related services    ● Program Development(SCD)

## Sub-Contracted Services



- Case Management    ● Home & Adult care W/L    ● Home & Adult care -HCB
- Transportation    ● Congregate    ● Adaptive Aid and Home repair    ● DCW Incentives
- COVID-19 related services



# Home and Community Based Services

 **\$2,997,855.27**

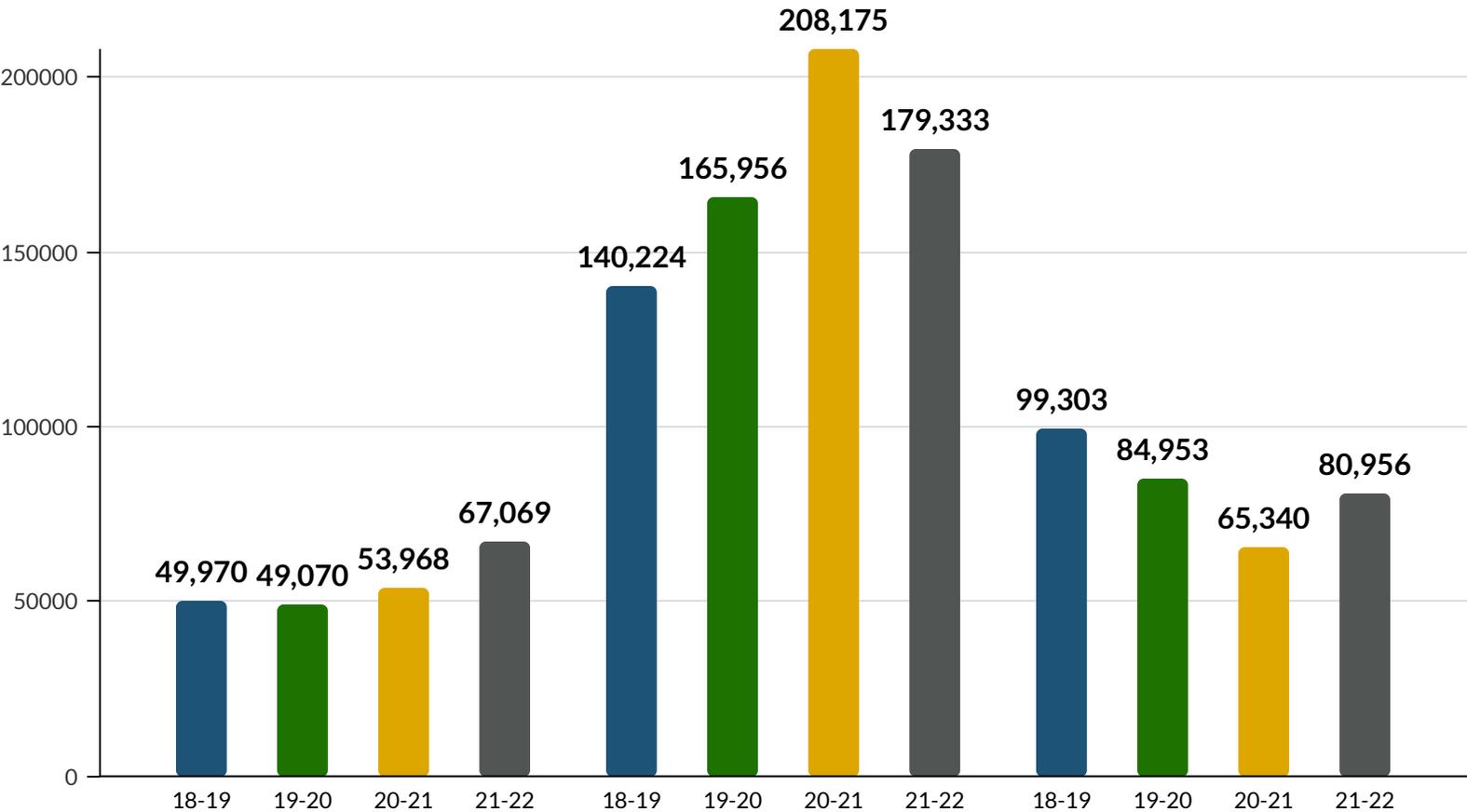


**67,069**

Hours of in home service provided

**1,472**

People served



In Home Service



Meals Provided



Transportation



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

# Home and Community Based Services



**53,968**

Attendant Care  
hours

**1,448**

Clients Served



**8,648**

Case Management  
hours

**1,472**

Clients Served



**179,333**

Meals Provided

**2,194**

Clients Served

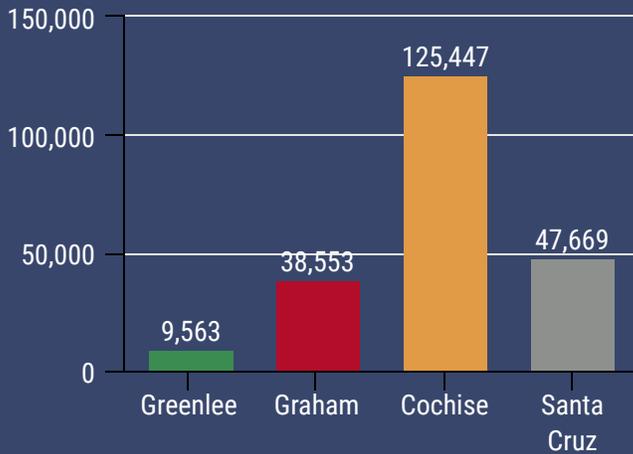
SEAGO Area Agency on Aging serves people who are age 60 and over, their family caregivers, and disabled adults in Cochise, Graham, Greenlee, and Santa Cruz Counties. We provide information and assistance in accessing services that help older adults stay in their own homes and communities. The goal of 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.



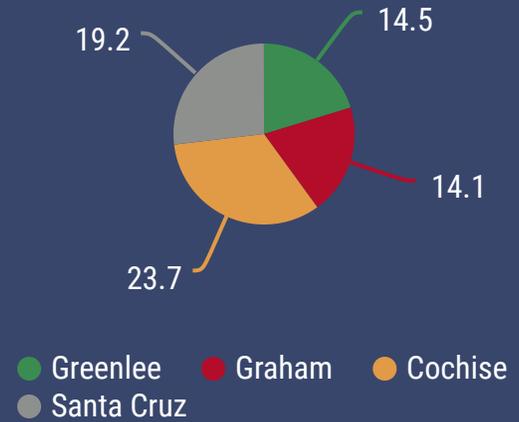
# Region VI Demographics

Total four county region population 221,212.

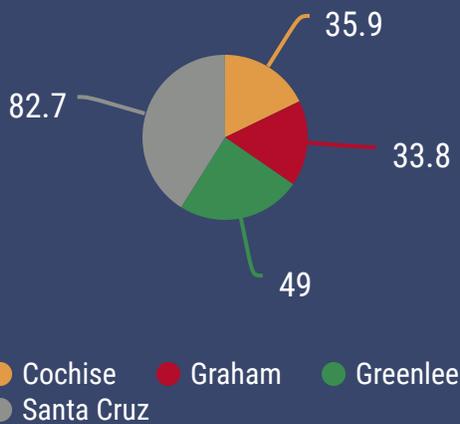
2020 Land area 13,910.01 square miles



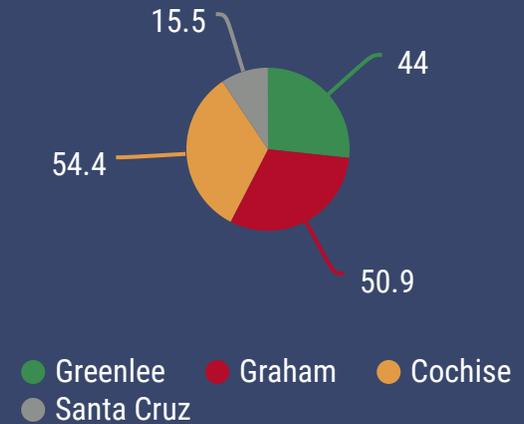
**Population, Census,  
April 1, 2020**



**Persons 65 years  
and over, percent**



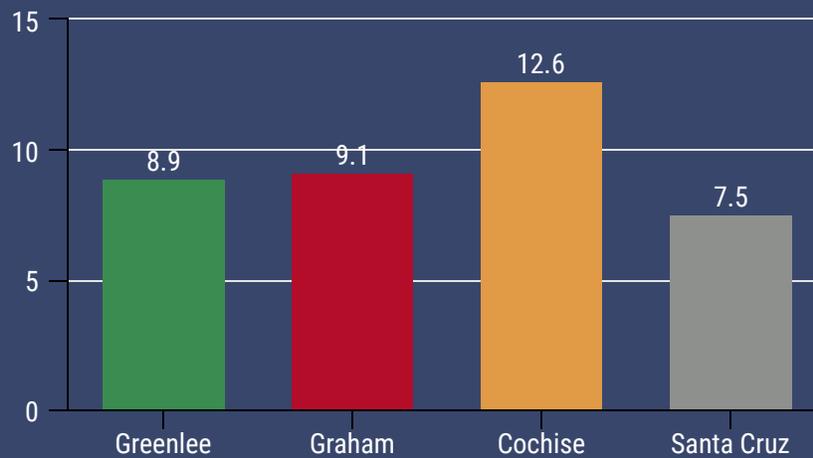
**Hispanic or Latino, percent**



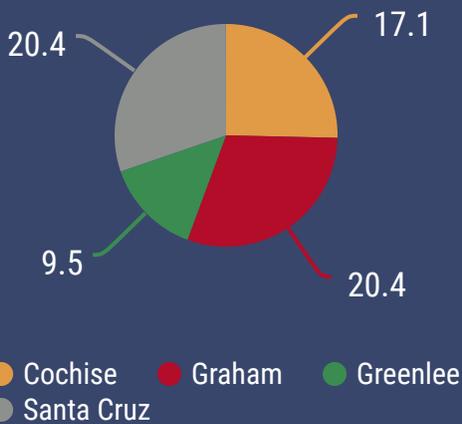
**White alone, not Hispanic or  
Latino, percent**



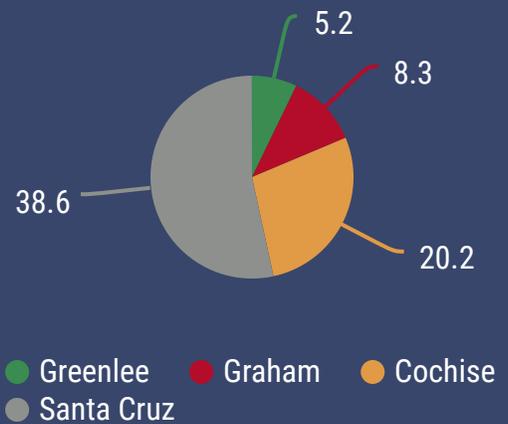
# Region VI Demographics



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



Persons in poverty, percent



Population per square mile, 2020



# 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



**SHIP**

State Health Insurance Assistance Program

Navigating Medicare



**SMP**

Senior Medicare Patrol

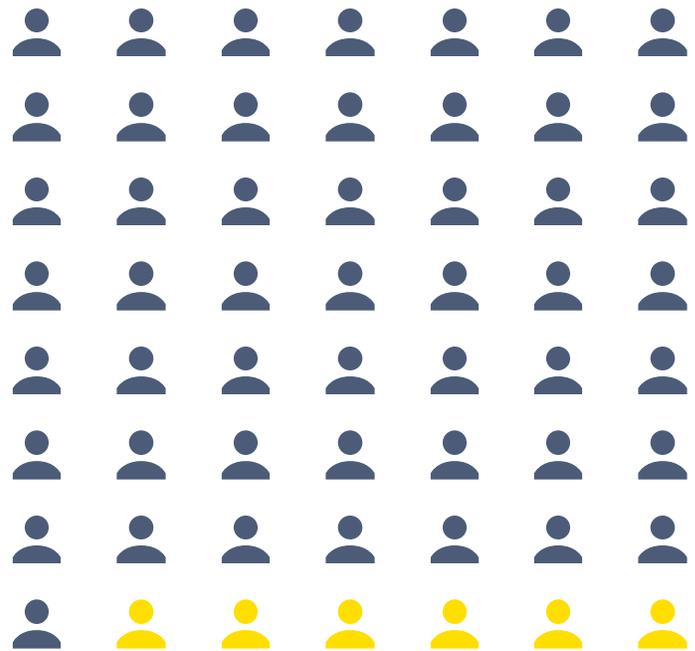
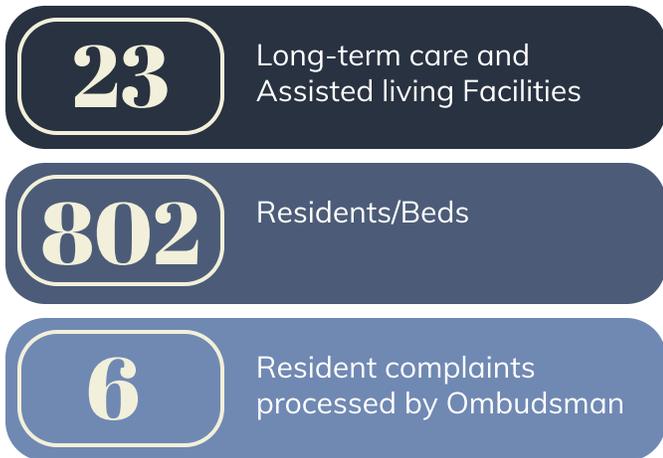
Preventing Medicare Fraud



# 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.



ARIZONA LONG-TERM CARE  
**OMBUDSMAN**  
*Advocating for Your Rights*

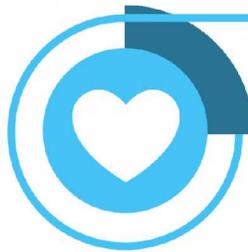


# Southeastern Arizona Elder Abuse Task Force

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.



**CHOOSE TO REFUSE ELDER ABUSE**



## 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



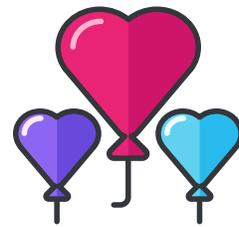
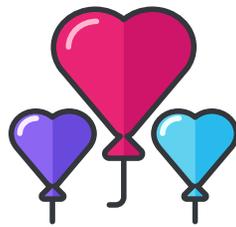
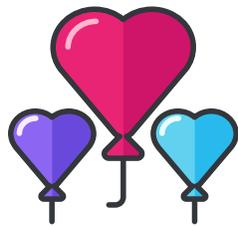
## OUTREACH

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



# 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.



**WORLD ELDER ABUSE  
AWARENESS DAY  
2022**  
Rights Don't Get Old

#RightsDoNotGetOld #WEAAD2022



# Health Promotion & Disease Prevention

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



MANAGING CONCERNS ABOUT FALLS



507 Participants



# Family Caregiver Support Program

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

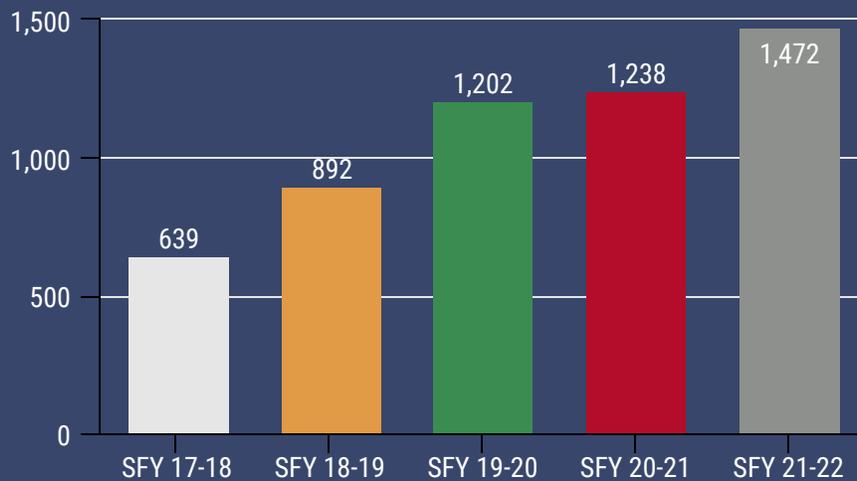
60

Clients Served

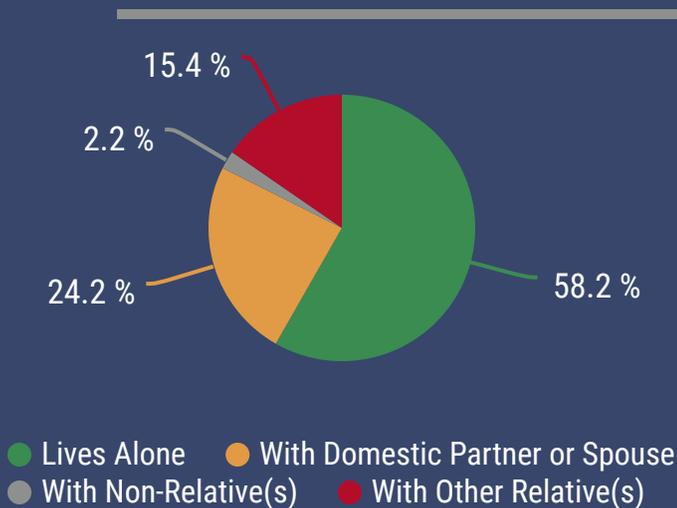


# Case Management

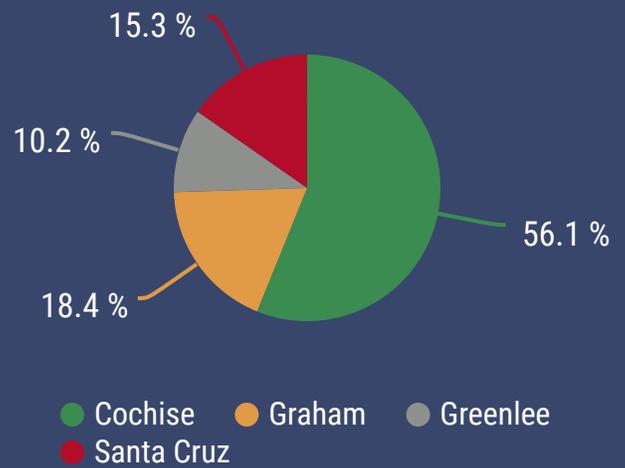
Our Case managers assist individuals, and their families in identifying their functional needs and the appropriate services available. Case management assists individuals in gaining access to services by providing information, making referrals to other agencies, being an advocate, or helping in the application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



## Case Managed Clients Served



**Client Household Composition by percent**



**Client Case load by County**



# Information & Referral/Central Intake

## Top 3 Ways I&R Received



**Phone**  
72.7%

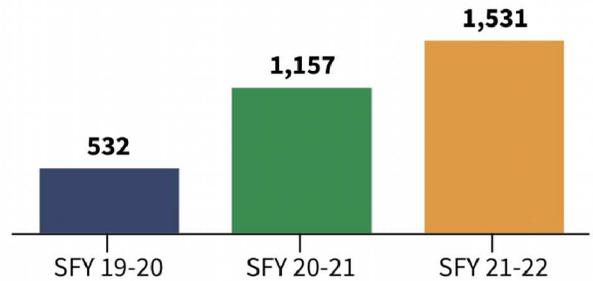


**Email**  
23.9%



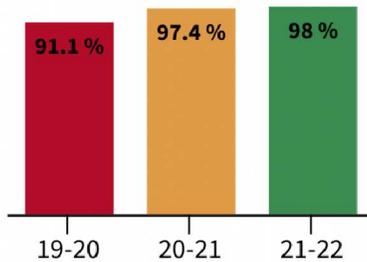
**In-Person**  
1%

## I&R Calls Per SFY

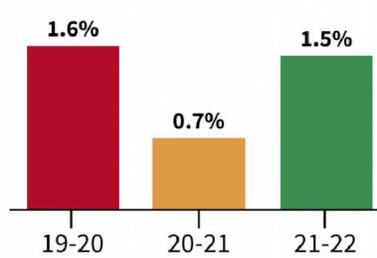


## THE BREAKDOWN

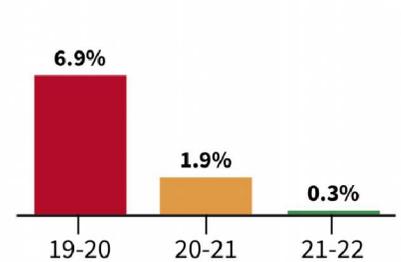
### Phone



### Email

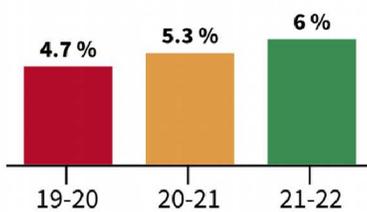


### In-Person

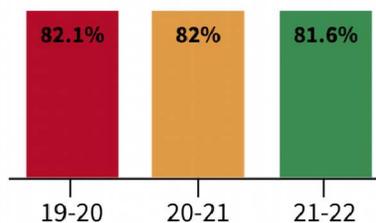


## Types of Callers

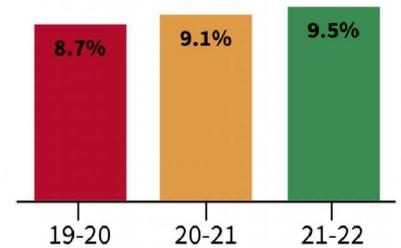
### Agency/Professional



### Person over 60



### Caregiver/Family Member



# 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. Arnaldo 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 Crofts





# 50 Years

Celebrating 50 Years of Senior Nutrition Program

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



# Your Area Agency on Aging



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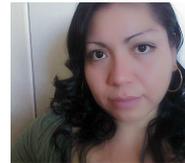
**Shi Martin**  
Long-Term care  
Ombudsman  
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**Vacant**  
Health Promotion and  
Disease Prevention  
Coordinator



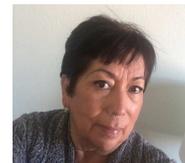
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<https://www.seago.org/area-agency-on-aging>



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SEAGO Area Agency on Aging Region VI Annual Report  
State Fiscal Year 2021-2022