

SEAGO

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

DATE: Thursday, January 18, 2024

TIME: 10:00 A.M. – 12:00 P.M.

In-person @

United Methodist Church 124 South Curtis Ave. Willcox, Arizona 85643

or

Join Zoom Meeting

<https://us02web.zoom.us/j/81909945164?pwd=aXNGT0dXWWY3MUQ3T1ZZT2NwZzdIQOT09>

Meeting ID: 819 0994 5164

Passcode: 173445

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AGENDA

I	CALL TO ORDER/PLEDGE ALLEGIANCE/INTRODUCTIONS	FRANK MONTOYA	
	Presentation: OLDER AMERICANS MONTH	ELSA CENTANO	2
II	ACTION ITEMS		
	1. Approval of the October 19, 2024 minutes**	FRANK MONTOYA	3
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III	INFORMATION ITEMS		
	1. NEW AAA PROGRAM DIRECTOR	CARRIE GIBBONS	7
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	2. SEAGO-AAA Program Updates	CARRIE GIBBONS	9
	3. Area Plan On Aging updates	CARRIE GIBBONS	11
IV	MEMBER/STAFF INFORMATION EXCHANGE	FRANK MONTOYA	
V	SCHEDULE OF NEXT MEETING April 18, 2024 <i>(third Thursday of the quarter)</i>	FRANK MONTOYA	
VI	ADJOURNMENT	FRANK MONTOYA	

***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 to request such accommodations.



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: ELSA CENTENO, AAA SHIP SMP COORDINATOR
DATE: JANUARY 18, 2024
SUBJECT: OLDER AMERICANS MONTH REQUEST

Established in 1963, Older Americans Month (OAM) is celebrated every May. OAM is a time for us to acknowledge the contributions and achievements of older Americans, highlight important trends, and strengthen our commitment to honoring our older citizens.

This May, join us as we recognize this years OAM Heros.

Attachments:

Action Requested

Information Only

Action Requested Below

Meeting Minutes
SEAGO Area Agency on Aging, Region VI
ADVISORY COUNCIL ON AGING

Thursday, October 19, 2023

10:00 am – 12:00 pm.

United Methodist Church 124 South Curtis Ave.
Willcox, Arizona 85643

MEMBERS PRESENT:

Arnold Lopez, Vice President
Susan Lange, Patagonia
Jaime Aguilar, Greenlee County
Bob Rivera, Thatcher
Ricardo Martinez, Santa Crus County
Jayne Hancox, Willcox
Gary Clark, Douglas
Sue Baz, Tombstone

Lisa Lane, Graham County - Zoom
Kim Jackson, Huachuca City - Zoom
Kathy Spangler, Benson Phone

MEMBERS NOT PRESENT:

Kim Gill, Cochise County
Eva McElroy, Sierra Vista
Frank Montoya, Clifton
Valadee Crotts, Duncan

GUESTS PRESENT:

Stephanie Estrada, SEACUS - phone
Lupita Gonzalez, SEAHEC - Zoom

STAFF PRESENT:

Carrie Gibbons, Deputy Program Director
Michele Miller, Office Specialist
Seana Riffle, Case Manager Coordinator
Krystal Montanez, Santa Cruz Case
Manager

Julie Cresswell, Health & Nutrition
Program Coordinator
Laura Villa, AAA Program Director
Ramona MacMurtrie, Central Intake

I CALL TO ORDER/PLEDGE ALLEGIANCE/INTRODUCTIONS

Vice President Arnold Lopez called the meeting to order at 10:00 am.

Members recited the Pledge of Allegiance.

Michele Miller called roll.

Laura Villa introduced Julie Cresswell, Health and Nutrition Program Coordinator II, to the ACOA Board members.

SEAHEC COVID-19 Vaccine access

Lupita Gonzalez gave a PowerPoint presentation on SEAHEC's two-year collaboration with SEAGO Grant money to successfully promote health education and information to Graham, Greenlee, Cochise, and Santa Cruz County citizens.

SEAGO-AAA Central Intake

Ramona MacMurtrie, AAA Central Intake, reviewed the intake process when someone is

referred to the Area Agency on Aging.

II ACTION ITEMS

1. Approval of the July 20, 2023 minutes

Gary Clark moved to approve the July 20, 2023 meeting minutes, and Jaime Aguilar seconded. The motion passes unanimously by those present.

2. Open floor for nominations to vacant seats

Director Villa stated there are currently two (2) vacant seats on the ACOA. The current vacancies are for the City of Bisbee, Cochise County, and the Town of Pima in Graham County. There are currently no nominations to be made.

Vice President Lopez encouraged the AAA Board to promote the vacancies and to fill the positions.

III INFORMATION ITEMS

A. SFY24 Allocations

1. Alerts

a. ALERT_07.17.23_SF2024

b. AAA 8-10-23 Housing Plan Alert

c. 8-Alert_8_15_2023

B. ISB distribution

Director Villa reviewed the ISB distribution and DES Alerts provided in the October AAA Packet.

C. Area Plan On Aging First Quarter Update

The SFY24/28 Area Plan on Aging outlined Five Goals, 15 Objectives, and 44 Action steps to achieve the outcome during the upcoming four years. With this new report, the ACOA will receive quarterly updates on the accomplishments of the program coordinators and the AAA. The ACOA packet has a brief update from each program highlighting at least three action steps toward meeting their goals and objectives. The objective is to provide information, assisting you to understand that the AAA is moving in the right direction. At the end of the fiscal year, we will provide you with the entire AP template showing each program for the year. You will have the opportunity to comment and request changes for the following year if needed.

D. SEAGO-AAA Program Updates

Director Villa updated the ACOA Board on the events at the AAA for the past 3 months, as outlined in the packet.

Director Villa announced her resignation as Director of the AAA. Her last day is October 19, 2023.

She thanked the ACOA Board for the years of learning and accomplishments. She is grateful for the time spent with the ACOA Board, clients, and AAA staff.

IV MEMBER/STAFF INFORMATION EXCHANGE

Kathy Spangler, nothing to report.

Seana Riffle, Case Manager Coordinator, reported working with her clients and Benson Case Manager Lori West.

Lori West Casemanager is enjoying working with her clients and learning case management.

Lisa Lane stated the annual resource fair in Safford is coming up on November 17, 2023. She

reported that there are many jobs available in Safford.

Kim Jackson reminded everyone that Medicare open enrollment is going on. She is a volunteer again this year, and she encouraged everyone to get a review of their insurance. She encouraged all attending to tell everyone they know to call AAA and schedule an appointment to review their Medicare plan.

Krystal Montanez, Case Manager, is meeting with a Santa Cruz transportation service and visiting local health clinics.

Ramona MacMurtrie, AAA Central Intake, reminded everyone that there are new Medicare plans and benefits this year. A twenty-minute call with a Medicare volunteer to review their policy can save money for clients by helping them choose the best plan for them.

Sue Lange stated the Patagonia Senior Center is doing well; there are many programs at the senior center. The area's population is changing, rents and prices of housing have tripled, and it is becoming a problem.

Sue Baz is working on next year's spring health fair, Healthy Tombstone. The Tombstone Senior Center is thriving.

Jayne Hancock stated the Willcox Senior Center hosts weekly art classes and movie days. They have the same people showing up every day to play cards. They are buying lunches from the local hospital because they are affordable. Her mother passed, and she is in the process of moving.

Gary Clark, the Douglas American Legion Post 11, hosted a health and wellness event, and approximately 100 veterans, primarily seniors, participated. Douglas is bringing back the Special Olympics. Most of the athletes are now older, so some of the games have changed to accommodate that. He stressed the importance of moving your body as we age.

Bob Rivera, the Lions Club in Safford, is hosting a field of honor with approximately 500 US flags purchased and displayed on the city hall lawn. This is their way of honoring all veterans, current and past. Safford also has a parade on Veterans Day.

Jaime Aguilar asked the ACOA Board to pray for President Frank Montoya. He had surgery, and his wife broke her foot. He spoke of Laura Villa's accomplishments and leadership of AAA during her tenure. He thanked Villa for her dedication to her job, staff and clients.

Ricky Martinez thanked Director Villa for her commitment to older adults. A new DES department has opened, and there are client resources, so he will contact SEAGO to discuss resources.

Arnold Lopez stated Safford has a sister city, Cananea, Sonora, Mexico. He updated efforts by Lisa Lane for the elderly veterans and Apache reservation. The Town of Safford will host the Pumpkin and Harvest Fest in October. They collect donations for the Give from the Heart Program, which assists the elderly with their utilities.

V SCHEDULE OF NEXT MEETING JANUARY 18, 2024

VI ADJOURNMENT

Jaime Aguilar moved to adjourn the quarterly meeting of the Advisory Council on Aging at noon. **Bob Rivera** seconded the motion. Motion passed by all those members present. Meeting adjourned.



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: CARRIE GIBBONS, AREA AGENCY ON AGING DEPUTY PROGRAM DIRECTOR
DATE: JANUARY 18, 2024
SUBJECT: NOMINATIONS TO VACANT SEATS

The Advisory Council on Aging's (ACOA) revised bylaws dated November 20, 2015, 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 that 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 that members appointed by the SEAGO Executive Board shall serve three years (3). Each member shall be limited to two (2) consecutive terms. However, a previous member can be reappointed if a vacancy cannot be filled in 90 days. The Advisory Council on Aging may submit a member to the Executive Board for reappointment for an additional term.

There are currently two (2) vacant seats, and members are selected to represent incorporated cities, towns, and the unincorporated portions of each county. The current vacancies apply to Cochise County, the City of Bisbee, and Graham County, the Town of Pima.

Nominated representatives will commence their term on the date once approved and appointed by the SEAGO Executive Board, scheduled for **February 23, 2024**. There are currently no nominations to be made.

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: CARRIE GIBBONS, AREA AGENCY ON AGING DEPUTY DIRECTOR
DATE: JANUARY 18, 2024
SUBJECT: NEW AAA PROGRAM DIRECTOR

SEAGO Area on Aging is pleased to have Celeste Vasquez as our new Program Director. With us, you can lead a team of enthusiasts who are always willing to learn more and offer their best. We look forward to building and developing our professional relationship as we navigate towards future success.

Attachments: Celeste Vasquez BIO

Action Requested

Information Only

Action Requested Below

WELCOME TO THE TEAM



Celeste Vasquez
Program Director, Area Agency
on Aging

Email: CVASQUEZ@SEAGO.ORG
Office: 520-432-2528
Cell: 520-366-6424



My name is Maria Celeste Vasquez. I was born and raised in Douglas, Arizona. I was a graduating junior from Douglas High School for the class of 2000, attended Cochise College and Western Governors University where I was pursuing my Bachelors in Business Management. My goal is to return to school in the next year and complete that degree. I am a medical assistant by training and became a National Registered Certified Medical Assistant in 2018. I have been married for 25 years and have four daughters ages 26, 21, 12 and 10. I enjoy spending time outdoors with my family and our three dogs. I love to read, my favorite author is Patrick Lencioni.

I have been lucky enough to always work in a setting where I am able to give back to my community. I have over 22 years of clinical experience, 15 of those include senior leadership of a non-profit federally qualified health center, grant management and organizational development experience. I worked for Chiricahua Community Health Centers for nearly 20 years, most recently managing over 120 of the 300 employees.

I am very excited to come to SEAGO and continue to provide services to the community I dearly care for. I have cared for my grandparents, and my own mother now, and know the struggles our community faces. Being able to expand my knowledge to assist more than just Cochise County has been a long time goal, and being the Program Director for AAA will give me this opportunity.



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: CARRIE GIBBONS, AREA AGENCY ON AGING DEPUTY DIRECTOR
DATE: JANUARY 18, 2024
SUBJECT: AAA PROGRAM UPDATES

Administrative:

At the beginning of SFY24, SEAGO began the process of a **Compensation Study** and subcontracted with HR KNOW to complete the study. With the result of this study, The SEAGO Executive Director and the Finance Manager suggest adjustments to the HR KNOW study that will be used to establish a Classification and Compensation Plan that reflects compensation levels between the minimum and mid-range salary for all current positions with due consideration of Fiscal Year 2024 budget.

After much effort, time invested, and recruitment, we have **NO** vacant positions at the AAA, All Case manager positions have now been filled with the return of previous Cochise County case manager **Shirley Thomas** on 12/18. Shirley will be handling the Bisbee/ Naco Caseload. SEAGO AAA will also has a new Program Director. **Celeste Vasquez** Joined us on 1/8. We are looking forward to the new leadership will bring to our region.

CMG-SFY24 Reduction Notice Update: In August, a letter was sent to our home and community-based clients, informing them of the utilization of the additional funds we were issued during COVID. SEAGO AAA **has exhausted all of these (AARP) additional funds**, and our Case managers have been reevaluating client services and making reductions to authorized service hours and or closing services for those that no longer qualify since the expanded Pandemic parameters have ended.

- By prioritizing those in the greatest need, Case Managers completed this process at the end of November.
- Case managers closed 106 clients who no longer qualified for AAA services or were eligible for other resources. This brought us from 461 clients enrolled in Attendant care to 355 clients currently enrolled.
- This also changes our Unit utilization from 4,521 units to 2,507 monthly.

The next steps are for us to take at our current available funding and work towards moving clients off the waitlist and into active services.

SB1720 Housing funds: One of Our main goals at the SEAGO AAA is to help seniors stay in their homes as long and as safe as possible. **SEAGO AAA has received funding (\$240,000) to assist people aged 60+ and the disabled with Home repair, rental assistance, Mortgage assistance,**

utility assistance, move-in/out costs, and more. We have established MOUs with multiple community partners.

- **SEACUS**-who will be collaborating with St. Vincent DePaul Graham and Greenlee County
 - Home repair/Adaptive aids
 - Rental, Mortgage, and Utility Assistance
- **Direct center for independent living**- which will be serving all 4 counties in our region
 - Home repair/Adaptive aids
- **Step-Up Bisbee** to provide Home repair in the Bisbee/Naco area in Cochise County.
 - Home repair/Adaptive aids

With guidance and criteria set by DAAS, Seago AAA has written policies and procedures for the program, with our central intake team being the point of contact for these services and assisting with the eligibility screening process. Our next step is educating the community partners on the processes for reporting and billing.

Attachments:

Action Requested

Information Only

Action Requested Below



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: CARRIE GIBBONS, AREA AGENCY ON AGING DEPUTY DIRECTOR
DATE: JANUARY 18, 2024
SUBJECT: AREA PLAN ON AGING SECOND QUARTER UPDATE

Description:

The SFY24/28 Area Plan on Aging focuses on **Five Goals, 15 Objectives, and 44 Action steps** in meeting the outcome for these four years. In this process, the ACOA will receive quarterly updates on a few accomplishments each program coordinator and AAA Admin is working towards achieving. In your packet, you will find a brief update from each program that highlights at least three action steps toward meeting the goal and its objective. The overall goal is that you are given enough information to help you understand that the AAA is moving in the right direction. At the end of the fiscal year, we will provide you with the entire AP template showing each area for the year. You will have the opportunity to comment and request changes for the following year if needed.

A summary of the following program updates are as follows:

Admin Updates
Health Promotion and Disease Prevention Program
Family Caregiver Support Program
State Health Insurance and Senior Medicare Patrol
Long Term Care Ombudsman
Case Management and Central Intake

Attachments: Area Plan Updates-slides

Action Requested

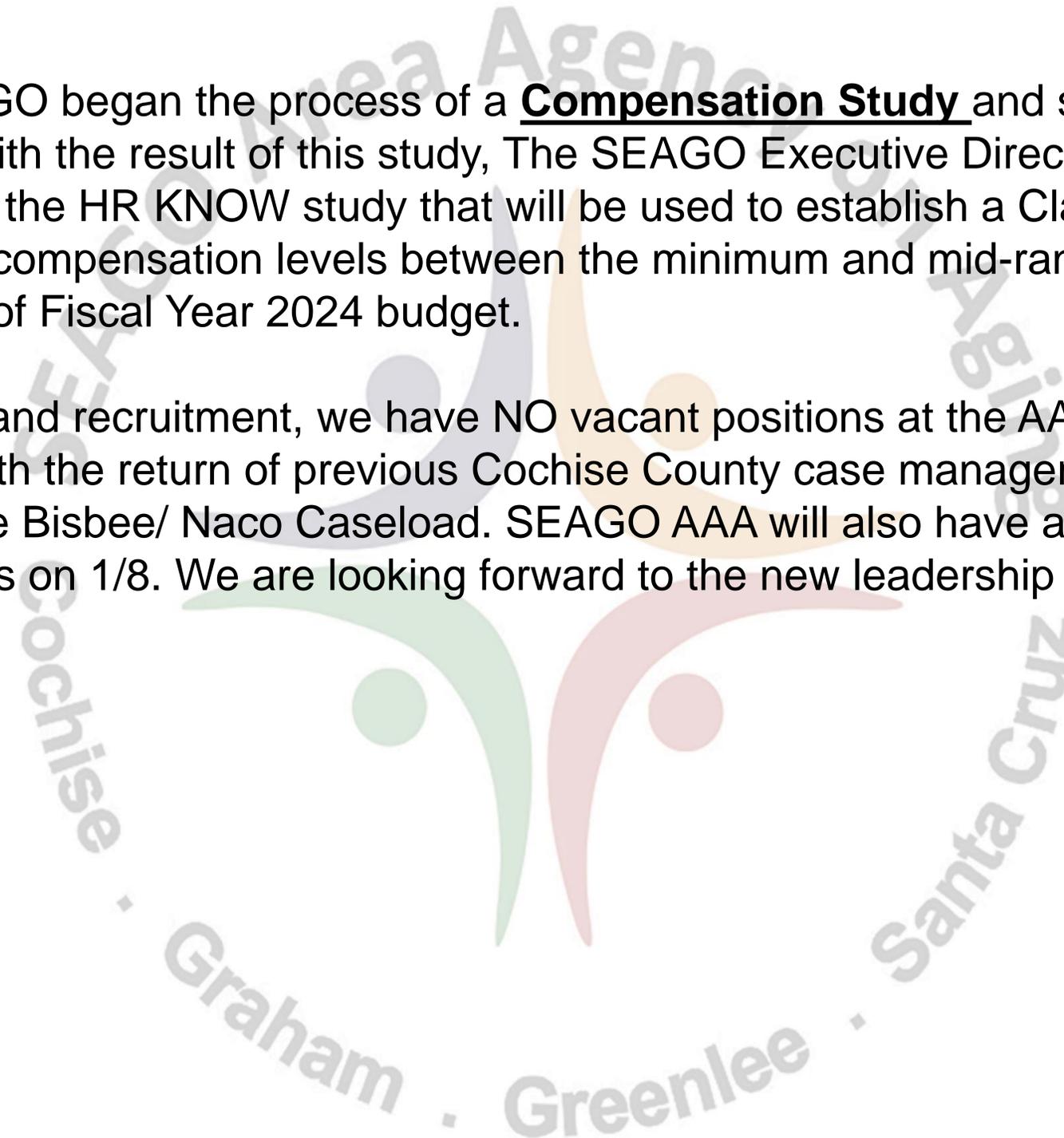
Information Only

Action Requested Below

Administration Updates

At the beginning of SFY24, SEAGO began the process of a **Compensation Study** and subcontracted with HR KNOW to complete the study. With the result of this study, The SEAGO Executive Director and the Finance Manager suggest adjustments to the HR KNOW study that will be used to establish a Classification and Compensation Plan that reflects compensation levels between the minimum and mid-range salary for all current positions with due consideration of Fiscal Year 2024 budget.

After much effort, time invested, and recruitment, we have NO vacant positions at the AAA, All Case manager positions have now been filled with the return of previous Cochise County case manager Shirley Thomas on 12/18. Shirley will be handling the Bisbee/ Naco Caseload. SEAGO AAA will also have a new Program Director. Celeste Vasquez will be joining us on 1/8. We are looking forward to the new leadership will bring to our region.



Administration Updates

SB1720 Housing funds: It is exciting to see how partners come together with a mutual goal of helping others thrive. AAA has identified three partners who will help us deliver services that will help keep individuals in their own homes. The original MOU's put in place by our previous Program Director did not meet the expectations of our Executive Director and have now been rewritten and signed by all three of our community partners. With the help of Central intake we have put a referral process and procedures in place and have received 6 referrals so far. We are working on educating the community partners on the process and reporting requirements.

Community Partners

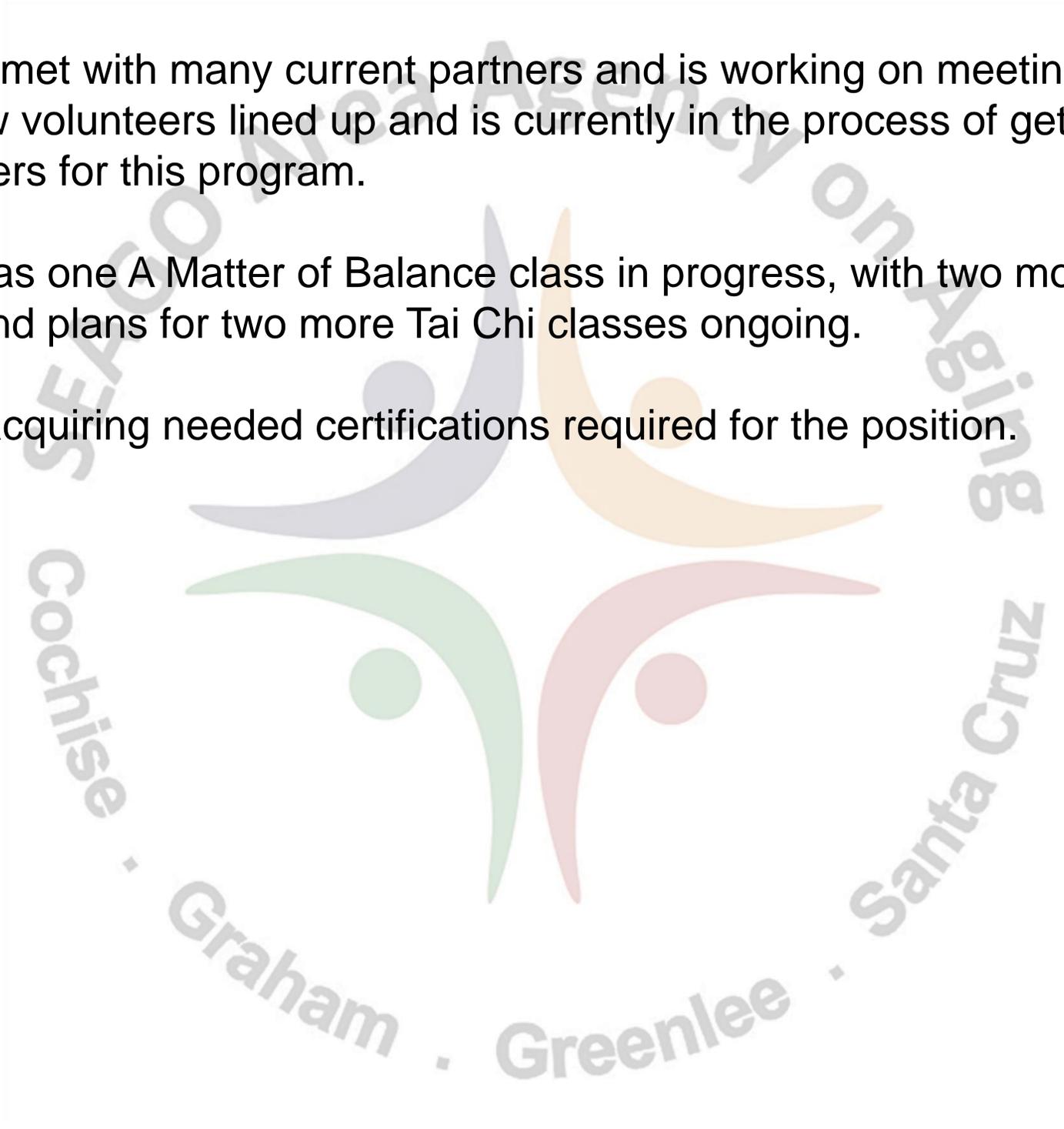
- **Southeastern Arizona Community Unique Services (SEACUS)** oversees and provides services in both Graham and Greenlee Counties. SEACUS is our only provider who receives funds to help with Home Repair and Adaptive Aids. SEACUS was identified as a key partner to help deliver and, most importantly, obtain referrals to process them; they already know our AAA internal reporting processes. SEACUS will collaborate with St. Vincent De Paul of Graham County, who will be referring individuals over 60 who need assistance with rental assistance, mortgage assistance, property taxes, HOA assistance, utility assistance, HVAC repair, move-in/out costs, and more if needed. That is, if all options are exhausted. SEAGO has formed an MOU with SEACUS that illustrates the requirements, and a one-on-one discussion has taken place to provide feedback.
- **Direct Advocacy and Resource Center (CIL)** oversees our four-county region with no direct presence. It is highly important that the AAA works closely with our CIL to network and support our mutual efforts; this allows us to break silos that should have been broken long ago because of the lack of knowledge. Direct currently receives a HUD grant that helps develop a Rural Home Access Program (RHAP) that focuses on individuals 62+ who are not disabled but could benefit from home repair and adaptations. RHAP offers a path to enhance access, safety, and independence in rural Southern Arizona. The goal in combining these efforts is stretching the funds to perform more difficult jobs that prevent them from accomplishing because of their cap amount. It also allows DIRECT/AAA to work together and learn from one another about the services each provides, effectively raising awareness of what is available. SEAGO-AAA will be the point of contact for screening and referring out to DIRECT for the reporting process to be effective and consistent. AAA and Direct have met one-on-one to discuss the MOU and take feedback if needed.
- **SEAGO Community Development Program (CDP) and the City of Bisbee** utilize CDBG funds in the home rehabilitation program to recruit participants and conduct home assessments, develop cost estimates, and hire contractors for home rehabilitation projects. While this program only covers the Bisbee area, the City of Bisbee's sustainability efforts allow those individuals with older and deteriorated homes to be livable, as this will promote the 60+ individuals to live there for as long as possible. Because the City of Bisbee is currently utilizing CDBG funds, the AAA sees a benefit in leveraging those dollars for the benefit of our clients. Our partner will collaborate with the AAA for the screening process to flow consistently and uniformly as we do for Direct.

Health Promotion and Disease Prevention Program

1.2.B -1.2.C HPR Coordinator has met with many current partners and is working on meeting other partners with AAA. HPR Coordinator has three (3) new volunteers lined up and is currently in the process of getting them set up. This is an increase of 75% of current volunteers for this program.

2.1.C HPR Coordinator currently has one A Matter of Balance class in progress, with two more in the near future, one Tai Chi for Arthritis class in progress and plans for two more Tai Chi classes ongoing.

HPR Coordinator is in Process of acquiring needed certifications required for the position.



Family Caregiver Support Program

1.1.C / 1.3.B- Trualta Total Enrollments- 80 Caregivers / 905 content views and 134 Trainings completed in November FCSP Coordinator is providing Trualta professional development to Case Management staff by facilitating Trualta trainings and Trualta Best Practice-Q+A presentations. By utilizing Case Managers to identify, educate and enroll family caregivers on Trualta we optimize the programs success and can expand the efficiency and capacity of the Family Caregiver Support Program. Trualta now offers an English or Spanish language toggle for the portal, SEAGO AAA Case Managers in those predominantly Spanish communities are now able to offer caregiver skill-based education. This expands FCSP capacity to provide inclusive community outreach and awareness of caregiving skill-based learning.

1.2.B Senior Connect /Circle of Care Collaborating with our existing “Senior Connect” partners (Public and County libraries throughout our region) and a new partnership with AzCHOW, Community Health Workers, Douglas- FCSP launched “Circle of Care” Caregiver Support and Sharing in December. By linking virtual and two in-person support groups, FCSP hopes to meet the special needs of caregivers who are home-bound, or unable to attend in person meetings and to share AAA information and resources with all participating groups simultaneously.

SOS (Serving Our Seniors) FCSP is part of a planning group of community partners in Sunsites-Pearce, AZ- (CRISP)- to provide monthly senior community education.

A 2024 Launch Event of “Serving Our Seniors” will be held on Jan 17, 2023 to offer awareness, education, and resources from all organizations that offer services in this primarily under-served community.

2.1.B- 2023 Volunteer Training and Appreciation Event

Hosted by SEAGO AAA Program Coordinators to recognize our valued volunteers and provide annual training. FCSP Coordinator presented “What is FCSP and Caregiver Self-Care?” to the attendees.

Family Caregiver Support Program

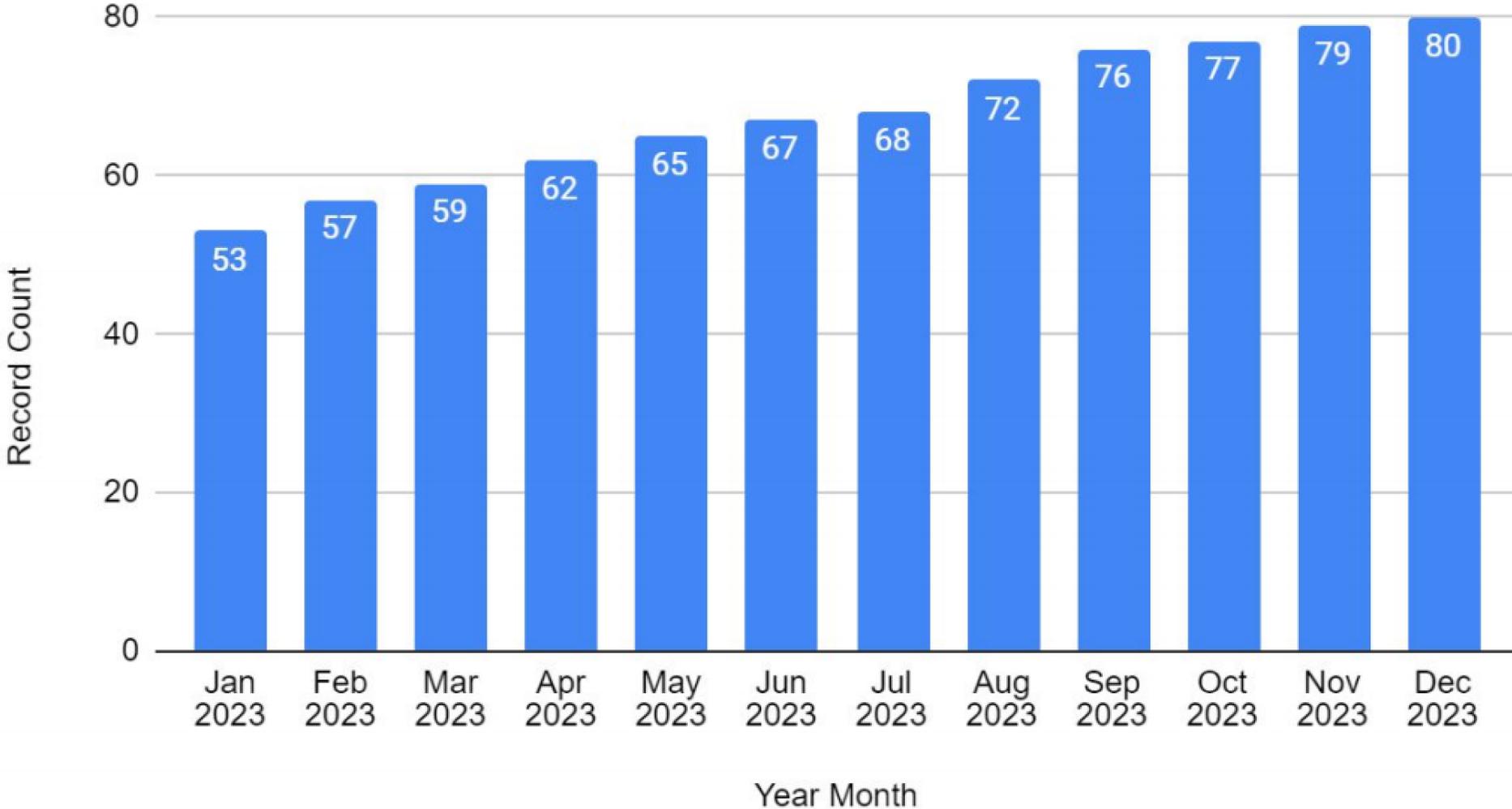


80 Engaged Caregivers

905 Content Views

**Caregiver Wellness
SEAGO Resources
Communication Changes**

Caregiver Count 2023



State Health Insurance Program and Senior Medicare Patrol

2.1.A The collaboration between current partnerships such as Central Intake has helped increase beneficiary contact of 2023 by 60% in October through December vs 2022.

2.1.B, 5.1.C The number of SHIP/SMP volunteers has grown from three to five active volunteers.

1.1C, 3.1A Media and current partnerships such as SEACUS, Chamber of Commerce have been utilized to promote SHIP/SMP services in the community.

2.1.C SHIP/SMP goal is to increase awareness and education in our communities on ways to prevent future penalties. SHIP/SMP has utilized partners such as Newsletters, Constant Contact, Facebook and one-on-one consoling sessions. SMP educates awareness of fraud and scams by empowering Medicare beneficiaries to protect themselves from scammers by staying informed of the trends.

3.1.C SHIP/SMP provides information to communities on the benefit to renew or apply for Medicare and Medicaid services, such as Extra Help and Savings Plans.

2.1.E, 3.3.A SHIP/SMP and Long Term Care Ombudsman Coordinator continue to promote and deliver **(SEAEAT) the Southeastern Arizona Elder Abuse Taskforce.** SEAEAT continues the efforts to expand throughout Region VI by utilizing current partnerships and community outreach. The task force is moving forward with completing an application for US Aging conference in Tampa as speakers on Tampa on SEAEAT outcomes.

Long-term Care Ombudsman

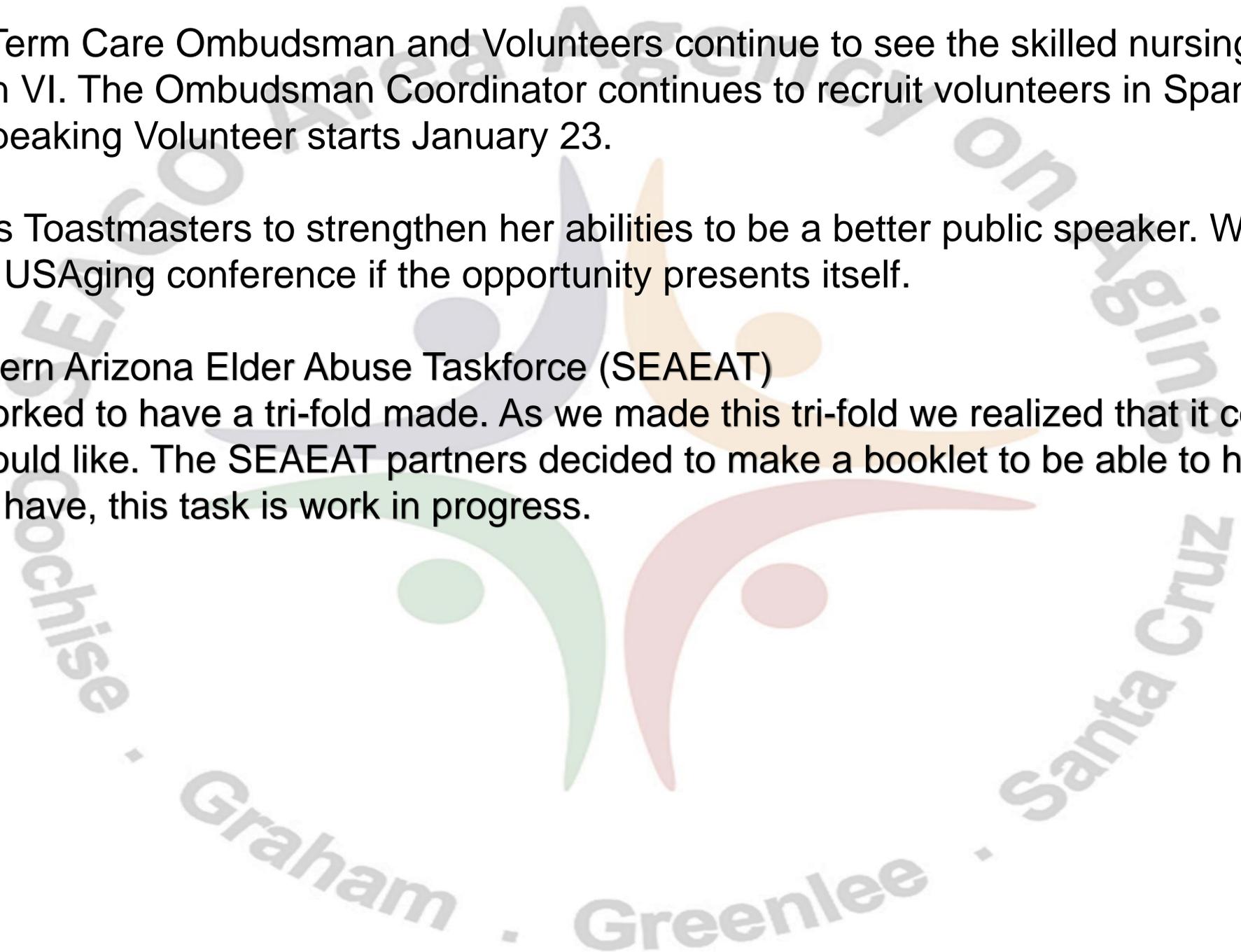
3.3- A The Long Term Care Ombudsman and Volunteers continue to see the skilled nursing facilities and assisted living facilities in Region VI. The Ombudsman Coordinator continues to recruit volunteers in Spanish-speaking areas.

New Spanish speaking Volunteer starts January 23.

The LTCO attends Toastmasters to strengthen her abilities to be a better public speaker. With a goal of presenting in the near future at the USAging conference if the opportunity presents itself.

3.3- B Southeastern Arizona Elder Abuse Taskforce (SEAEAT)

In the past, we worked to have a tri-fold made. As we made this tri-fold we realized that it could not hold the amount of information we would like. The SEAEAT partners decided to make a booklet to be able to hold the resources we would like the community to have, this task is work in progress.



I&R Central Intake

Top 3 Ways I&R Received



Phone
64.2%

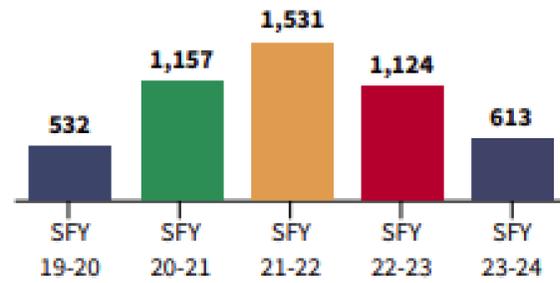


Email
27.6%

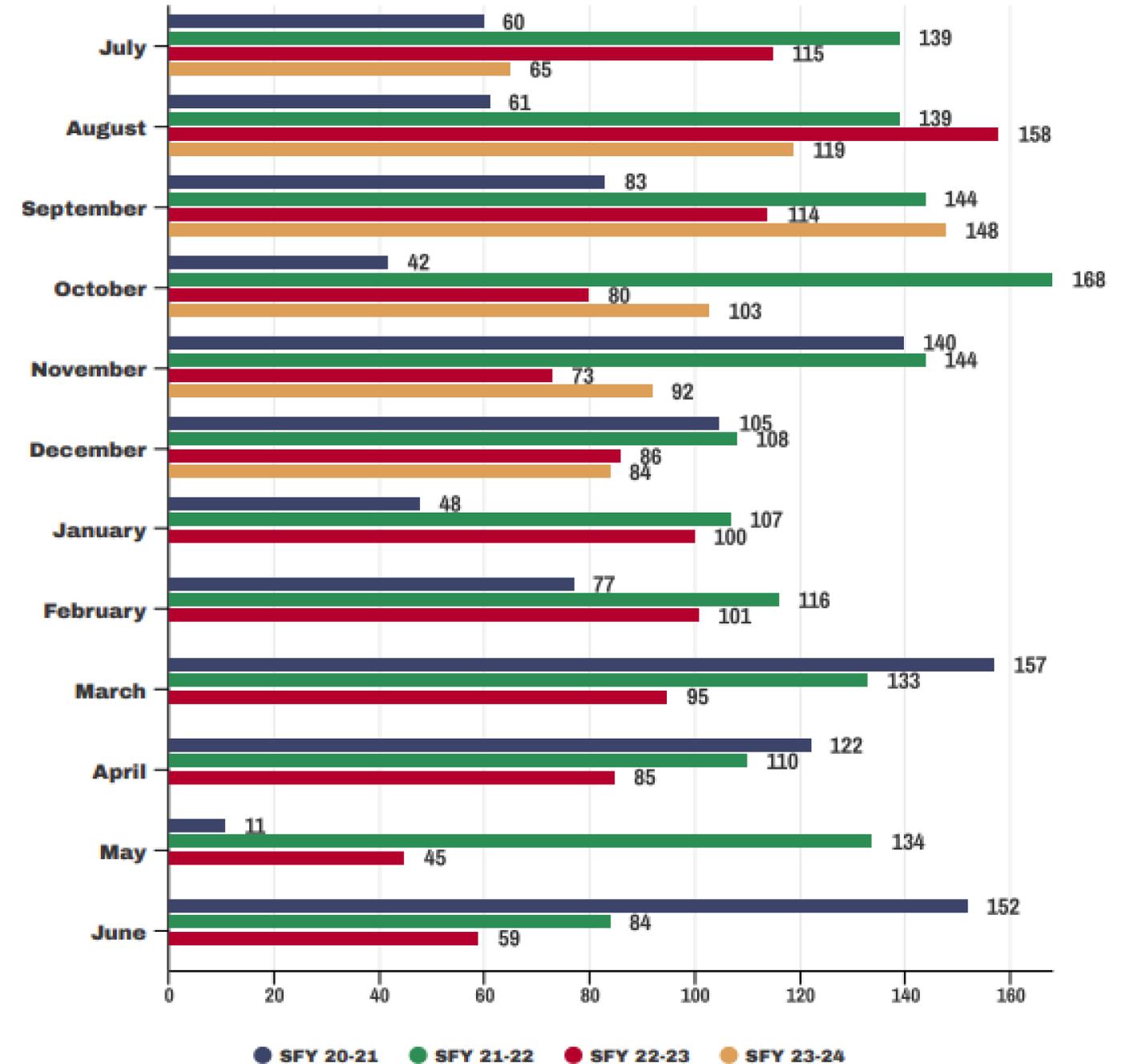


In-Person
1%

I&R Calls Per SFY

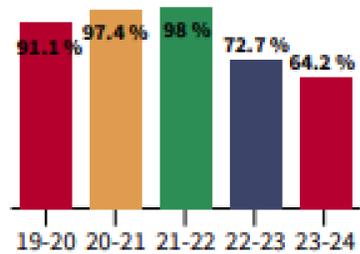


Breakdown by month

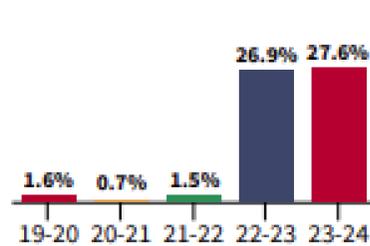


THE BREAKDOWN

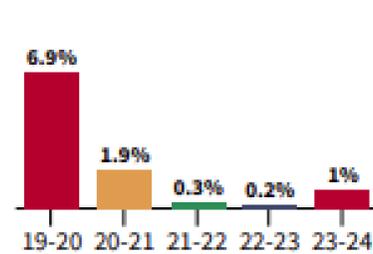
Phone



Email

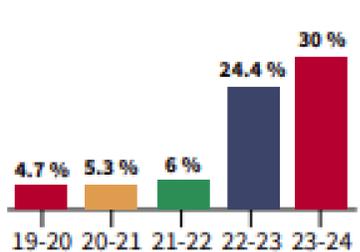


In-Person

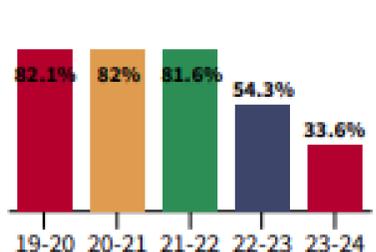


Types of Callers

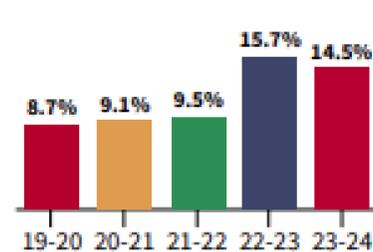
Agency/Professional



Person over 60



Caregiver/Family Member



Case Management

1.1.C.- 4.1.B CMG Program: CMC and FCSP have joined forces to create program instructions and a reporting process that simplifies the onboarding and reporting procedures for Trualta. This process will enhance case managers' ability to manage their tasks and offer superior assistance and services to their clients. Case Managers and Central Intake have been provided onboarding training for the Trualta platform and are now equipped to educate, offer, and onboard family caregivers

1.2.A The integration of case management in Cochise and Santa Cruz County has enabled us to expand resources, raise awareness, and better educate our communities on the Older Americans Act. It is important to teach and guide our case managers on the importance of a referral and approval of services. Constant education is in place at this time in order to assist our clients with services that empower them to care for themselves and continue to live independently in their own homes.

Case Managers are receiving more comprehensive training from AAA Coordinators during monthly meetings. This training equips them with increased knowledge about the coordinator's program and highlights effective ways Case Managers and coordinators can collaborate to enhance outcomes.

2.1.A The Central Intake unit screens and identifies gaps in service by referring clients to the appropriate programs and resources. Before central intake was established this process was more convoluted and less adhered to by relevant entities.

The expansion of AAA's central intake position to a full-time position has been successful. The two part-time intake specialists have been trained to provide callers with information on local, state, and federal resources. They are also well-versed in educating callers on volunteer opportunities and how to access additional resources such as the AAA App, webpage, and Facebook. We now have a referral turn around time of 24- 48 hours.

3.2.A Case Managers continue to prioritize those with higher needs for Attendant Care and home-delivered meals based on a scoring method obtained from Central Intake. This means that individuals with higher demands will receive faster assistance to prolong their independence and well-being

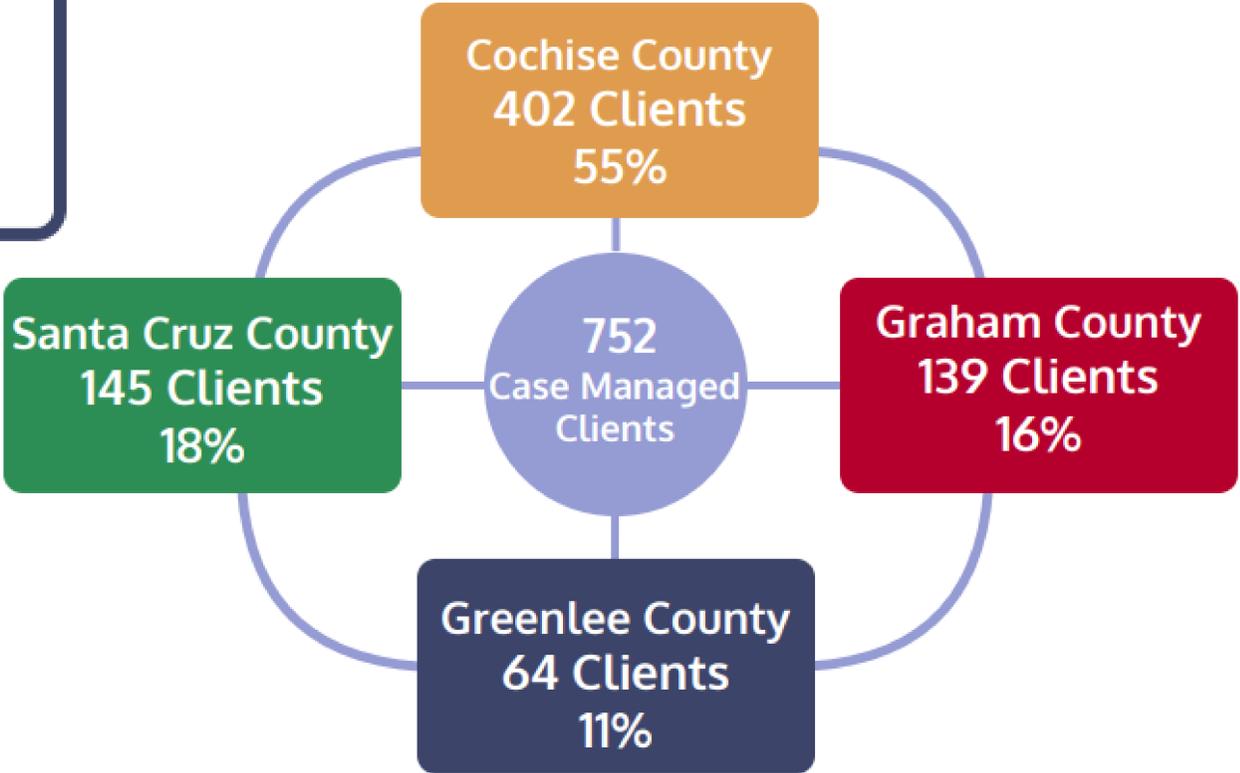
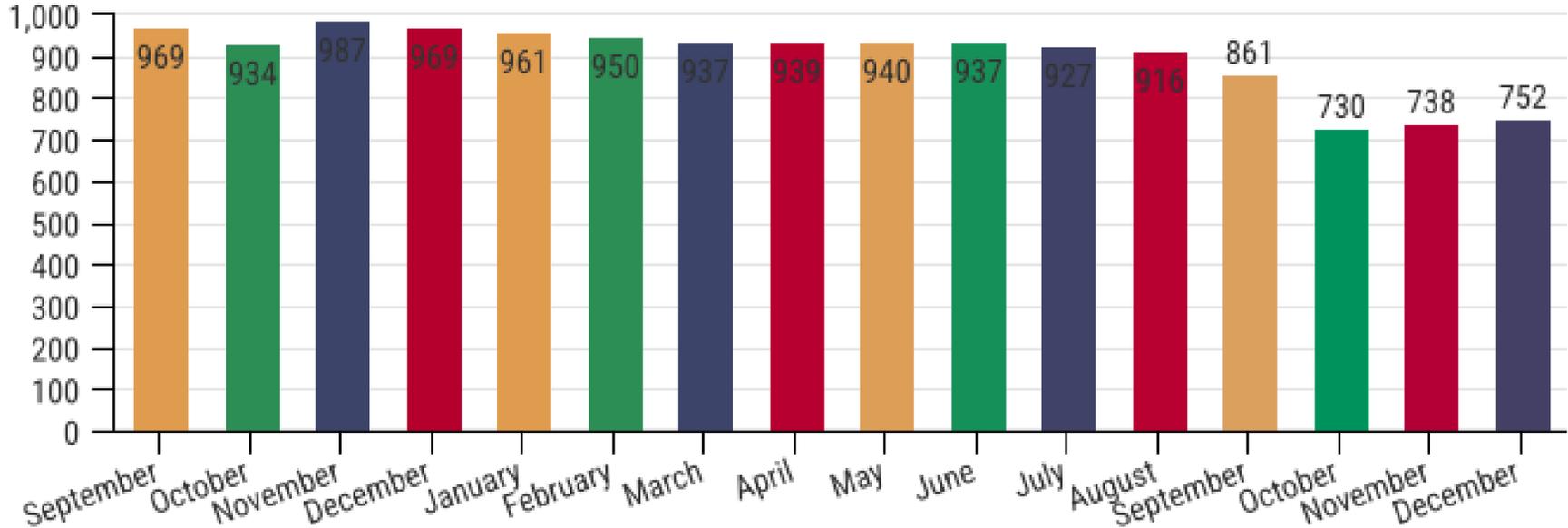
Case Management



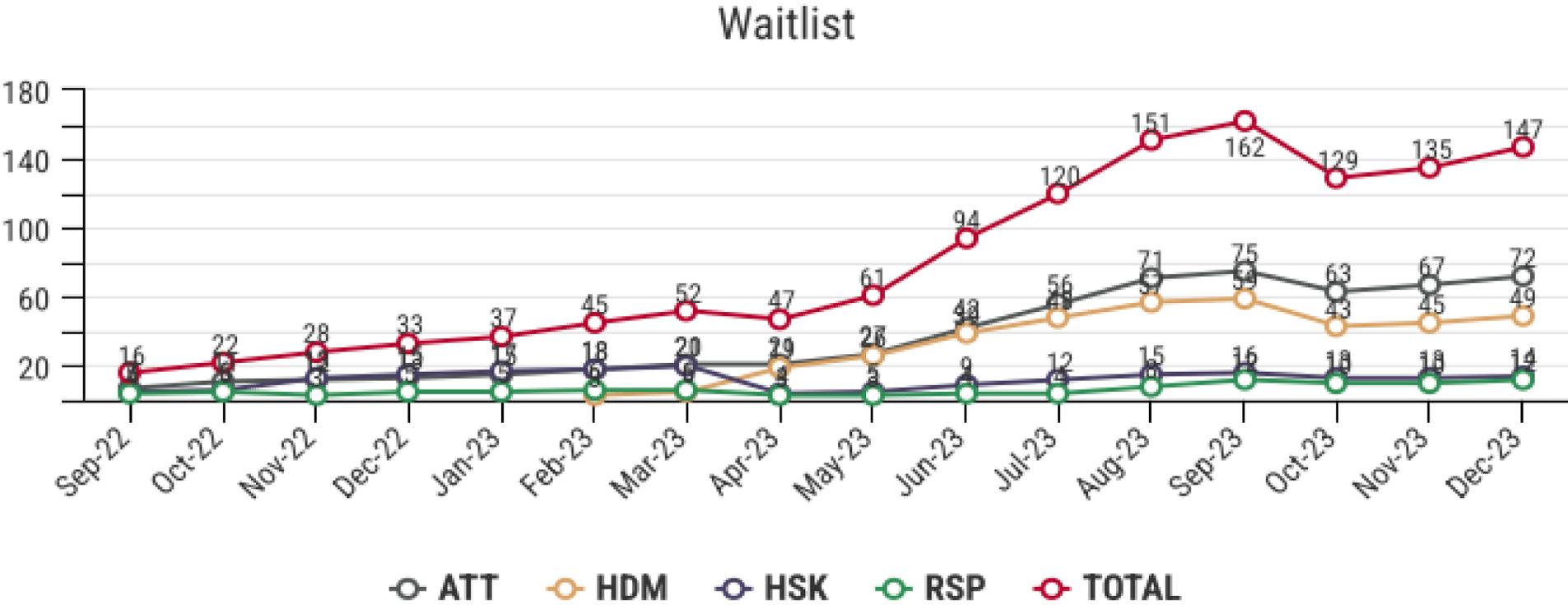
UPDATE

- SEAGO AAA serves 752 clients in case management for home and community-based services. We have 7 case managers, five in-house and two subcontractors. All Previously open positions have been filled
- Central intake now has two part-time specialists providing us with full-time coverage. With this, we have a referral response time range from 1-2 business days.

Total Monthly Case Load



Case Management



WAITLIST

- SEAGO AAA has a significant waitlist with 147 clients currently on it. The region has already exhausted its ARPA and COVID Funds and is now relying on Base funding.
- The case managers have reduced the authorized units of services and closed services on clients who no longer qualify or have other resources. This process will help us determine the availability of services and start reducing the waitlist.
- Central intake has been crucial in connecting seniors with outside services and resources without adding them to the waitlist.