



SouthEastern Arizona Governments Organization

Meeting of the Advisory Council on Aging

DATE: Thursday, January 16, 2025

TIME: 10:00 A.M. – 12:00 P.M.

In-person @

Benson Hospital Conference Room 450 South Ocotillo Ave. Benson, Arizona 85602

or

Join Zoom Meeting

<https://us02web.zoom.us/j/88379104804?pwd=WuaRSjAQy0JqvyS7Q5H2biHAoFwJHd.1>

Meeting ID: 883 7910 4804

Passcode: 768198

Dial in by Phone

(669) 444 9171

(719) 359 4580

AGENDA

I	CALL TO ORDER/PLEDGE ALLEGIANCE/INTRODUCTIONS	FRANK MONTOYA	
	Staff Presentation: Getting to Know Our Staff	ELSA CENTENO	
II	ACTION ITEMS		
	1. Approval of the October 17, 2024 minutes***	FRANK MONTOYA	1
	2. Open floor for nominations to vacant seats***	FRANK MONTOYA	5
III	INFORMATION ITEM		
	1. SEAGO-AAA Program Updates	CELESTE VASQUEZ	6
	2. Area Plan On Aging Updates	CELESTE VASQUEZ	11
	3. Legislative Update	CELESTE VASQUEZ	13
IV	MEMBER/STAFF INFORMATION EXCHANGE	FRANK MONTOYA	
V	SCHEDULE OF NEXT MEETING April 17, 2025 (Third Thursday of the quarter)	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.

MINUTES
Meeting Minutes
SEAGO Area Agency on Aging, Region VI
ADVISORY COUNCIL ON AGING
Thursday, October 17, 2024
10:00 am – 12:00 pm.
United Methodist Church 124 South Curtis Ave.
Willcox, Arizona 85643

MEMBERS PRESENT:

Frank Montoya, President	Bob Rivera
Arnold Lopez, 1 st Vice President	Sue Baz
Gary Clark, 2 nd Vice President	Susan M. Lange - Zoom
Jaime Aguilar, Secretary	
Kathy Spangler	

MEMBERS NOT PRESENT:

Eva McElroy	
Ricky Martinez	
Lisa Lane	Arnoldo Montiel

GUESTS PRESENT:

Dana Brothers	
Wanda Leikem – Potential ACOA Board	
Stephanie Nabor – Potential ACOA Board	Zoom

STAFF PRESENT:

Celeste Vasquez, AAA Program Director	Michele Miller, Office Specialist
Carrie Gibbons, Deputy Program Director	
Seana Riffle, Case Management Coordinator	

1 CALL TO ORDER/PLEDGE ALLEGIANCE/INTRODUCTIONS

President Frank Montoya called the meeting to order at 10:07 am.
Members recited the Pledge of Allegiance.
M. Miller called roll.

Stephanie Nabor asked if she is an ACOA board member or a guest at this point.
Vasquez stated due to the issues last meeting with the connectivity, nominations will be voted on this meeting under Action Item, #2.

Staff Presentation: Getting to Know Our Staff - Seana Riffle, Case Management/Family Caregiver Support Program Coordinator.

Seana narrated a power point presentation on her early life in California, hobbies, family, animals, work history, and her future at SEAGO. ACOA Council and Seana talked about the Trualta program offered by AAA and how to get more participation.

MINUTES

II ACTION ITEMS

1. Approval of the July 18, 2024 minutes

Bob Rivera moved to approve the July 18, 2024 meeting minutes, Sue Baz seconded. The motion pass unanimously by those present.

2. Open floor for nominations to vacant seats

Vasquez reviewed the July 18th ACOC meeting when nominations were presented for Brenda Chacon and Stephanie Nabor. We did not follow the nomination procedures outlined in the ACOA By-laws, so nominations made at that meeting are not valid. We have six vacancies on the ACOA board. There are two candidates attending today's meeting, Stephanie Nabor and Wanda Leikam. Brenda Chacon can attend the January 16th ACOA Board meeting and can be voted on at that time.

Stephanie Nabor and Wanda Leikam expanded on their interest in the board positions and life experiences that made them a good fit.

Jaime Aguilar moved to appoint Stephanie Nabor and Wanda Leikam to the ACOA Board, with a term to expire _____. Bob Rivera seconded. . The motion pass unanimously by those present.

3. Updated ACOA Bylaws

Celeste Vasquez stated the Bylaws were last revised and approved by the Executive Board in 2007. The ACOA Board presented questions at the July 18, 2024 regarding the updates, but due to the connectivity issues, those questions went unanswered. Vasquez reviewed the changes that will add more clarity and define roles of the Secretary, AAA Director, and the ACOA Board. She reviewed the process for potential ACOA Board applicant's application. The SEAGO Executive Board votes on final approval at their next meeting. The board discussed Article III, Section 3. Absence from two consecutive meetings, seeking clarity.

Jaime Aguilar moved to approve the ACOA Bylaw's draft and forward to the executive SEAGO Committee. Bob Rivera seconded. The motion pass unanimously by those present.

III INFORMATION ITEM

1. SEAGO-AAA Program Updates

Director Vasquez, reviewed the Administrative section of the AAA Program Updates, of the packet. The Health and Nutrition Program Coordinator position remains vacant, it has been open since April 2024. The AAA Facebook page seems to be getting more attention and community interaction.

2. Area Plan On Aging Updates

State Health Insurance Program and Senior Medicare Patrol

The SHIP/SMP services and events are currently being promoted through various partners: Health Care Centers, Senior Centers, Libraries, and social media. Promotion is being done through Constant Contact, Facebook, Chamber of Commerce, and newsletters throughout Region VI to advertise Medicare Open Enrollment dates, locations, and appointments are being taken throughout Region VI.

MINUTES

Connections throughout Region VI have facilitating future partnerships and referrals. Currently AAA has partnered with Canyonlands Health Center, Mariposa Health Center, Chiricahua Health Center. We are in the process of partnering with Gila Health, allowing AAA services in rural areas.

The SHIP/SMP program has maintained communication with its five volunteers, possibly expanding with two new volunteers, including a data-entry volunteer. There will be SHIP-SMP Volunteer training in December.

SHIP/SMP raises awareness and educates communities in Region VI by distributing flyers, using social media, giving presentations, and conducting outreach in both Spanish and English. Currently, the focus is on Medicare Open Enrollment, and scam prevention.

The South-Eastern Arizona Elder Abuse Taskforce (SEAEAT), the SHIP/SMP and Long Term Care Ombudsman coordinators have conducted Zoom presentations with current community partners to explain SEAEAT's efforts in preventing elder abuse. Currently, SEAEAT has connected and partnered with the Director of Community Engagement and Special Projects at the Arizona Attorney General's office. The Arizona Attorney General is scheduled to be a speaker to discuss current trends and preventive measures for the rest of the SEAEAT members.

Case Management and Family Caregiver Support Program

CMC/FCSP aims to empower new caregivers by utilizing the Trualta platform to provide essential resources and promote our AAA programs. CMC/FCSP continues strengthening partnerships between caregivers and case managers to raise awareness of this valuable tool throughout our network. Engaging with our existing community forums and outreach efforts will create meaningful connections that ensure caregivers and case managers are well-informed and supported. Our collaborative approach will enhance the caregiver experience and improve access to vital resources, benefiting everyone in our community.

The AAA currently has four in-house case managers in Cochise and Santa Cruz counties, two contracted case managers in Graham and Greenlee counties, and one case manager coordinator. Caseloads have been distributed evenly, resulting in an average of 120 clients per Case Manager. The Case Manager Coordinator conducts two Case Management meetings each month to collaborate with providers regarding client needs/issues, as well as to deliver ongoing training and share updates about all AAA programs that serve as resources for clients.

FCSP has identified a significant service gap for our rural community, leading many residents to seek medical care in neighboring counties. We have initiated outreach to local doctors' offices, healthcare facilities, and key partners across all four counties. Additionally, we're leveraging social media to share valuable articles and resources daily to enhance caregiver education and awareness.

FCSP/CMC continues to promote client and family empowerment through caregiver education, respite care, ATT, HDM, and support groups. Home and Community-Based Services (HCBS) helps older adults remain in their homes, which in turn reduces the costs associated with long-term institutional care. The FCSP and CMG work to ensure that caregivers receive essential training and support, alleviating their burden and improving the overall quality of care provided to older adults via the Trualta Platform, education, and resources.

CMC will assist Case Managers in prioritizing individuals with higher needs for respite, attendant care, and home-delivered meals by analyzing scoring data. This helps us identify clients with critical health issues or limited support. The CMC will assist Case Managers in developing customized care plans, allocating resources effectively, and collaborating with service providers to ensure timely support through ongoing support and continuing education. Additionally, the CMC will facilitate regular follow-ups and provide training for case managers, while implementing a feedback mechanism to promote continuous improvement in care delivery.

MINUTES

Long-term Care Ombudsman

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.

The Ombudsman attended The Consumer Voice Conference in San Francisco where there was a lot learned and plan to bring back lessons learned to Region VI. We aim to provide our seniors the newest and most impactful resources available and look for ways to implement them in SEAGO.

Southeastern Arizona Elder Abuse Taskforce (SEAEAT) continues to work on the taskforce however attendance has been a challenge. The next quarter we will work on speaker and participant recruitment to boost the taskforce before the WEAAD session.

IV MEMBER/STAFF INFORMATION EXCHANGE

Wanda Leikem thanked everyone for the warm welcome.

Arnold Lopez reflected on the individual strengths of each of the AAA's staff members, they try and assist with all inquiries.

Gary Clark expressed his gratitude to the AAA staff and all of their skills helping the elderly.

Sue Baz reported on the Tombstone Senior Center. She is grateful to work with the ACOA members and AAA staff.

Celeste reviewed the changes to insurance plans and ALTCs. United Health Care and AZ Complete Health Care will be taking over ALTCs October, 2025 instead of 2024. It will be a big change for our region and we will do our best to educate the clients in our region. COVID cases are currently skyrocketing in our region, and PPEs have been distributed to our staff. January's 2025 ACOA's meeting will be in Benson at the Hospital.

Frank Montoya reported on a home warranty case in Duncan, where the claim was denied, be aware buyers. He also spoke of the rise in COVID cases in his area.

Bob Rivera likes hearing about AAA's staff, skills and their backgrounds. In Safford, there is a car show in November, Oktoberfest and an Eastern Hispanic corporation event.

Jaimie Aguilar Beware of the colder temperatures coming and freezing pipes.

Stephanie Nabor is super excited about the new to them bus SEACUS has purchased, it has been a long time coming. They are able to now pick up seniors in Graham County and take them to the congregate meal site, for a hot meal, activities and then take them back home. They are happy to see the numbers growing with participation.

Susan Lange stated that Patagonia also has transportation, however they have not received any money from ADOT since June, and are not sure of its future. Drivers are hard to find.

V SCHEDULE OF NEXT MEETING January 16, 2025

VI ADJOURNMENT

Bob Rivera moved to adjourn the quarterly meeting of the Advisory Council on Aging at 11:41 a.m. Jaime Agulia seconded the motion. Motion passed by all those members present. Meeting adjourned.



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: CELESTE VASQUEZ, AREA AGENCY ON AGING DIRECTOR
DATE: JANUARY 16, 2025
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 four (4) 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 for Huachuca City, the City of Willcox, one (1) County Unincorporated seat, and Graham County for the Town of Pima.

Nominated representatives will commence their term on the date approved and appointed by the SEAGO Executive Board, which is scheduled for **February 21, 2025**.

Attachments: NONE

Action Requested: Information Only **X** Action Requested Below

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



ADVISORY COUNCIL ON AGING PACKET

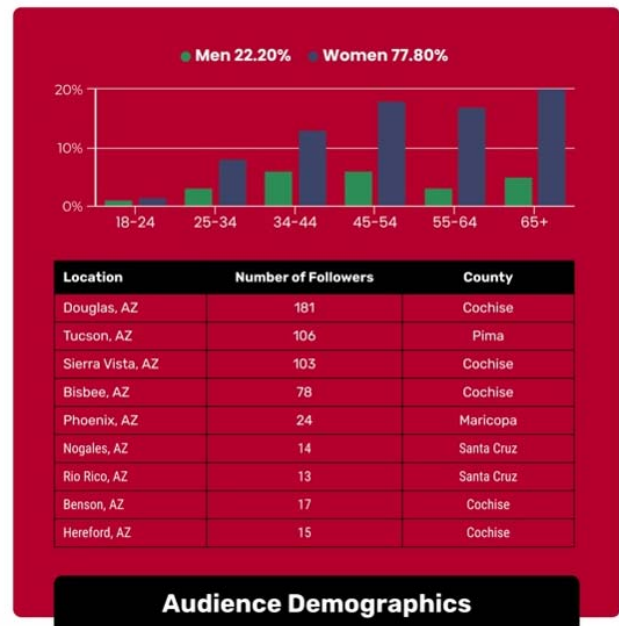
MEMO TO: ADVISORY COUNCIL ON AGING
FROM: CELESTE VASQUEZ, AREA AGENCY ON AGING DIRECTOR
DATE: JANUARY 16, 2025
SUBJECT: AAA PROGRAM UPDATES

Administrative:

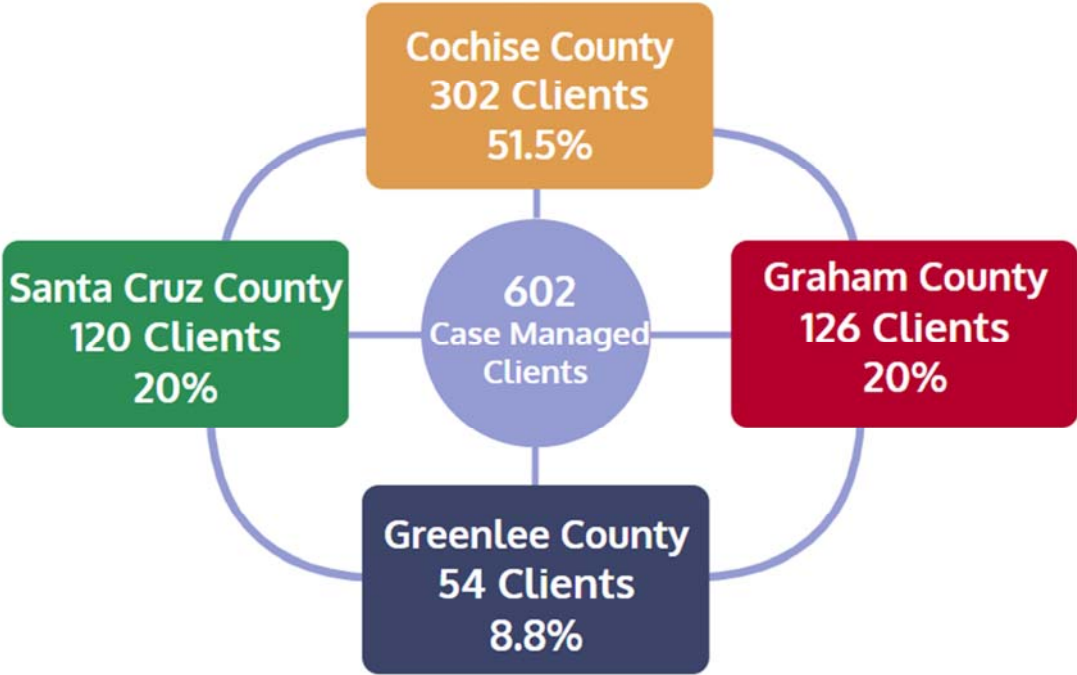
- Open Positions:
 - The Health & Nutrition Program Coordinator position remains vacant. It has been open since April 2024. We have posted it on various social media and recruiting platforms, as well as in the local newspapers; in the last several months, we have made two offers; however, the candidates have rescinded their offers before their scheduled hire dates.
 - The Sierra Vista Case Manager position has been vacant since early November. Elizabeth Torres, our previous Douglas Case Manager, is no longer with the organization, so Grace Souder took that caseload, leaving the Sierra Vista caseload open. Currently, Shirley Thomas and Krystal Montanez are covering these clients.
- 2024 Accomplishments:
 - Completion of Request for Proposals in March 2024. This is the five-year awards cycle
 - Established LinkedIn social media page
 - Implementation of electronic donation options to include square and SEAGO AAA Main Web Page
 - Revamp AAA staff business cards to include a QR code to the website
 - Collaboration with local Community Health Centers and Hospitals was established. The first projects established were active recruiting to AAA services and Medicare Open Enrollment, which resulted in the highest counseling numbers ever
 - Collaboration with the Attorney General to conduct Town Hall in Safford, AZ. Pending locations are Cochise and Santa Cruz Counties



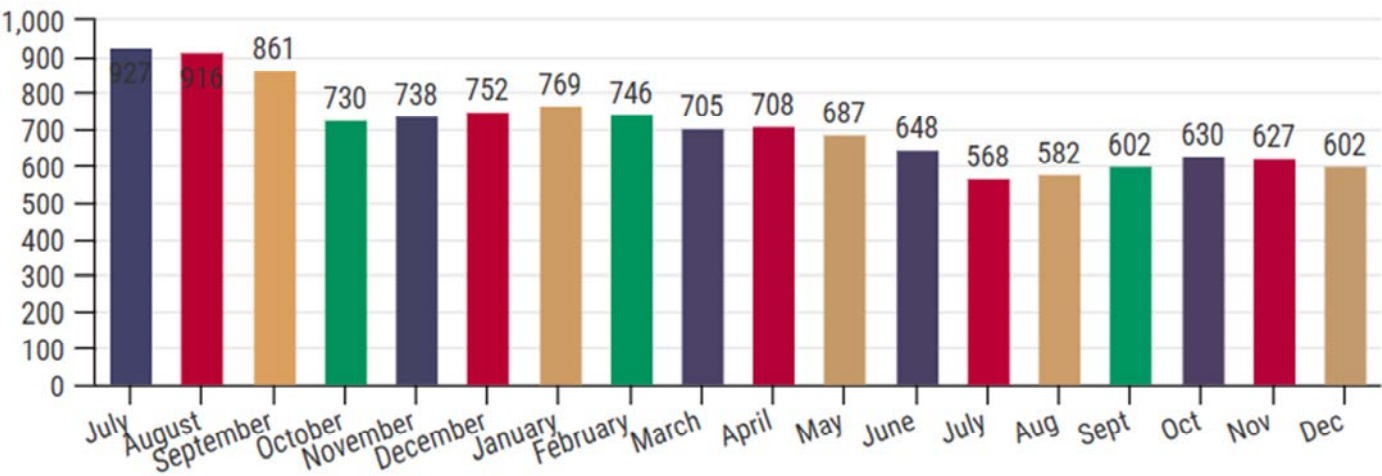
- Facebook Stats:



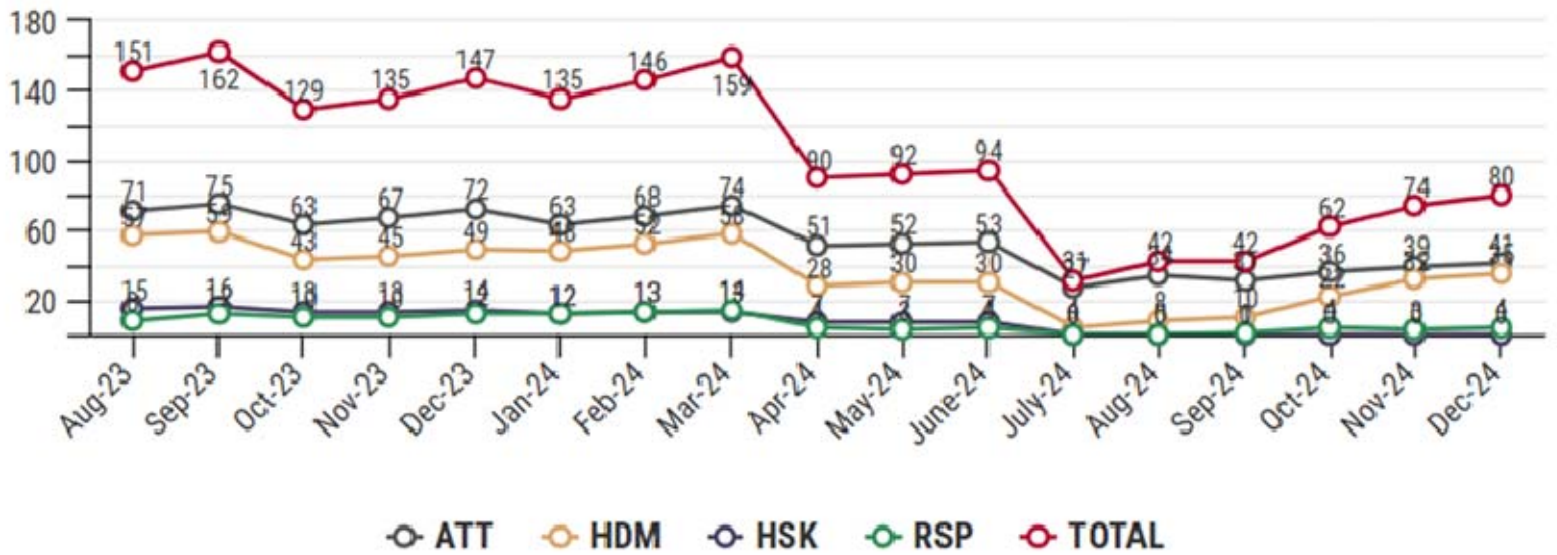
Case Management:



Total Monthly Case Load



Waitlist



Information & Referral Central Intake:

Below is the updated data for our Information & Referral (I&R) Team.

Top 3 Ways I&R Received



Phone
68.6%

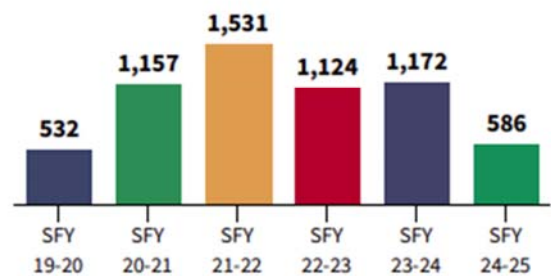


Email
28.3%



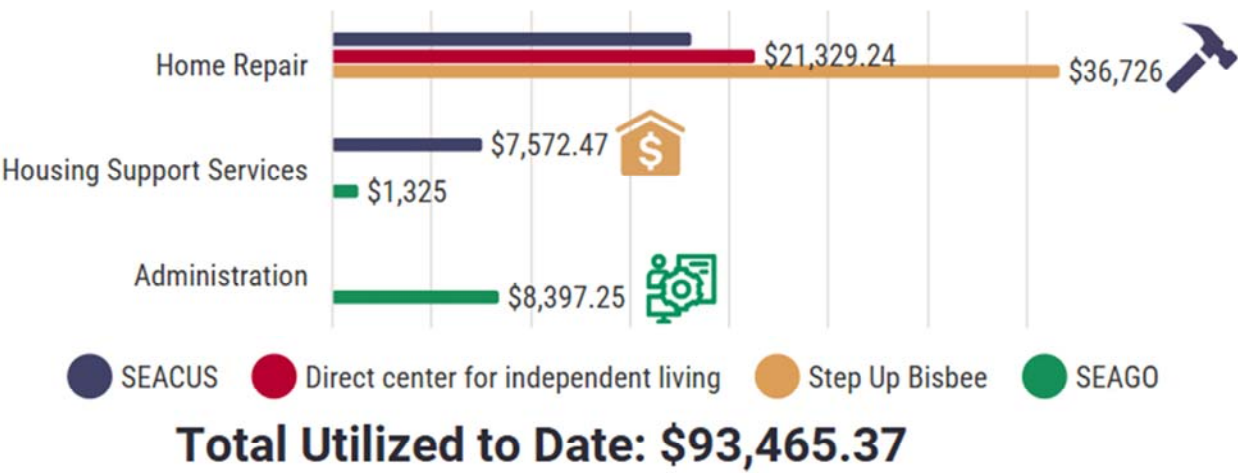
In-Person
2.1%

I&R Calls Per SFY



Housing Assistance Program:

The use of SB1720 funds continues to rise. We have utilized 38.99% of our funding at this time. Forty-eight clients have received funding, and twenty are awaiting funding. Our current dashboard is below.



Action Requested

X Information Only

Action Requested Below



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: CELESTE VASQUEZ, AREA AGENCY ON AGING DIRECTOR
DATE: JANUARY 16, 2025
SUBJECT: AREA PLAN ON AGING UPDATE

Description:

The SFY24/28 Area Plan on Aging focuses on **five goals, 15 objectives, and 44 action steps to meet** 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 highlighting 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:

State Health Insurance Program and Senior Medicare Patrol

- **1.1-C, 3.1-C** The SHIP/SMP services were promoted through various partner Newsletters, including Health Care Centers, Senior Centers, Libraries, in-house central intake, Tualta Coordinator/ Case Management, and social media throughout Region VI. The effort of promoting SHIP/SMP has increased the number of Low-income and Medicaid beneficiaries referred in Region VI.
- **2.1-B, 5.1-C** The SHIP/SMP program has onboarded a new Data Entry Volunteer who started entering data in September and October and is currently working on the extensive data entry for November. The SHIP/SMP team continues to collaborate closely with AAA staff throughout Region VI, sharing information about AAA services and highlighting the significant need for potential volunteers.
- **2.1-C** SHIP/SMP raises awareness and educates communities in Region VI by distributing flyers, using social media, giving presentations, and conducting outreach in both Spanish and English. Currently, SHIP-SMP is focused on raising awareness about Medicare Open Enrollment scams. SMP aims to increase awareness of fraud and scams by empowering Medicare beneficiaries to protect themselves from scammers and stay informed about the latest trends.
- **3.3.1-A** The South-Eastern Arizona Elder Abuse Taskforce (SEAEAT), The SHIP/SMP, and Long-Term Care Ombudsman coordinators attended an Elder Scams Town Hall presentation held in Graham County, led by Attorney General Kris Mayes. Arizona's Attorney General has shown interest in SEAEAT/AAA and joined the Attorney General

Taskforce. Additionally, the Attorney General has agreed to participate in SEAEAT task force meetings to share trends and prevention strategies regarding elder abuse.

Case Management and Family Caregiver Support Program

- **1.1.C** FCSP will continue to enhance caregiver support and program visibility by using the Trualta platform to provide key resources to new and existing caregivers. In partnership with Case Managers, FCSP will raise awareness of this tool across the network, strengthening connections between caregivers and case managers. This will be done through community forums, social media, presentations, and outreach efforts. Additionally, FCSP is collaborating with the AZ Caregiver Coalition and the Alzheimer's Association to build a more connected caregiving community.
- **1.2.B** FCSP/CMG continues to remain engaged in monthly Community Connections meetings, working to strengthen partnerships with local organizations and raise awareness of the AAA's programs, services, and resources. In addition, the FCSP/CMG will continue to disseminate information about Trualta, caregiver resources, and the AAA's in-home and community services, ensuring the community stays well-informed and supported through social media updates, partnerships with local organizations, accessible resource directories, and distributing flyers in key community locations.
- **2.1.E** To improve the safety and well-being of seniors by raising awareness and preventing fraud and exploitation, the FCSP/CMG Coordinator will continue collaborating with SHIP/SMP, SEAEAT, and local organizations. FCSP/CMG will maintain community education efforts, including presentations and information campaigns, to educate seniors about common scams. Additionally, the CMG will ensure that Case Managers are actively engaged in SEAEAT meetings and regularly share vital information about fraud and scams with the team, helping to keep seniors informed and protected.
- **3.2. A** CMG continues to provide ongoing training and educational opportunities for case managers to ensure they have the knowledge and tools to prioritize individuals with higher needs for attendant care and home-delivered meals. This continuous support will help Case Managers effectively assess and address the needs of seniors, ensuring that services are allocated appropriately and consistently.

Long-term Care Ombudsman

- **3.3-A** The Long Term Care Ombudsman and Volunteers continue to visit skilled nursing and assisted living facilities in Region VI. The Ombudsman Coordinator is actively recruiting volunteers in Spanish-speaking areas. On December 13, 2024, the Ombudsman Coordinator and other program coordinators hosted a volunteer training session and an appreciation luncheon. During the event, volunteers received certificates of appreciation and small gifts.
- The Region has lost one Assisted living facility (Ever After), and two facilities have changed owners: Prestige ALF was bought by Grace management, and Good Samaritan SNF was bought by Oppco.
- **3.3-B Southeastern Arizona Elder Abuse Taskforce (SEAEAT)** SEAEAT held a meeting on December 25th, featuring Billy Cloud as the speaker. The task force has scheduled dates for World Elder Abuse Awareness Day (WEAAD) activities in Region VI for 2025: Nogales on June 3rd, Safford on June 5th, Clifton on June 6th, Douglas on June 10th, and Tombstone on June 12th.

Action Requested

X Information Only

Action Requested Below



ADVISORY COUNCIL ON AGING PACKET

MEMO TO: ADVISORY COUNCIL ON AGING
FROM: CELESTE VASQUEZ, AREA AGENCY ON AGING DIRECTOR
DATE: JANUARY 16, 2025
SUBJECT: LEGISLATIVE UPDATE

Reauthorization of the Older Americans Act

On December 20, 2024, Congress passed an end-of-the-year legislative package that includes a short-term continuing resolution (CR) that extends Fiscal Year (FY) 2024 appropriations levels through March 14, 2025. The bill, passed by the House just hours before the government shutdown deadline and by the Senate shortly after the deadline, also provided authorization and funding for the Medicare Improvements for Patients and Providers Act (MIPPA) funding for SHIPs, AAAs, and ADRCs through March 2025.

To our deep disappointment, the bill did not include reauthorization of the Older Americans Act (OAA). The last bipartisan deal crafted just days before the CR was passed included a bipartisan five-year reauthorization of the OAA.

However, when the bipartisan bill was released before a House vote, businessman and Trump advisor Elon Musk took to his social media platform, X, to criticize the bipartisan deal. President-Elect Donald Trump followed suit shortly after, further complicating matters. Although the resulting Republican pushback Musk fueled had nothing to do with the OAA, it created a political nightmare for Speaker of the House Mike Johnson (R-LA). The Speaker then chose to drop large sections of the end-of-the-year bill to appease his caucus and prevent a government shutdown, despite many of those provisions being bipartisan bills that the short legislative calendar didn't allow to be passed separately, such as OAA.

FY 2025 Funding

This is the second CR passed this year because Congress has yet to agree on full funding for FY 2025, which began on October 1. The latest CR will extend FY 2024 spending levels through March 14, preventing a government shutdown over the holidays but pushing off the final negotiations until the new Congress.

As a reminder, here's what this Congress has recommended for OAA programs and services. However, given the new Congress and administration, it is unclear what the final spending levels will be for OAA and other critical aging-related programs. I will continue our advocacy with Congress to ensure the highest possible funding levels, so advocates should stand by for future calls to action

in early 2025! I met with Congressman Ciscomani's staff on December 19, 2024, and provided SEAGO AAA-specific data to share with the Congressman.

MIPPA Medicare Low-Income Outreach and Enrollment

The final bill included a short-term extension of authorization and funding under the MIPPA for AAAs, SHIPs, and ADRCs to conduct outreach and enrollment in the Medicare savings programs.

Although the first bipartisan bill had a two-year authorization and funding of \$100 million, the final bill only extends authorization and current funding until the end of March 2025. The shorter authorization was yet another casualty of the Republican pushback.

Action Requested:

☒ Information Only

☐ Action Requested Below