



**GOVERNOR’S ADVISORY COUNCIL ON AGING**  
 1700 West Washington Street  
 Phoenix, Arizona 85007

A general meeting of the Governor’s Advisory Council on Aging was convened on December 16, 2020 at 10 am remotely, notice having been duly given.

Members Present (11)	Members Absent (3)
Lisa O’Neill	David Spelich
Barbara Marshall	Jaime Aguilar
Belinda Akes	John Stiteler
Brenda Holt	
Cameron Johnson, proxy for Wanda Wright	
Carol Brown	
Shelli Silver	
Steve Wagner	
Virginia Rountree	
Terri Spitz	
Wayne Tormala	
Staff and Guests Present (3)	
Kim Brooks	Rebecca Clayton
Carmen Green Smith	

**Call to Order**

- **Lisa O’Neill, Chair**, called the Governor’s Advisory Council on Aging (GACA) meeting to order at 10:00am. with 11 members present and 3 members absent.

**Welcome**

- **Lisa O’Neill, Chair**, welcomed everyone.
- **Lisa O’Neill, Chair**, took a moment to acknowledge the passing of Lizette Cordaro and shared information regarding the Celebration of Life service Friday, December 18th. If members need information, please contact Kim Brooks.
- **Lisa O’Neill, Chair**, shared that the GACA page on the GOYFF website has a great deal of information regarding the council. If members or the community have any questions, please contact Kim Brooks or schedule a call with Lisa.

### Approval of Minutes

- **Lisa O'Neill, Chair**, requested a review of the October 20, 2020 minutes. She reminded Council members that they received a copy prior to the meeting and asked members to take a few minutes to review and see if revisions were needed.
  - **Carol Brown** moved to approve the 10/20/20 minutes.
  - **Brenda Holt** seconded the motion.
    - The motion passed with no dissenting votes.

### Carmen Green Smith, Arizona Commission for the Deaf & Hard of Hearing (ACDHH), Agency COVID response

- **Lisa O'Neill, Chair**, welcomed and introduced **Carmen Green Smith**, Deputy Director of the Arizona Commission for the Deaf & Hard of Hearing for the annual update from the ACDHH.
- **Carmen** shared that access to information has been the primary focus of the Commission during COVID-19. The commission has worked with the Governor's office to ensure that there was an American sign language (ASL) interpreter for press conferences and use of Communication Access Realtime Translation (CART) was available.
- ACDHH has been working with Maricopa County Department of Public Health Administration and Department of Health with information sharing, transferring information from written text to videos using ASL.
- Community zoom meetings have been hosted by ACDHH, meeting with a variety of communities to ensure health information is shared across as many communities as possible in an inclusive platform.
- ACDHH has updated their website to include a COVID-19 page.
- The Commission is working with Long Term Care facilities to provide more education for operators. The commission has been working with facilities to connect them with the appropriate apps to support the deaf and hard of hearing populations on ipads that have been distributed through the State.
- Medical access has been challenging - clear masks have been used to aid medical professionals in communicating with patients who are able to do lip-reading. Additionally, ACDHH has been encouraging emergency medical staff to use clear masks to aid in communication.
- ACDHH has been able to provide relay conference captioning free of charge to ensure employers of deaf and hard of hearing staff taking place on virtual platforms.
- **Carol Brown** requested the commission website. This was provided: <https://www.acdhh.org/>.
- **Cameron Johnson** attended an event in the fall of 2020 where CaptionCall was advertising free devices to veterans and asked if this service is currently advertised. **Carmen** shared that there are several companies that offer this service and that the Commission offers devices for no charge as well.

### Rebecca Clayton, Adult Protective Services (APS), Agency COVID response

- **Lisa O'Neill, Chair**, welcomed and introduced **Rebecca Clayton**, Deputy Assistant Director, Division of Aging and Adult Services, Arizona Department of Economic Security
- **Rebecca** shared the overall responsibilities of APS and the impacts of Covid-19 regarding their caseload:
  - General public not having access to loved ones has potentially impacted reporting and investigations
  - Restricted access to facilities and hospitals and understanding of APS authority
  - Initial difficulty in getting access to Personal Protective Equipment (PPE) for APS investigators

- Managing staffing amidst COVID-19 exposure
- The APS response includes:
  - Virtual outreach and presentations to partners
  - Mandatory reporters
  - Virtual investigation
  - Website redesign to better inform the public about APS  
<https://des.az.gov/services/basic-needs/adult-protective-services>
  - Leveraging partnerships with food banks and Area Agencies on Aging
- **Ginny Rountree** added that the data dashboard launched last week and DES is excited about the ability to provide real-time data. Information will be updated monthly.
- **Steve Wagner** requested a link to the DES website to see the alleged victims' demographics on the newly created dashboard. <https://des.az.gov/APSDData>
- **Carol Brown** asked if through the new position of an Outreach Coordinator at DAAS, will the presentations for outreach going to be available state-wide. **Rebecca** shared that all presentations have been all virtual, tailoring the presentations to each audience.

Councilmember	Roundtable,	Agency	Updates
			<ul style="list-style-type: none"> <li>● <b>Lisa O'Neill, Chair</b>, stated that prior to this meeting, each Council member was contacted, requesting that they take a moment to provide a short organizational update.</li> <li>● <b>Lisa O'Neill, Chair</b>, shared that the University of Arizona and other universities are working with the Project Echo training center to launch National Nursing Home COVID-19 Action, working with nursing homes to join this interactive community of practice to collaboratively advance improvements in COVID-19 preparedness, safety, and infection control. <b>Lisa</b> will be providing updates as this initiative moves forward.</li> <li>● <b>Barbara Marshall</b>, shared that there has been a significant increase recently of domestic violence and homicides with elderly defendants.</li> <li>● <b>Belinda Akes</b>, shared that Pinal Gila Council for Senior Citizens temporarily closed due to COVID, also impacting CAHRA and the food bank. Operations have resumed, but closing provided several challenges to the seniors in this area. This Area Agency on Aging has initiated a new arts program to support community seniors in combination with serving meals, called Arts and Meals.</li> <li>● <b>Brenda Holt</b>, shared that AARP continues to work with nursing homes, monitoring prescription drug use and providing fraud prevention education as new frauds are being launched. AARP will begin no-contact shred-a-thons in 2021. Friendly Voices, a new program through AARP has launched, using volunteers to call isolated seniors on a regular basis. 1-888-281-0145 to set up a call for yourself or on behalf of someone else, or you can go online at <a href="https://aarpcommunityconnections.org/friendly-voices/">https://aarpcommunityconnections.org/friendly-voices/</a>. Spanish speakers can call 1-888-497-4108.</li> <li>● <b>Cameron Johnson</b>, proxy for Director Colonel Wanda Wright, represented the Arizona Department of Veteran Services. <b>Cameron</b> requested information from <b>Brenda</b> regarding a link to the friendly voices program. He shared that construction is still moving forward in Flagstaff and Yuma on the Veteran's Housing complexes. Veteran benefit counselors are still working to support Veterans with pensions and compensation, also available is the Military family relief fund for pre and post 9-11 veterans.</li> <li>● <b>Carol Brown</b>, announced that Western Arizona Council of Government was able to secure funding to purchase comfort pets and will be holding a fundraiser to purchase more. Comfort pets are</li> </ul>

robotic puppies and cats designed to help seniors that live in isolation and caregivers for stress relief. The goal is to put these comfort pets into more private homes, assisted living facilities and long-term care facilities.

- **Shelli Silver**, shared that Arizona Health Care Cost Containment System (AHCCCS) has been focusing on how to determine payment to Arizona providers for the administration of the COVID-19 vaccine and many other behind the scenes operational activities to support the distribution and payment for AHCCCS members that will be receiving the COVID vaccine. Long Term Care's (LTC) are part of the 1A priority group and most, if not all, LTC's have signed up for vaccinations through the approved vendors.
- **Steve Wagner**, reported on Arizona Fall Prevention Coalition. The Coalition will be working with ASU school of Biological Health and Systems Engineering as Google has funded a fall system study surrounding fall causation and prevention.
- **Virginia (Ginny) Roundtree** reported on the Abuse and Neglect Prevention task force annual recommendations. Of the approximately 30 recommendations, all recommendations have had action taken on them, though some were slowed due to COVID. Recommendations focused on resources, identification on abuse and neglect, education and cross-agency collaboration. The task force will continue to move forward, meeting quarterly, discussing how to implement the recommendations and how to measure desired outcomes. **Ginny** also reported that the LTC task force has created guidance surrounding off-site visitation for care facilities throughout the holidays.
- **Terri Spitz**, shared that the Statewide public awareness campaign by the Desert Southwest Chapter of the Alzheimer's Association, You're Not Alone Arizona <https://www.youtube.com/watch?v=u4kzxS4d7UU> was extremely successful with a total of 3.3 million impressions. The chapter has received notification that it will be funded again in 2021 and will focus on doing more outreach in Spanish. Through this Chapter, 7,000 people went through community-based education in 2020. Recently, a round table was held with Chapter volunteers to ask how they are doing, what the volunteers are hearing in their support groups and how the Chapter can best support them.
- **Wayne Tormala**, Bureau Chief of the Arizona Department of Health Services (AZDHS) shared that the falls prevention work continues, that there are caregiver support groups in fourteen Arizona counties and his department is overseeing a 5 year plan to enhance mental well-being throughout Arizona. ADHS is holding a two hour forum on January 12, 2021, focusing on Social isolation, substance abuse through pain management, suicide and the members of the council are all invited. To register, please contact Scott Gaudette ([scott.gaudette@azdhs.gov](mailto:scott.gaudette@azdhs.gov)).
- **Lisa O'Neill, Chair**, thanked all of the Council members for their work, looking forward to hearing from Az4A, who will be joining the next meeting and future meetings.

### Workgroup Update

- **Lisa O'Neill, Chair**, shared that the Aging in Community workgroup is hoping to relaunch in January 2021 and any council members interested in being a part of the workgroup, reach out to Kim Brooks so the Council can begin coordinating the first meeting. **Lisa** asked that members do so by December 31st to support having the first meeting in January.
- The Governor's Office of Youth, Faith and Family has been working on the 2020 Annual Report for the Aging Council. As soon as this report is completed, it will share it with the Council as well as posting it on the GOYFF website on the GACA page.

**Future Meeting Dates and Topics**

- **Lisa O'Neill, Chair**, requested that Council members mark their calendars for the next meeting on 2/10/21 at 10 am which will be held via Zoom.
- **Lisa O'Neill, Chair**, opened the floor to the Council to propose any potential presenters for future meetings. **Carol Brown** recommended that Falls Coalition is considered moving forward.
- **Lisa O'Neill, Chair**, announced future meetings dates which were also provided on the agenda.

**Adjournment**

- **Lisa O'Neill, Chair**, thanked Council members for their attendance and requested a first and second motion to adjourn the meeting. **Belinda Akes**, motioned to adjourn with **Ginny Rountree** seconding the motion
  - Motion passed with no dissenting votes and the meeting adjourned at 11:37 am.

December 16th, 2020  
Governor's Advisory Council on Aging  
Respectfully Submitted By:  
Kim Brooks  
Commissions Coordinator, GOYFF