



**GOVERNOR’S ADVISORY COUNCIL ON AGING**

**August 11, 2021, 10:00 AM**

**Governor’s 2nd Floor Conference Room**

1700 West Washington Street, PHOENIX, ARIZONA 85007

A general meeting of the Governor’s Advisory Council on Aging was convened on August 11, 2021, 1700 West Washington Street, Phoenix, Arizona 85007, notice having been duly given.

<b>Members Present (13)</b>	<b>Members Absent (1)</b>
Lisa O’Neill, Chair	Nicole Baker (proxy for Arizona Department of Veteran’s Services)
Terri Spitz, Vice Chair	
Barbara Marshall	
Belinda Akes	
Bert Ijams	
Bonita Imus	
Brenda Holt	
Carol Brown	
Carrie Gibbons (proxy for Jaime Aguilar)	
Shelli Silver	
Steve Wagner	
Teresa Manygoats	
Molly McCarthy (proxy for Virginia Rountree)	
<b>Staff and Guests Present (7)</b>	
Kim Brooks	James Fitzpatrick
Vianney Careaga	Mary Beals Luedtka
Melissa Luxton	Senator Lela Alston
Michael “Shayne” Gallaway	

### Call to Order

- **Lisa O'Neill, Chair**, called the Governor's Advisory Council on Aging meeting to order at 10:00 a.m. with 13 members present. **Dr. O'Neill** reviewed the procedures of how the meeting would be facilitated and welcomed all those present.
- **Lisa O'Neill, Chair**, also welcomed the newest member of the Council, **Teresa Manygoats**, Arizona Department of Health Services (DHS). **Teresa** took a moment to introduce herself.

### Roll Call

- **Lisa O'Neill, Chair**, conducted a roll call of the Council and took note of Councilmember proxies.

### Approval of Minutes

- **Lisa O'Neill, Chair**, requested a review of the **June 9, 2021** meeting minutes. **Carol Brown** noted that on page five, line eight, the work "live" should be amended to "life."
  - **Carol Brown** moved to accept the **June 9, 2021** minutes as amended.
  - **Steve Wagner** seconded the motion.
  - The motion passed with no dissenting votes at 10:05 a.m.

### Fall Prevention Update

- **Lisa O'Neill, Chair**, introduced **Dr. Michael "Shayne" Gallaway**, Lieutenant Commander with the U.S. Public Health Service, and **Melissa Luxton**, Chair of the Arizona Falls Prevention Coalition, for an update from the Arizona Falls Prevention Coalition. They began the presentation by providing information on the prevalence of falls in Arizona. For the first data set, the key takeaway was that both the number and rate of falls that resulted in death, hospitalization, and/or emergency department visits increased from 2014 to 2019. Emergency room visits particularly increased from 2018 to 2019. For the second data set, the key takeaways are that the counties with the highest mortality rate among persons 65 years (and older) and the counties with the highest rate of hospitalization for unintentional falls are Maricopa, Pima, Gila, Yavapai, and Cochise. For the third data set, the key takeaways were that Native Americans had the highest rates of falls-related mortality among all ages during both 2018 and 2019, and that 85 years (and older) females and males had the highest rates of falls-related mortality during both 2018 and 2019. The Arizona Falls Prevention Coalition (AFPC) is designed to provide information, advice, helpful hints, and tips to help prevent falls and fall injuries by the elderly in Arizona. Through raising awareness of the issue and by providing advice to older adults, AFPC hopes to lower the occurrence of elderly falls in Maricopa County and across the state. Developed to promote evidence-based falls prevention approaches, AFPC helps coordinate existing efforts, provides technical assistance and increases the opportunities for older adults to enhance their quality of life. The Coalition provides education and information to help older adults in Arizona improve their flexibility and balance, reduce their fear of falling, and decrease the likelihood of a fall. Each year, millions of older people — those aged 65 and older — fall. More than one out of four older people falls each year, but less than half tell their doctor. Falling once doubles your chances of falling again. Many falls do not cause injuries, but one out of five falls does cause a serious injury such as a broken bone or a head injury. These injuries can make it hard for a person to get around, do everyday activities, or live on their own. Fall prevention education in conjunction with fall prevention strategies can help reduce falls. Fall prevention education provides numerous advantages such as improving fall prevention awareness, perception of fall prevention intervention, and self-efficacy. Throughout Arizona, AFPC has worked to impact this space through its outreach efforts, holding professional and public symposiums, and engaging partners from different industries. In the last year alone, AFPC has maintained its presence and meetings through the COVID-19 pandemic, and expanded its membership. AFPC is currently engaged in a public service announcement project aimed for the Falls Awareness Prevention Day on September 22, 2021. **Melissa** asked for the assistance of Councilmembers to connect the AFPC with any contacts they may have with the Arizona Department of Transportation for help on highway messaging. **Melissa** concluded their presentation by providing an overview of a new law that was enacted in the recent legislative session, A.R.S. 36-420. This statute will require senior care facilities to provide CPR,

first aid, and aid to people who have fallen until emergency medical services arrive on scene. It will also require specialized training for staff, which will have a state-wide impact and serve as a model for the nation. The AFPC was specifically named in the bill and in statute. A health care institution may use information and training materials from the AFPC in developing their training program. The full presentation can be found at <https://goyff.az.gov/meeting/qaca/2021/08/11>.

- **Bonita Imus** asked for clarification on the statement about Native Americans having the highest rates of falls-related mortality and inquired if that was particular to certain counties or if it encompassed all tribes in Arizona. **Dr. Gallaway** explained that in the information they explored, they grouped all the data from the Native American tribes together and did not specify them by county.
- **Belinda Akes** commented about her own experience with falls.
- **Bert Ijams** inquired about the cost of falls to the Arizona tax payer. **Melissa** explained that in 2018, falls in Arizona accounted for over 47,000 emergency department visits, nearly 16,500 hospitalizations, and 976 deaths, generating significant economic and personal costs upwards of \$1.5 billion in the same year.

### Alzheimer's State Plan

- **Lisa O'Neill, Chair**, introduced **James Fitzpatrick**, Public Policy & Advocacy Director of the Desert Southwest Chapter of the Alzheimer's Association, for a presentation on the Alzheimer's State Plan. **James** began his presentation by providing background information on the development of the Alzheimer's State Plan through the Arizona Alzheimer's Task Force. The Alzheimer's Task Force, in alignment with the Arizona State Plan on Aging, was intended to bring together a wide range of public and private stakeholders throughout the State to address the growing human and financial cost of dementia in Arizona. Specifically, the Task Force was charged with three goals: 1) develop comprehensive statewide strategies to address the needs of persons with Alzheimer's disease and related dementias, their care partners/caregivers, and collaboratively build legislative, regulatory, and programmatic elements to be more cost effective to the needs of the individual and State of Arizona; 2) plan ways to support research designed to reduce the future human and financial cost of dementia in Arizona; and 3) help Arizona plan for the anticipated future large scale needs of state funded long-term care services. The Task Force's work teams were responsible for collecting and analyzing data and developing recommendations for their respective Alzheimer's priority areas. These teams corresponded to the following focus areas from the goals within the State Plan on Aging: impact of the disease on the state, access to services, independence and safety, and quality of care promotion and regulation. The Alzheimer's State Plan is intended to be Arizona's new collaborative strategic plan framework to address Alzheimer's disease and related dementias. Arizona was one of the first states to include a subcommittee on Alzheimer's disease and related disorders as part of the sunset review process for the Governor's Advisory Council on Aging in 1990. Since that time, the Council has worked with a variety of public and private sector partners to consider the needs of Arizona residents struggling with the journey of Alzheimer's disease. Much has been discovered about Alzheimer's disease and its impact over the past 30+ years, and many innovations and best practices in policy, research, care, and supportive services have been developed and implemented in Arizona. The language from the Alzheimer's State Plan was completed in 2015. The Alzheimer's State Plan consists of five goal areas: 1) maximize public awareness and understanding, 2) develop new and enhance existing supports for people living with the disease and their families, 3) expand dementia-capable workforce in Arizona, 4) advance and disseminate research, and 5) create a dementia capable workforce. Upon completion of the Alzheimer's State Plan, the Task Force developed "calls to action" that would help advance the five goals, and then organized them by stakeholder groups so that those groups could work collaboratively to implement the "calls to action" they choose to engage in. During the most recent legislative session, there were efforts to house the Alzheimer's State Plan within a department or agency of the state. However, those efforts did not materialize during the session.
- **Lisa O'Neill, Chair**, commented on the importance of the work by stakeholders to get the Alzheimer's State Plan to where it is today, and echoed the need to house the plan within a department or agency of the state and the need to allocate funding toward them so that the evaluation components of the plan can be fully realized.
- **Carol Brown** noted that she will be reaching out to **James** for input on the Aging In Community Workgroup.

- **Teresa Manygoats** inquired if there are plans to resubmit the legislation in the upcoming legislative session. **James** responded by stating that the Alzheimer's Association would appreciate the opportunity to work with legislators to resubmit a version of the bill in the upcoming session. **Teresa** let **James** know that she would be open for further discussion on how she could collaborate on that effort.
- **Steve Wagner** inquired as to what the bill number of the legislation was. **James** did not have information readily available but would forward that information to **Kim Brooks** to then distribute to the Council once he confirmed the bill number.

### Councilmember & Liaison Roundtable

- **Lisa O'Neill, Chair**, provided an update from The University of Arizona Center on Aging. **Dr. O'Neill** informed Councilmembers that the Center recently received a grant to develop an end of life curriculum for health care professionals. This curriculum will be specific to each department within University of Arizona Health Sciences and not only be for older patients, but for patients across different age groups.
- **Lisa O'Neill, Chair**, introduced **Barbara Marshall** for an update from the Maricopa County Attorney's Office (MCAO). **Barbara** informed Councilmembers that as a system partner of the End Abuse in Later Life Grant, MCAO participated in the distribution of a survey to older adults that was aimed at ascertaining the level of abuse they experience. The survey results are currently being assessed. October is Domestic Violence Prevention Month and MCAO will be producing content during that month with a focus on older adult abuse. **Barbara** also alerted Councilmembers of a new scam that has been targeting older adults. As part of this scam, older adults receive phone calls from a person claiming to be from Amazon, Best Buy, or Walmart and claim that their company has mistakenly issued them a refund. The goal of the scammers is to gain information on the victim's bank accounts. She urged Councilmembers to spread the word about this scam.
- **Lisa O'Neill, Chair**, introduced **Belinda Akes** for an update from the Pinal-Gila Council for Senior Citizen Council. **Belinda** informed Councilmembers that she has recently transitioned from her role as the Chair of the advisory council to serve on the board. After several years of service, Olivia B. Guerrero, President and Chief Executive Officer of the Pinal-Gila Council for Senior Citizens, has announced that she will be retiring. Olivia will be missed and **Belinda** wishes her all the best in her next chapter. Ana Medina, Chief Operating Officer, will take over for Olivia.
- **Lisa O'Neill, Chair**, introduced **Bert Ijams** for an update from the Prescott Meals on Wheels. **Bert** informed Councilmembers that she is working to partner with the Northern Arizona Council of Governments - Area Agency on Aging and Yavapai County Community Health Services for Falls Awareness Prevention Day. Next month she will be meeting with the Alzheimer's Association to discuss ways in which the work that they both do can be mutually beneficial for the clients they serve. In addition, they have received notice from Meals on Wheels America regarding funding that is being made available to counties with low COVID-19 vaccination rates in an effort to help educate communities on vaccinations. **Bert** noted to **Dr. O'Neill** that she would be interested in receiving more information on the end of life curriculum that University of Arizona will be developing. **Dr. O'Neill, Chair**, let **Bert** know that she could provide her with more information as the curriculum gets built out.
- **Lisa O'Neill, Chair**, introduced **Bonita Imus** for an update from the Arizona Indian Council on Aging (AICA). **Bonita** informed Councilmembers that COVID-19 rates in her community are low and both schools and businesses have opened up. However, she noted that the Havasupai community has seen an increase in COVID-19 cases. **Bonita** also informed the Council that she will be replaced soon on the ITCA.
- **Lisa O'Neill, Chair**, introduced **Brenda Holt** for an update from the Arizona State Office of American Association of Retired Persons (AARP). **Brenda** informed Councilmembers that AARP's in-person office return date has been postponed due to the rise of COVID-19 cases. AARP recently partnered with the Navajo United Way to provide residents with fire extinguishers. Most people who live outside of government housing lack fire extinguishers in their homes. Fire department personnel were also on hand to educate residents on how to properly use the fire extinguishers. Many homeless shelters are also strapped on resources. AARP contacted eight local shelters in Maricopa County to help with their needs. One of the biggest things these shelters needed was water. AARP partnered with Costco to donate 548 cases of water, which resulted in 21,260 bottles of water being distributed.

- **Lisa O'Neill, Chair**, introduced **Carol Brown** for an update from the Western Arizona Council of Governments (WACOG) Area Agency on Aging. **Carol** informed Councilmembers that WACOG is preparing to launch mandated reporter training for elder abuse. WACOG intends to provide training to both professionals and public presentations to older adults, family members, and caregivers. **Bert Ijams** inquired if they would consider training Meals on Wheels staff. **Carol** responded that Meals on Wheels could receive that training. WACOG will also have brochures and content that can be given to individuals and provide them guidance on what to do when they see or encounter elder abuse. **Molly McCarthy** commented that the Arizona Department of Economic Security (DES) Abuse and Neglect Task Force has been conducting training and outreach on elder abuse, and she would be more than willing to connect and partner with WACOG on the training content. **Carol** appreciates the help and will follow up with **Molly**.
- **Lisa O'Neill, Chair**, introduced **Carrie Gibbons** for an update from the Southeastern Arizona Area Agency on Aging (SAAAA). **Carrie** informed Councilmembers that SAAAA recently brought case management services in-house instead of contracting that service out. In the last fiscal year, COVID-19 funds allowed them to serve more clients and bring waitlists down. Santa Cruz County is also hiring for some positions and have experienced challenges in finding the right applicants.
- **Lisa O'Neill, Chair**, introduced **Nicole Baker** was not present and no update was received from the Arizona Department of Veterans Services (ADVS).
- **Lisa O'Neill, Chair**, introduced **Shelli Silver** for an update from the Arizona Health Care Cost Containment System (AHCCCS). **Shelli** informed Councilmembers that in March 2021, President Biden signed the American Rescue Plan Act of 2021 (ARPA) into law which provides states funding to enhance, expand, and strengthen home and community-based services (HCBS). In order to access these funds, states must submit a spending plan request to the Centers for Medicare and Medicaid Services (CMS) for approval. AHCCCS submitted its spending plan request on July 12, 2021 for \$1.5 billion in funding. AHCCCS will also need to seek expenditure authority from the state legislature. More information can be found at [https://www.azahcccs.gov/AHCCCS/Downloads/Initiatives/ARPA/AHCCCS\\_ARPA\\_HCBS\\_SpendingPlan\\_07122021.pdf](https://www.azahcccs.gov/AHCCCS/Downloads/Initiatives/ARPA/AHCCCS_ARPA_HCBS_SpendingPlan_07122021.pdf). **Dr. O'Neill, Chair**, inquired as to the timeline for when AHCCCS expects to hear back from CMS. **Shelli** is not sure when CMS will provide feedback.
- **Lisa O'Neill, Chair**, noted **Steve Wagner** for an update from The RightCare Foundation. **Steve** informed Councilmembers that the state health information exchange (HIE), known as HealthCurrent, is now part of a regional HIE called Contexture and requests that their CEO come and speak to the Council in the future. He also thanked everyone who helped move Senate Bill 1373 over the finish line, particularly to Governor Ducey for signing the bill into law, Senator Nancy Barto for sponsoring the bill, and AARP.
- **Lisa O'Neill, Chair**, introduced **Terri Spitz** for an update from the Desert Southwest Chapter of the Alzheimer's Association. **Terri** informed Councilmembers that in the past fiscal year they were able to impact three thousand people with their outreach and education efforts. They are in need of program volunteers. The Association's capacity is built through their volunteers. In September, they will be hosting a conference called Women Conquer Alz. Additionally, in regards to the Walk to End Alzheimer's, the Association is working on providing many touchless opportunities for the in-person walk and they will also offer virtual walks. **Dr. O'Neill, Chair**, inquired whether she has a flyer that describes the volunteer opportunities. **Terri** will share a link to their website that describes the volunteer opportunities available to **Kim Brooks** to then distribute to the Council.
- **Lisa O'Neill, Chair**, introduced **Teresa Manygoats** for an update from the Arizona Department of Health Services (DHS). **Teresa** informed Councilmembers that DHS recently released the Arizona Health Improvement Plan (AzHIP). More information about AzHIP can be accessed at <https://www.azdhs.gov/operations/managing-excellence/index.php#azhip-home>. She also reminded Councilmembers that Dr. Cara Christ had recently submitted her letter of resignation and as of the Council meeting, an interim director, acting director, or new director has not yet been named.
- **Lisa O'Neill, Chair**, introduced **Molly McCarthy** for an update from the Arizona Department of Economic Security (DES). **Molly** informed Councilmembers that funding for Area Agencies on Aging services was increased in the recent state budget cycle with \$2.4 million allocated for rate increases. DES is also working to integrate the components of the Alzheimer's State Plan into the Arizona State Plan on Aging. DES has

seen more elder abuse reports to adult protective services (APS), but attributes this increase to enhanced outreach and education that has been provided.

- **Lisa O'Neill, Chair**, introduced **Mary Beals-Luedtka** for an update from the Arizona Area Agencies on Aging (AZ4A). **Mary** echoed her thanks to Olivia Guerrero for her many years of service as President and Chief Executive Officer of the Pinal-Gila Council for Senior Citizens (PGCSC). Olivia has worked in the aging field for the past 40 years and has specialized in services for rural and minority elders. Under her leadership the PGCSC Board of Directors credits the Desert Rays of Pinal-Gila Administration facility and the newly dedicated Jim Norris Central Kitchen as two of many accomplishments during her tenure. She in turn credits the Board, Advisory Council, and staff for their roles and hard work. Olivia had served as this Council's Area Agency Association Liaison for three years. In regards to the National Association of Area Agencies on Aging Conference, Arizona's Area Agencies on Aging were well represented. From Region I, Erica TeKampe, Director of HIV Care Directions presented on "The Aging Face of HIV" which highlighted the fact that 50% of those living with HIV are 50 and older. Erica shared about the services provided by HIV Care Directions and addressed age related issues for persons with HIV. From Region VIII, Laurai Atcity co-presented with Dr. Kristen Hudgins and Dr. Collette Adamsen on "AAA & Title VI Collaborations: Expand Your Impact." From Region III, **Mary** participated as a panelist at the engAGED Summit on Social Isolation, highlighting new programs developed during the pandemic and what programs will continue after the pandemic is over. In regards to regional reports, they are as follows:
  - Region I: The agency's hoarding program "Too Many Treasures" continues to get presentation requests at the national level. Most recently, Mary Coalson, a Licensed Practical Counselor in the Agency's licensed behavioral health program, ElderVention, presented (virtually) at the 2021 Hoarding Disorder, Mental Health, Safety and Dignity Conference in Minnesota. For 20 years, the Ombudsman program has represented residents of nursing homes at appeal hearings for involuntary discharges. At a recent hearing, the Ombudsmen were informed that due to a new Supreme Court ruling (31.3) Ombudsman would no longer be able to represent residents at these hearings as they are "non-attorneys." The Ombudsman Director at the Area Agency and the agency's attorney reached out to the Attorney General's Office and the attorney who is assigned to the Ombudsman program. He provided guidance on how they could advocate with the judge to be present and represent the client for this particular hearing. The basis for the argument was that under federal law Ombudsmen are to "represent the interests of the resident before governmental agencies and seek administrative, legal and other remedies to protect the health, safety, welfare and rights of the residents." The judge for the rescheduled hearing accepted this and the Ombudsman was able to represent the client. This issue will continue to be explored to avoid barriers in future hearings.
  - Region II: The agency continues to plan for service modification and adaptation to best support and serve older adults and their caregivers with the continual changes of the COVID-19 pandemic. In the fall of 2020, with funding from the City of Tucson Industrial Development Authority, the agency commissioned a feasibility study on home sharing programs nationwide and the prospects of beginning a program in Pima County. Home sharing has emerged as a relatively low-cost and immediate way to create sustainable long-term housing options for older adults. In addition to the agency's new home sharing pilot program, they continue to manage a community-wide vaccination campaign, Take YOUR Shot. Through community partnership, the community organizing aspect of the campaign has resulted in 13,743 doors knocked and 7,567 phone calls made to people in low-vaccination uptake communities as identified by the Pima County Health Department. The agency's public media campaign resulted in over 130,000 digital impressions, over 500 television spots, and over 250 radio spots in both English and Spanish.
  - Region III: The agency has a new pilot project utilizing a company called On the Go. The company does the scheduling of rides, billing, answering client questions, and walking the clients through the scheduling and transportation they will be utilizing. They do have the ability to schedule with other transportation providers and we will be exploring that after the pilot. The pilot project will run through June 30, 2022 and covers clients in Prescott, Prescott Valley, Dewey-Humboldt, Flagstaff, Mountaineer, Kachina Village, Munds Park and Doney Park. Clients aged 60 and older are assessed

for the program through Central Intake or their Care Coordinators. Once approved they get \$300.00 in credit to utilize on Lyft. This card is good for three months and can roll over month to month till the end of the three months. They can reapply after the three months have expired.

- Region VI: The agency has a new transportation provider on board during the new fiscal year. The City of Willcox, which completed its mobility management process, is approved by ADOT to receive funds for the City of Willcox and Sunsites, Bowie, San Simon, and the surrounding areas.
- Region VIII: The agency provided 1,180 KN-95 masks to Tribal communities in Arizona under emergency conditions due to wildfires. They also established a falls prevention work group with Phoenix Area Indian Health Services Injury Prevention Program to coordinate evidence based programs and events.
- **Mary** concluded by summarizing the challenges experienced by Arizona's Area Agencies on Aging (AAA). First, emergency preparedness for Natural Disasters in Tribal Communities and in the AAA's in general. Second, broadband connectivity for remote learning, telework, workforce development, or telehealth resources during the pandemic and beyond. Third, vaccine hesitancy is a challenge for the Inter Tribal Council of Arizona and for areas across the state. Fourth, difficulty with planning and budgeting due to the fact agencies have still not received all of their allocations from DES for the new fiscal year which began July 1, 2021.

### Workgroup Update

- **Lisa O'Neill, Chair**, introduced **Carol Brown** and **Brenda Holt** for an update on the Aging in Community Workgroup. **Carol** informed Councilmembers that the Workgroup is making strides on its goals. First, in support of the goals for the Arizona State Plan on Aging, the Workgroup will be reaching out to James Fitzpatrick for his help on their recommendations. Second, in support of fall prevention, the Workgroup is reaching out to presenters to meet with the Workgroup and other entities to promote falls prevention education. As a reminder, Falls Awareness Prevention Day on September 22, 2021. Third, in support of the Walk to End Alzheimer's, flyers will be distributed with information on all the walks occurring throughout the state. The Workgroup is also encouraging Councilmember participation with the walks and other activities. Fourth, in support of advocacy and awareness of older adult abuse, the Workgroup has reached out to the Attorney General's Office for more information regarding scams targeted to older adults. **Brenda** has reached out to the FBI for more information about this as well. The Workgroup also intends to reach out to **Molly McCarthy** for information from adult protective services.

### Future Meeting Topics

- **Lisa O'Neill, Chair**, requested topics for future meetings from the Councilmembers. All recommendations should be sent to **Kim Brooks**.

### Upcoming Meeting

- **Lisa O'Neill, Chair**, reminded Councilmembers to mark their calendars for their next meeting on October 12, 2021.

### Adjournment

- **Lisa O'Neill, Chair**, thanked everyone for being part of the meeting and asked for a motion to adjourn the meeting.
  - **Belinda Akes** moved to adjourn.
  - **Bert Ijams** seconded the motion.
  - The motion passed with no dissenting votes and the meeting adjourned at 11:53 a.m.

Governor's Advisory Council on Aging  
Respectfully Submitted By:  
Vianney M. Careaga  
GOYFF