The Arizona Association of Area Agencies on Aging

Region One: Mary Lynn Kasunic  Maricopa County
Region Two: W. Mark Clark  Pima County
Region Three: Mary Beals-Luedtka  Coconino, Yavapai, Navajo, & Apache Counties
Region Four: Gina Whittington  Mohave, LaPaz, & Yuma Counties
Region Five: Ana Medina  Pinal & Gila Counties
Region Six: Laura Villa  Graham, Cochise, Greenlee, & Santa Cruz Counties
Region Eight: Laurai Atcitty  Twenty-One Tribal Nations
Director: Maddy Bynes
Arizona Area Agencies on Aging
<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Management</td>
</tr>
<tr>
<td>Congregate Meals</td>
</tr>
<tr>
<td>Home-Delivered Meals</td>
</tr>
<tr>
<td>Home and Community-Based Services</td>
</tr>
<tr>
<td>Information and Referral</td>
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<tr>
<td>Medicare/Benefits Counseling</td>
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<tr>
<td>Ombudsman</td>
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<tr>
<td>Respite</td>
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<tr>
<td>Transportation</td>
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<tr>
<td>Volunteering</td>
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<tr>
<td>Family Caregiver Support</td>
</tr>
<tr>
<td>Health and Wellness</td>
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<tr>
<td>Community Education and Advocacy</td>
</tr>
<tr>
<td>Issues Facing Arizona</td>
</tr>
<tr>
<td>-----------------------------------------------------------</td>
</tr>
<tr>
<td>Growing Aging Population</td>
</tr>
<tr>
<td>Increased Demand for Service</td>
</tr>
<tr>
<td>Shortage of Workers</td>
</tr>
<tr>
<td>Affordable Housing &amp; Homelessness</td>
</tr>
</tbody>
</table>
Growing Aging Population

- Arizona is aging much faster than it is expanding.
- Arizona is aging faster than the US. The US 65+ population grew 34% during the same time period.

<table>
<thead>
<tr>
<th>Percent Change in Arizona Population Estimates 2010 to 2019</th>
<th>% Change 2010-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>13.9</td>
</tr>
<tr>
<td>Under 18 years</td>
<td>0.7</td>
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<tr>
<td>65 years and over</td>
<td>48.4</td>
</tr>
<tr>
<td>White</td>
<td>6.3</td>
</tr>
<tr>
<td>Black or African American</td>
<td>35.2</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>11.2</td>
</tr>
<tr>
<td>Asian</td>
<td>44.6</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>24.7</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>39.7</td>
</tr>
<tr>
<td>Hispanic</td>
<td>21.9</td>
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</tbody>
</table>

Source: University of Arizona Eller College of Business: Economic and Business Resource Center
## Increased Demand for Services

<table>
<thead>
<tr>
<th></th>
<th>Nutrition</th>
<th>Case Management</th>
<th>Home Care</th>
<th>One-Way Transportation</th>
<th>LTC Complaints</th>
<th>Information &amp; Referral</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• 3,284,507 meals served</td>
<td>• 117,546 hours of case management provided</td>
<td>• 396,781 hours of home care provided</td>
<td>• 77,718 one-way trips provided</td>
<td>• 6,192 Long-Term Care consults</td>
<td>• 94,493 callers to AAA I &amp; R lines</td>
</tr>
<tr>
<td></td>
<td>• 45% increase since FY 2019</td>
<td>• 32% increase since FY 2019</td>
<td></td>
<td>• 76% decrease since FY 2019</td>
<td></td>
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</table>
# Direct Care Worker Projected Job Openings 2018-2028 for Arizona

<table>
<thead>
<tr>
<th>Occupation Name</th>
<th>Growth</th>
<th>% Growth</th>
<th>Separations</th>
<th>Total Job Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Health Aides</td>
<td>12,207</td>
<td>65%</td>
<td>28,023</td>
<td>40,230</td>
</tr>
<tr>
<td>Nursing Assistants</td>
<td>5,617</td>
<td>35%</td>
<td>21,163</td>
<td>26780</td>
</tr>
<tr>
<td>Personal Care Aides</td>
<td>32,363</td>
<td>61%</td>
<td>96,137</td>
<td>128,500</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>50,187</strong></td>
<td><strong>57%</strong></td>
<td><strong>145,323</strong></td>
<td><strong>195,510</strong></td>
</tr>
</tbody>
</table>

*Source: PHI National*
In the early 1990s, only 11 percent of the adult homeless population was aged 50 and over. That increased to 37 percent by 2003. Today, half of those who experience homelessness are over age 50.”

- Arizona Department of Economic Security, State of Homelessness in 2020
Source: National Low-Income Housing Coalition

Source: University of Arizona Map Dashboard
Regional Highlighted Programs
Region One Highlights

Serving between 100,000 to 125,000 clients annually through 50 programs & services; 57 subcontractors

Accredited through Council on Accreditation since 2006

Contracts with ALTCS plans for Home Delivered Meals & Adult Day Health Care; Mercy Care for Care Transitions & Care Coordination

Licensed through ADHS as a Behavioral Health Program; certified to bill Medicare and AHCCCS

7 health plan contracts for Behavioral Health: Aetna, BCBS of AZ/Advantage Plan, Cigna, Humana/ChoiceCare Network, Magellan, Mercy Care, and United Healthcare.
New Initiatives

- **Operation HOPE**
  Delivers food boxes and produce bags

- **elderSHOP**
  Door-to-door grocery shopping

- **elderTRIP**
  Medical transportation using rideshare

- **Goods2HOME**
  Distributes cleaning supplies to residents of low-income senior housing

- **Hi Neighbor**
  Telephone reassurance calls

- **elderCONNECT**
  Provides tablets to older adults to connect with the world around them

- **Housing**
  With support of the OVW grant, hired Housing Specialist to work with victims of late-life abuse

- **Benefits Assistance**
  Added a Benefits Navigator to assist clients in applying for ALTCS, SNAP and other benefit programs

- **Friends & Neighbors Homemaker**
  Replicated model used in Respite for Homemaker Program

- **In-House Case Management**
  Hired internal case managers to meet capacity of increased referrals for HCBS
Pima Council on Aging Program Highlights

Take YOUR Shot Campaign
• Won the First Place Aging Innovation Award at USAgeing Conference
• 4th booster shot campaign up and running

PCOA Way
• Won Aging Achievement Award at USAgeing Conference
• Holding follow up session with conference presentation attendees
Pima Council on Aging - Program Highlights

HCBS Friends & Neighbors

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<tbody>
<tr>
<td>Respite</td>
<td>11</td>
<td>15</td>
<td>16</td>
<td>22</td>
<td>22</td>
<td>27</td>
<td>28</td>
<td>31</td>
<td>34</td>
<td>33</td>
<td>34</td>
<td>30</td>
</tr>
<tr>
<td>HCBS</td>
<td>0</td>
<td>3</td>
<td>12</td>
<td>21</td>
<td>32</td>
<td>43</td>
<td>58</td>
<td>83</td>
<td>85</td>
<td>95</td>
<td>105</td>
<td>113</td>
</tr>
<tr>
<td>Total</td>
<td>11</td>
<td>18</td>
<td>28</td>
<td>43</td>
<td>54</td>
<td>70</td>
<td>86</td>
<td>114</td>
<td>119</td>
<td>128</td>
<td>139</td>
<td>143</td>
</tr>
</tbody>
</table>

Legend: Respite, HCBS, Total
Regional Services – Highlights

- Health & Wellness programming that includes evidenced based workshops plus activities & recreation
- AIRS Certified Information and Referral Staff
- Toll Free Number 877 521 3500
- Four Local Offices: Flagstaff, Show Low, Cottonwood and Prescott
- Medicare/Benefits Counseling saved clients $262,909 in FY21
Addressing Social Isolation

**Holiday Joy for Older Adults**

- Swing in Your Chair
- Mindful Meditation
- Joy for All Pets
- Coffee Time
- Critter Tails
- Virtual Health & Wellness Fairs
- Reassurance Program
- Chair Yoga

Evidenced Based: Matter of Balance, Tai Chi for Arthritis, Active Choices
Financial Assistance Partnership Changing

• WACOG AAA has partnered with our Community Action Department for decades to prioritize and connect Seniors to the safety net services administered through our “sister” department; utility and rental assistance, Weatherization and home modification assistance.

• The State’s Department of Economic Security’s decision to move the administration of LIHEAP to the State, and through the ERAP Portal, is concerning given the inherent barrier and potential impact on older adults accessing utility assistance through an on-line Portal. Advocacy efforts by our organization focus on a transition of the local “safety net” delivery system to the statewide Portal which assures the equitable and accessible distribution and utilization of this resource to each County of the State. Further, the prioritization of vulnerable populations, like Seniors, by County.
Expanding the Public Health Workforce, Addressing Social Determinants of Health & COVID

Leveraging resources targeting La Paz County

- Grant through DAAS/ACL & ADHS/Wildfire
- 1 FTE added
- Building operational partnership with La Paz County Health Department and Community Health Worker’s program.
- Addressing the Social Determinants of Health and COVID impact.
- Create a co-case management/service coordination structure to prioritize and address the service needs in a holistic manner.
- Create communication and referral pathways.
- Prioritize families and individual with COVID related impacts.
- Flexible funding can be used to meet needs which cannot be met by existing Health Department of WACOG funding and resources
Pinal Gila Council for Senior Citizens – Program Highlights

Vaccination & Testing Program

- Increasing access to vaccination by hosting clinics at senior centers and community facilities
- Targeted rural, low-income, minority populations to improve vaccine equity
- Held first clinic in early December, with the goal of offering booster before holiday
- 19 Clinics Hosted 1,632 Individuals vaccinated
- Distributed 10,946 test kits to 3,111 seniors via case managers, senior centers and clinics
Meals on Wheels Central Arizona Kitchen Expansion Project:

- Currently serving 150 seniors residing in Eloy, Coolidge, Florence and unincorporated areas of Pinal County
- Expansion plan will allow HDM service to Maricopa and San Tan – 130 Additional Individuals
- Building modifications include installation of new walk-in freezer & refrigerator units. Dry storage expansion
- Project due to be completed by March 2022
SEAGO Area Agency on Aging – Program Highlights

SEAHEC-Vaccine Access

Partnership formed with Southeastern Arizona Health Education Center (SEAHEC) to help

• Increase vaccine confidence/decreasing vaccine hesitancy
• Reaching underserved populations, such as rural, minority, non-English speaking and/or other marginalized populations
• Public outreach and awareness
• Individual outreach and awareness
• Promoting booster shots

➢ 5496 number of people reached through activities since September
➢ 1035 individual assistance
➢ 628 individual 60+
Southeastern Arizona Elder Abuse Taskforce (SEAEAT) began at the end of last year. The purpose is to join forces between our LTCO and SHIP-SMP to form strong and long-lasting partnerships that address Elder Abuse in Region VI.

- Educate those organizations who can help report abuse
- Promote safety increase collaboration between local organizations
- Increase awareness by holding a regional World Elder Abuse Awareness Day throughout the four counties.

Santa Cruz County Senior Sin Ruedas Taskforce is formed. The task force will address the transportation needs in SCC. Our most vulnerable population is affected by the lack of resources regarding transportation in our fast-growing county.

- Organization representatives at the table discuss the challenges that they see growing
- Partners who can come to the table and share ways to help mitigate this issue and find possible solutions
- Funding opportunity through American Rescue Funds as well as preparation for ADOT funding that will help with sustainability
- Partners present Adult Protective Services, Senator Rosanna Gabaldon, SCC Chamber of Commerce, Valley Assistance Services, Patagonia Senior Rides, and AZ Complete Health.
Inter Tribal Council of Arizona, Inc. – Area Agency on Aging, Region 8

Vaccine Hesitancy Program
- At-Home COVID Test Kits
- Offering COVID Resource information
- KN95 Masks

San Manuel Band of Mission Indians Grant
- Nutritious Meals
- COVID Resources
- First Aid Kit
Inter Tribal Council of Arizona, Inc. – Area Agency on Aging, Region 8

GoodHealthTV
- Reached 171,468 estimated impressions throughout Tribal Health Care facilities in Arizona.

Alzheimer’s Dementia Program Initiative (ADPI)
- Resource scarcity
- Limited community education
- Community Partnerships
- Create a dementia-capable community
- Music and Memory
- Dementia Friends
- Support Group
- Maintain a Healthy: Balance for Brain Health
- Native American Monthly Newsletter – The Beacon