



Area Agency on Aging, Region One

Area Plan 2014-2017: Action Plan

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**Area Agency on Aging, Region One
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Goal 1: Increase awareness and understanding of aging issues and help prepare Arizona for aging population.	
Objective 1.1: Develop educational series on aging issues.	
Team Leader: Alfredo Gonzalez Team member(s): Robbin Coulon, Regan Smith, Ronald Conner, Melissa Elliott, Marco Mendoza	
ACTION STEPS	STATUS REPORT
A. Develop an official agency PowerPoint presentation by December 2013.	ONGOING: PowerPoint presentation was updated January 2016 and will be revised on an ongoing basis. Updated PowerPoint presentation has been made available to agency staff.
B. Research and identify topics relevant to aging community (e.g. Living Well with Hearing Loss) by June 30, 2014.	COMPLETED: Research has been conducted and a tentative list of topics relevant to the aging community has been formed
C. Choose topics and presenters for aging lecture series; coordinate schedule for series to begin Jan 2015.	ONGOING: With feedback from various supervisors a list of presenters and topics that they can speak on has been formed. List is available on the website for the public to request presentations. Presentations on these topics have been ongoing.
D. Explore feasibility of implementing education series in other media formats (i.e. website, videos, webinars, etc...) starting summer 2015.	ONGOING: Many improvements have been made to the website for easier access to information. We have posted a video about Benefits Assistance Program to the website and created an online Medicare Library.
E. Develop a Speakers Bureau by December 2015.	COMPLETED: Speakers Bureau is posted on the Agency website. 982 presentations have been given since July 2014.

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Goal 1: Increase awareness and understanding of aging issues and help prepare Arizona for aging population.	
Objective 1.2 Expand outreach and services to underserved, non-traditional, and rural populations.	
Team Leader: Cyndi Patterson Team member(s): Scott Hawthornthwaite; Alfredo Gonzalez, Melissa Elliott	
ACTION STEPS	STATUS REPORT
A. Expand caregiver resource zones from the current 14 to 25 by December 2015.	COMPLETED: To date, 28 resources zones are located throughout Maricopa County.
B. Explore and establish other non-traditional options (e.g. retail businesses, libraries, hair salons) for distributing Agency educational materials by December 2015.	COMPLETED: Agency program materials have been distributed to local libraries, community centers, selected pharmacies, and the PRIDE Center.
C. Explore the development of respite programs in the southwest corner of the county by December 2015.	CANCELLED: Based on experiences in other rural communities it is not economically feasible.
D. Expand the educational programs and support groups for victims of late life domestic by December 2015.	COMPLETED: Space secured at Care First facility in Avondale as of December 2015. Marketing occurred in December 2015 and January 2016 with actual support groups to begin February 4, 2016.
E. Expand the educational programs and support groups for persons who hoard by December 2015.	COMPLETED: 378 individuals attended the Hoarding Program presentation through FY15. 15 groups have been delivered to date. Currently we are looking at receiving MidWestern University support and looking at our program as evidence based with the strong potential that this research will be published.

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Goal 1: Increase awareness and understanding of aging issues and help prepare Arizona for aging population.	
Objective 1.3: Utilize technology to increase access to services and information.	
Team Leader: Ronnie Conner Team member(s): Jim Dickinson, Alfredo Gonzalez	
ACTION STEPS	STATUS REPORT
A. Redesign and streamline the Area Agency on Aging website by June 2014.	COMPLETED September 2014
B. Redesign the allied websites for MEAPA and Care Directions by December 2015.	ONGOING www.iwillpreventelderabuse.org website has been rebuilt with online form. MEAPA and Care Directions will be revised and link to our Agency website and reflect appropriate branding.
C. Develop and implement a plan to train key staff on the use of the Smart Board beginning in October 2014 with classes to be ongoing.	ONGOING Smart Board training is currently available on YouTube (https://www.youtube.com/watch?v=TdOF2LFQINE) and has been emailed to staff. A refresher training will be provided in April 2016.
D. Explore the viability of using video conferencing (e.g. Skype, FaceTime) for counseling homebound older adults as well as providing training, meetings and communication with providers and other agencies by December 2014.	COMPLETED It is not feasible to use video conferencing for counseling homebound adults due to confidentiality issues/concerns per our funding source.. IN PROGRESS We have subscribed to webinar software and will be training on its use in Q1 2016 for trainings and meetings.

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Goal 2: Increase the ability of older adults to remain active, healthy, and living independently in their communities	
Objective 2.1: Promote volunteer options to address unmet community needs.	
Team Leader: Marco Mendoza Team member(s): Regan Smith, Debby Elliott, Melissa Elliott, Rose Leyba	
ACTION STEPS	STATUS REPORT
A. Research existing data from focus groups and surveys that identify unmet community needs. Compile this data for review by February 2014.	COMPLETED: Committee reviewed 2012 Area Agency on Aging surveys and focus groups, and the Maricopa Aging Services Project from MAG produced in 2013. Five top community unmet needs documented are: (1) awareness of services, (2) transportation, (3) home-based supports, (4) financial assistance, and (5) social interaction.
B. Conduct focus groups and surveys of Agency programs, community programs, and/or volunteers to determine service areas that volunteers can address unmet community needs. Develop action plan for expanded volunteer services by May 2014.	COMPLETED: Focus group held on May 5, 2014. IN PROGRESS: The Agency website has been updated to reflect volunteer opportunities available within the agency. December 2015 volunteer program coordinators met with human resources to plan volunteer access to the Agency and the development of a brochure about the Agency's volunteer opportunities.
C. Expand Los Ancianos Program during FY 14 to address unmet community needs with non-stipend volunteers as well as stipend volunteers.	COMPLETED: In FY 14 AmeriCorps Program had 33 volunteers with 670 hours of service. In FY 15 AmeriCorps Program had 42 volunteers with 1297 hours of service. In FY 16 AmeriCorps Program has 37 volunteers with 423 hours of service (to date).
D. Establish a core team of trained volunteers to provide home-based assistance with ALTCS applications by Fall 2014.	IN PROGRESS: A core group of Benefits Assistance volunteers have been identified to assist with this new program. ON HOLD: An initial planning meeting was held in July 2015 with volunteers from Benefits Assistance and Ombudsman Programs. Establishing a group of volunteers to help with ALTCS applications to their conclusion was determined to be beyond the scope of a volunteer. The Agency will develop more contacts within ALTCS to assist with complicated cases.

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Goal 2: Increase the ability of older adults to remain active, healthy, and living independently in their communities	
Objective 2.2 Support community efforts assisting individuals to age in place through program and service options such as the Village concept.	
Team Leader: Jim Knaut Team member(s): Marco Mendoza	
ACTION STEPS	STATUS REPORT
A. Participate in the Maricopa Association of Governments Aging Place initiative designed to develop and promote connections to services and social participation for older adults in target communities.	ONGOING: Staff serves on the MAG Aging in Place Leadership Team, meeting monthly to develop initiatives throughout Maricopa County.
B. Provide support and technical assistance to the Aging in Place pilot sites in Phoenix, Tempe, and the Northwest Valley.	ONGOING: Staff participates on the Northwest pilot site initiative targeting transportation solutions in the northwest valley. Staff participates and continues to lend support to Phoenix and Tempe as the pilots get underway. Benefits Assistance Program has been particularly engaged with Tempe Neighbors Helping Neighbors in planning joint events in 2015 and 2016.
C. Develop and maintain Medicare information on the www.connect60plus.com website, and participate in the Medicare forum on a regular basis with new posts and responses to inquiries.	ONGOING: Benefits Assistance Program Director continues to post Medicare information on the Connect 60 website, and responds to inquiries when submitted.

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Goal 2: Increase the ability of older adults to remain active, healthy, and living independently in their communities	
Objective 2.3: Advocate and participate in efforts to develop strategies designed to provide coordinated and accessible transportation resources and information for vulnerable populations.	
Team Leader: Jim Knaut Team member(s): Michael Ashton	
ACTION STEPS	STATUS REPORT
A. Participate in monthly Maricopa Association of Governments (MAG) Human Services Technical Committee (HSTC) meetings to advocate on behalf of older adults' and disabled populations' transportation needs in Maricopa County.	ONGOING: Staff participates in the monthly meetings of the MAG Technical Committee, providing input and participation in planning on transportation issues and other human services needs in Maricopa County.
B. Testify and/or participate in Maricopa Association of Governments (MAG), Valley Metro, City of Phoenix, and other public transportation hearings and efforts to represent the transportation needs of Maricopa County older adults and persons with disabilities.	ONGOING: Staff participates on a regional community based task force in northwestern Maricopa County initially formed to address the needs of older adults in the Sun Cities area with the closure of its volunteer transit system in 2010. The task force has evolved to focus on the planning and implementation of transportation solutions under the MAG Aging in Place pilot program.
C. Participate on the MAG Transportation Ambassadors Program (MAG) Steering Stakeholders Group for the purpose of advocating on behalf of, and keeping individuals informed on transportation resources in Maricopa County.	ONGOING: The Area Agency is an active member and participant on the MAG Transportation Ambassadors Program, representing the needs of older adults in Maricopa County.

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Goal 2: Increase the ability of older adults to remain active, healthy, and living independently in their communities	
Objective 2.4: Develop alternative funding options to ensure sustainability of programs and services.	
Team Leader: Melissa Elliott Team member(s): David Diaz, Kaye Baker, Jeff Dean, Marco Mendoza, Michael Harper	
ACTION STEPS	STATUS REPORT
A. Complete an annual “Lift the Wait” campaign to increase the donor base and increase non-governmental funds to ensure sustainability.	COMPLETED: The fourth annual Lifting the Wait Annual Campaign raised a total of \$52,192
B. Implement a cost sharing initiative with Home and Community Based Services and Respite clients by January 2015.	ON HOLD: Staff served on the DAAS statewide committee and had input into the protocols.
C. Increase reimbursement for services provided: 1) Request “prior period coverage” from the Arizona Long Term Care System Program Contractors to cover services provided back to period coverage date by December 2014. 2) Propose provider service agreement with hospices to provide and be reimbursed for meals served to hospice clients by December 2014.	1) ON HOLD: Prior period coverage options have been discussed with ALTCS contractors. Return on investment and time reviews have reflected that revenues gained may not offset the expense and effort required. 2) COMPLETED: Staff met with hospice providers, who have not indicated a willingness to reimburse the agency for home delivered meals services to their clients.
D. Develop private pay services package: 1) Conduct feasibility studies for developing private pay services beginning October 14, 2014. 2) Create billing infrastructure by December 2013. 3) Promote private pay services by January 2015.	ONGOING In August, the Area Agency Board of Directors approved the establishment of a new LLC, Age Connect which will be the mechanism for offering private pay services. A budget was also approved. Billing infrastructure is currently being reviewed and marketing materials are being developed so the program can be promoted starting in March 2016.

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Goal 3: Increase the safety and well-being of older Arizonans	
Objective 3.1: Participate in efforts to extend health promotion and wellness opportunities to older adults.	
Team Leader: Melissa Elliott Team member(s): Rose Leyba, Heidi Donniaquo	
ACTION STEPS	STATUS REPORT
A. Sponsor and coordinate annual Fall Prevention events.	COMPLETED: Fall Prevention Coalition Events in 2013 and 2014. The Agency continues as a member of the steering committee and has committed to assist with the upgrades to the website.
B. Offer group therapy through ElderVention® Clinical Services starting October 2013.	ONGOING: Currently, additional staff will be needed along with the space to bill and/or charge for group therapy beyond what is being done in the Hoarding Therapy Groups.
C. Develop best practices and innovative methods for service delivery within the ElderVention® program by March 2014.	ONGOING: Medicare billing began in January 2015. Have begun process of establishing some third party contracts. Clinically we adhere to a Brief Therapeutic Model. We had a change in staff and are currently having that staff member become Medicare certified. We are also looking into becoming CAQH credentialed which would allow for third party billing more easily. We are continuing to look for another therapist.
D. Evaluate the Los Ancianos health promotion initiative and develop recommendations for senior center health promotion by February 2014.	COMPLETED: New proposal for Los Ancianos program submitted 5/14/2015 with award received in July, 2015. A continuation application will be completed in May 2016.

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Goal 3: Increase the safety and well-being of older Arizonans	
Objective 3.2: Expand support to older adult refugee populations in their efforts to obtain citizenship.	
Team Leader: Jolie Mbonyingabo Team member(s): Debby Elliott	
ACTION STEPS	STATUS REPORT
<p>A. 1. Explore steps and feasibility for the Agency to apply with the Board of Immigration Appeals (B.I.A.) to be recognized as a non-profit organization that can allow non-attorney staff to practice immigration law by October 31, 2013.</p> <p>2. Explore steps and feasibility for the refugee case managers to be accredited by B.I.A. to practice immigration law by November 30, 2013.</p>	<p>1. COMPLETED: 10/31/13 Researched required documentation for the agency to be recognized as a viable participating non-profit agency. The agency has all of the required components.</p> <p>2. COMPLETED: 11/15/13 Researched available courses that would result in accreditation that would allow legal representation for clients at immigration. Catholic Legal Immigration Network, Inc. training was selected.</p>
<p>B. Develop a checklist for the B.I.A Recognition and Accreditation process by December 30, 2013 and present to the agency's CEO for consideration.</p>	<p>COMPLETED: 12/2013 The Agency's CEO approved the on-line training for the Director and the Lead Elder Refugee Case Manager. The agency's documentation requirements submitted to the CEO concurrent with the training modules. All related activities approved to proceed.</p>
<p>C. 1. Research and select a basic English language curriculum for pre-literate older refugee clients to help establish enough English capacity for them to be eligible to attend ESL classes by October 1, 2013.</p> <p>2. Recruit two volunteer retired teachers to provide the pre-literate education by October 30, 2013.</p> <p>3. Establish educational venues at apartment complexes, where groups of clients reside, for easy accessibility to the classes by November 15, 2013.</p> <p>4. Initiate basic English classes for older refugees who are pre-literate by December 1, 2013.</p>	<p>1. COMPLETED: 9/30/13 An established curriculum was selected that is available for no charge.</p> <p>2. COMPLETED: A flyer and media ad was developed for distribution to recruit more retired teachers to meet the demand for classes. 16 volunteers are now teaching in the program.</p> <p>3. COMPLETED: Four venues in close proximity to refugee residential complexes were identified for classroom space.</p> <p>4. COMPLETED: 9/2013 Classes began for the 1st 10 wk. session with an initial 83 clients enrolled; currently 121 clients are attending multiple pre-literate classes, with 308 clients on a wait list for the next set of classes.</p>

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Goal 4: Advocate for federal, state, and local efforts on issues affecting populations served by the Area Agency on Aging	
Objective 4.1: Monitor, evaluate, and comment on legislation, policies, programs, funding, hearings, and community actions.	
Team Leader: Jim Knaut Team member(s): Mary Lynn Kasunic, Michael Ashton, Advocacy Committee	
ACTION STEPS	STATUS REPORT
A. Prepare advocacy alerts as necessary, and notify the aging community of legislation and issues affecting older adults and persons with disabilities.	ONGOING: Staff have prepared PowerPoint presentations for the community and advocates on funding histories for home and community based services, current waiting list data, and the impact of these wait lists on APS referrals. The agency has submitted letters to Maricopa County legislators requesting inclusion of funding for home and community based services funding in the FY'2017 budget to address increasing waiting list numbers.
B. Advocate and testify at the Arizona Legislature and with elected representatives in Washington D.C.	ONGOING: In addition to advocacy letters as addressed above, Area Agency staff provided testimony at the February 2 nd meeting of the Senate Appropriations Committee. Staff have also been invited to present at the February 22 nd meeting of the House Children and Family Affairs Committee.

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Goal 4: Advocate for federal, state, and local efforts on issues affecting populations served by the Area Agency on Aging	
Objective 4.2: Enhance advocacy efforts with local groups to build greater support and provide technical assistance to community groups.	
Team Leader: Jim Knaut Team member(s): Mary Lynn Kasunic, Michael Ashton, Advocacy Committee, Alfredo Gonzalez	
ACTION STEPS	STATUS REPORT
A. Promote the efforts of the Advocacy Committee through staff support and expansion of committee membership to include the community at large.	ONGOING: Advocacy Committee being reconstituted with additional membership being sought. Will look to expand committee membership through initiatives including the existing community stakeholders.
B. Develop strategic initiatives and/or educational pieces for advocates working with state and federal elected officials on behalf of aging issues.	ONGOING: Educational packets for legislators developed to assist in advocacy efforts with elected officials. Updates have been completed for Advisory Council and Board of Directors memberships with district information and their legislative representatives for future advocacy initiatives and efforts.