

PRESIDENT & CEO REPORT

May 21, 2017

Board of Directors

Mercy Care

The Area Agency signed a contract with Mercy Care to pay the Agency privately to provide Care Transitions services to their Medicare Advantage members. The contract was effective May 1st and we currently are serving 5 clients. Two staff have been dedicated to this project and will work as transition coaches, following Mercy Care members post hospital discharge for 30 days to help reduce readmissions and lower utilization.

Aging Mastery Program

The final AMP class for the first round finished on May 11th. A total of three classes were held. One at Grace Community Church in Tempe, one at Mustang Library in Scottsdale and one here at the Agency. There were 37 graduates across all three classes. We have received great feedback from the participants and many want to find a way to keep meeting. The next round of classes are planned for fall and will be held in the West Valley (sponsored by Sun Health), at the Franciscan Renewal Center in Paradise Valley and here at the Agency. A very special thank-you to our board members who helped teach or connected us with people to teach these classes: Cathy Shumard, Sandra Mayol-Kreiser, Jim McDougall, Johannah Uriri-Glover, Bridget O'Brien Swartz, Jeannine Berg, Kerry Halcomb and to Pam Good for sponsoring a participant. We could not have done it without you!

National Association of Counties Award

Our Care Directions is pleased to announce that the NACO granted a 2017 Achievement Award for its program titled "Ryan White Joint Application and Integrated Eligibility." The award was presented for the work done to create a joint application between the Central Eligibility Office and the AIDS Drug Assistance Program and is a great example of interagency collaboration.

ASU's President's Medal for Social Embeddedness

On April 19th, Scott Hawthornthwaite accepted The President's Medal for Social Embeddedness presented to CarePRO: Care Partners Reaching Out at Arizona State University's President's Recognition Reception. The award recognizes ASU teams that have demonstrated excellence in fostering partnerships with the community including Arizona State University, the Alzheimer's Association Chapters, Department of Aging and Adult Services (DAAS), Area Agencies on Aging, and other aging-related organizations to help market, enroll evaluate, translate, disseminate and embed the program developed for people with Alzheimer's disease or another dementia. Scott Hawthornthwaite represented the Area Agency as a lead in developing the program and accepted the award on behalf of the Agency.

STATS

<u>Senior HELP LINE</u>	<u>FY-16</u>	<u>4/17</u>	<u>FY-17 YTD</u>
Total Number of Emails:	499	9	221
Total Number of Calls:	41,885	3,410	37,875

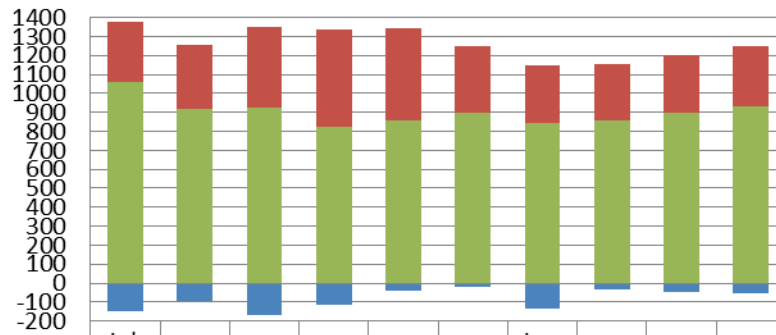
<u>FOOD PANTRY</u>	<u>CY-16</u>	<u>4/17</u>	<u>CY-17 YTD</u>
Clients Served:	140	7	42
Food Bags Given:	128	6	31

<u>MARKETING</u>	<u>FY-16</u>	<u>4/17</u>	<u>FY-17 YTD</u>
Presentations:	253	25	253
Attendance:	13,744	698	16,564
Website Users:	55,751	5,101	51,809

Wait List Totals 2016-2017

	11/2016	12/2016	1/2017	2/2017	3/2017	4/2017
Adult Day Health Care	50	52	37	40	39	38
Home Delivered Meals	6	0	0	0	0	0
Home Health Aid	0	0	0	1	0	0
Homemaking	469	504	460	456	487	502
Personal Care	141	160	164	180	207	212
Respite	183	173	171	171	157	166
Home Nursing	7	9	10	12	11	17
Total Wait List	856	898	842	860	901	935
Case Management	490	351	306	295	304	315
	1346	1249	1148	1155	1205	1250

Waitlist Summary



	Jul-16	Aug	Sep	Oct	Nov	Dec	Jan-17	Feb	Mar	Apr
Removed from Waitlist	-147	-94	-168	-113	-42	-21	-133	-37	-49	-52
Case Management Waitlist	321	334	422	514	490	351	306	295	304	315
Waitlisted Services	1057	921	927	825	856	898	842	860	901	935