Working Together to Serve Our Community

Annual Report 2016
Working Together to Serve Our Community
Dear Friends,

We look at the past year with pride in our accomplishments and the knowledge that there is still much work to do. We will continue to be the go-to leader in Maricopa County to help older adults and people with disabilities live with dignity and choice in their homes and communities for as long as possible.

Our experienced professional staff are steadfastly committed to building a society that values and supports people as they age through consistent evaluation of current programs and by identifying and meeting ongoing and expanding needs through innovation and creativity. With roughly 10,000 Americans turning 65 every day, the work we do and the support we provide is increasingly vital to the more than 93,000 people we serve every year.

Among our achievements during the previous 12 months was the launch of two important social-enterprise programs. AGEconnect provides in-home personal-options counseling and ongoing care coordination that is particularly valuable to clients and caregivers who live far apart. Carenect is an emergency assistance program that helps people stay connected and safe.

Leading an organization that champions the needs of the older adults and persons with disabilities and their caregivers is possible only with your support and the passion of dedicated staff, volunteers, board and advisory council members.

We are grateful for your engagement and advocacy as we look to the challenges and opportunities of the future.

The work, impact and value of Area Agency on Aging’s services and programs, and the diligence of our team will bring comfort, safety and awareness to thousands of residents and their families throughout Maricopa County.

Sincerely,

Mary Lynn Kasunic
President & CEO
Area Agency on Aging Director
COMMUNITY PARTNERS

The Area Agency on Aging partners with community organizations to leverage programs and maximize services.

AAA Full Transportation System
Aires, LLC
Alzheimer’s Association of Arizona
Arbor Rose Senior Care
Arizona Bio Cleanup & Restoration
Arizona Geriatrics Society
Arizona Senior Law Project
Arizona YWCA Metro Phoenix
Attentive Home Health
Avondale, City of

Banner Health
Benevilla
Bio-One, LLC
Buckeye, City of

Chandler Community Christian Center
Chicanos Por La Causa
Duet: Partners in Health & Aging

East Valley Adult Resources
Foothills Caring Corps
Friendly House, Inc
Foundation for Senior Living

Gila Bend, Town of
Guadalupe, Town of

Home Instead Senior Care #153
HonorHealth

Jewish Family & Childrens Services
Joanne Cherry, RD
Just For You Transportation

Kikstart, Inc.

Kiwanis Club of New River
Lutheran Social Services of the Southwest
Marc Community Resources
Maricopa County Human Services
MD Home Assist
MD Home Health
My House, LLC

Oakwood Creative Center

Phoenix, City of
Premier Medical

ResCare HomeCare

Salvation Army, The
Science Applications International
Snappy Lawn Service, Inc
Suntree Center, LLC
Surprise, City of
Synergy HomeCare

Tempe Community Action Agency
Tolleson, City of

Valley Center of the Deaf
Western Exterminators
The Area Agency on Aging provides more than 60 programs and services, partners with public and private entities and engages the service of volunteers to connect our clients with our vast community network.

<table>
<thead>
<tr>
<th>PROGRAMS &amp; SERVICES</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Day Health Service</td>
<td>ALTCS Clients: 468</td>
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<tr>
<td></td>
<td>SAIL Clients: 63</td>
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<tr>
<td></td>
<td>Family Caregiver Clients: 162</td>
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<tr>
<td></td>
<td>Hours of Service: 374,401</td>
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<tr>
<td>AgeWORKS®</td>
<td>Trainees Receiving Subsidized Training: 65</td>
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<td>Host Agencies: 18</td>
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<td></td>
<td>Trainees Obtaining Unsubsidized Employment: 8</td>
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<td>Training Hours: 37,379</td>
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<td>APS (Adult Protective Services)</td>
<td>Care Coordination: Respite Clients: 373</td>
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<td>Care Coordination</td>
<td>Respite Hours of Service: 84,703</td>
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<td>Kinship Care/Grandparents Raising Grandchildren: 262</td>
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<td>Caregiver Forums: 13</td>
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<td></td>
<td>Caregiver Forum Participants: 1,099</td>
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<td>Support Groups: 14</td>
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<td>Support Group Participants: 3,717</td>
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<td>Assistive Devices</td>
<td>Eyeglasses: 99</td>
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<td>Hearing Aids: 23</td>
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<td>Benefits Assistance</td>
<td>Clients: 17,808</td>
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<td></td>
<td>Volunteers: 74</td>
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<td>Volunteer Hours: 7,407</td>
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<tr>
<td>Care Directions®</td>
<td>Case Management Clients: 3,827</td>
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<td>Central Eligibility Clients: 4,020</td>
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<td>Housing Coordination Clients: 988</td>
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<td>Transportation Clients: 788</td>
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<tr>
<td></td>
<td>Transportation (trips): 2,816</td>
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<tr>
<td></td>
<td>Bus Passes Provided: 2,409</td>
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<tr>
<td>84,703 RESPITE HOURS</td>
<td>through Care Coordination</td>
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<tr>
<td>17,808 Benefits Assistance Clients</td>
<td></td>
</tr>
</tbody>
</table>
### Care Transitions
- **Healing@Home Clients**: 3,839

### Congregate Meals
- **Participants**: 8,034
- **Meals**: 285,757

### DOVES®
- **Victims Supported by Phone**: 154
- **Support Group New Participants**: 58
- **Support Group Sessions**: 150
- **Emergency Housing Placements**: 8
- **Emergency Housing Sites**: 6
- **Donated Days in Emergency Housing**: 98
- **Transitional Housing Clients**: 23
- **Transitional Housing Graduates**: 5
- **Interim Housing Clients**: 4
- **Mobil Advocacy Clients**: 168

### ElderVention®
- **Prevention**
  - **Presentations**: 93
  - **Participants**: 1,358
  - **Sites**: 67
- **Transition**
  - **Workshops**: 13
  - **Participants**: 100
  - **Clinical Clients**: 128
- **Hoarding**
  - **Presentations**: 10
  - **Participants**: 892
  - **Therapy Groups**: 12
  - **Therapy Group Participants**: 101

### Evidenced Based Health Promotion
- **Chronic Disease Self-Management**: 53
- **Diabetes Self-Management**: 46
- **Chronic Pain Self-Management**: 36
- **Matter of Balance**: 81

### Home Delivered Meals
- **ALTCS Clients**: 1,574
- **SAIL Clients**: 3,440
- **APS Clients**: 97
- **Healing@Home Clients**: 43
- **Meals**: 729,382

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**1,015,139 meals provided**

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**101 PARTICIPANTS through the Hoarding Therapy Group**
**Programs & Services**

**Legal Assistance Program**
Arizona Senior Citizens Law Project
- **Clients**: 493
- **Hours of Service**: 4,095
Area Agency on Aging
- **Clients**: 565
- **Hours of Service**: 1,364

**Mosaic® Elder Refugee Program**
- **Clients**: 458
- **Countries Represented**: 16
- **Meals**: 2,548
- **Transportation (trips)**: 4,952
- **Citizenship**
  - **Classes**: 4
  - **Students**: 22
- **Pre-literacy**
  - **Classes**: 8
  - **Students**: 110

**Los Ancianos: Seniors Serving Seniors**
- **Clients (In-Home Services)**: 275
- **Clients (Wellness Program)**: 219
**AmeriCorps**
- **Members**: 27
- **Hours of Service**: 18,264
- **Volunteers**: 46
- **Volunteer Hours of Service**: 1,116

**Mosaic® Native American Senior Center**
- **Participants**: 29
- **Meals**: 997
- **Transportation (trips)**: 244

**Ombudsman**
- **Complaints Resolved**: 2,326
- **Consultations**: 3,511
- **Volunteers**: 26
- **Volunteer Hours**: 724
- **Assisted Living Facility Visits**: 1,469
- **Skilled Nursing Facility Visits**: 890
- **Alternatives to Guardianship**
- **ElderGap Clients**: 572

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**18,264 Hours of Service by AmeriCorps Members**

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**Fiscal Year 2016**

**Area Agency on Aging, Region One Annual Report 2016**
**Scottsdale / Paradise Valley**

**Home-Delivered Meals**
- Participants: 143
- Meals: 17,037
- Volunteers Delivering Meals: 42

**SAIL (Senior Adult Independent Living) Program**

- **Case Management**
  - Clients: 4,448
  - Hours of Service: 28,659
- **Homemaking**
  - Clients: 1,547
  - Hours of Service: 52,659
- **Home Health Aid**
  - Clients: 11
  - Hours of Service: 593
- **Home Nursing**
  - Clients: 77
  - Hours of Service: 2,025
- **Personal Care**
  - Clients: 531
  - Hours of Service: 34,042

**24-Hour Senior HELP LINE**

- Calls Received: 41,885
- Emails Received: 499

**Transportation**

- Clients: 973
- Trips: 172,539

**Volunteer Coordination**

- Clients: 1,036
- Volunteers: 813
- Volunteer Hours: 28,957

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**41,885 CALLS RECEIVED through the 24-Hour Senior HELP LINE**

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**172,539 transportation (trips) provided**
The Area Agency on Aging provides programs and services that assist older adults to age with dignity in their homes and communities.

**INFORMATION ASSISTANCE AND EDUCATION**

- 24-Hour *Senior* HELP LINE
- AGEconnect – Options Counseling and Personal Planning
- Benefits Assistance Program – Medicare Counseling
- Caregiver Resource Zones
- Carenect – Emergency Alert Device
- Elder Resource Guides

**ELDER RIGHTS**

- APS Care Coordination
- DOVES® Program – Services for Victims of Domestic Violence and Elder Abuse
- Legal Assistance
- Long-term Care Ombudsman
- Maricopa Elder Abuse Prevention Alliance – MEAPA®
- Senior Medicare Patrol
**HOME AND COMMUNITY BASED SERVICES**
- Healing@Home – Care Transitions
- ElderVention® – Prevention, Clinical Therapy and Hoarding
- HIV Care Directions®
- SAIL – Senior Adult Independent Living

**LIFE ENRICHMENT**
- ageWORKS®
- Evidence Based Health Promotion
- Los Ancianos: Seniors Serving Seniors – AmeriCorps
- MOSAIC® – Native American and Refugee Senior Center
- Pre-Literacy Classes
- Citizenship Classes
- Senior Centers
- Transportation
- Volunteer Coordination

**FAMILY CAREGIVER SUPPORT**
- Care Coordination
- Caregiver Support Groups and Forums
- Kinship Care – Grandparents Raising Grandchildren
- Respite Services
FISCAL YEAR 2016

COMMUNITY DONORS

The Area Agency on Aging is indebted to our community for their philanthropic support.

$35,000+
Arizona Community Foundation
Vitalyst Health Foundation
Thunderbird Charities

$5,000 – $15,000
Anonymous Donor
Attentive Home Health
Aunt Rita’s Foundation
AZ Republic/12 News
Season for Sharing
Bank of America Charitable Foundation
Davidson Family Foundation
Islands Womens Club of Gilbert
Lee & Florence Hines Fund

$1,000 – $4,999
Allen-Heath Memorial Foundation
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American Reliable Insurance Company
Biltmore Lions Club
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Spirit of Grace Lutheran Church
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Sun City Rotary Foundation
SUNDT
Sun Lakes United Methodist Church
Tempe Community Council
The Hartford
The Mahoney Group
Tinners Motorcycle Club
Trilogy at Power Ranch

$100 – $999
A Better Solution for Senior Living
Arizona Bus Sales Corporation
Catholic Daughters of America #2278
Creative Bus Sales of Arizona
Cura Home Care Services
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GFWC-Hassayampa Womans Club
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JML Communications
KC’s Home Health Care LLC
King of Glory Lutheran Church
Lakeview United Methodist Women
Leavitt Group Benefits Services of AZ
Maizie’s Cafe & Bistro
Miracle Mile Deli
NARFE Chapter 1686
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Paradise Valley Jr. Womans Club
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Surprise AERIE 4534 FOE
United Methodist Women
Vickers Agency
Western Asset Protection
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Paty Zurita
## REVENUES

**Federal**

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<th>Source</th>
<th>Amount</th>
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<td>Older Americans Act</td>
<td>11,476,591</td>
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<tr>
<td>Social Services Block Grant</td>
<td>3,393,409</td>
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<td>Title V - AgeWORKS</td>
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<td>Nutrition Services Incentive Program (NSIP)</td>
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<td><strong>Total Federal</strong></td>
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**Other Federal**

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<td>Arizona Long-Term Care System</td>
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<td>Department of Economic Security - Refugee Resettlement</td>
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<td>SHIP/Senior Medicare Patrol/MIPPA</td>
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<td>Alzheimer's CarePRO</td>
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<td>Aging and Disability Resource Center – ADRC</td>
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<td>SAMHSA – Magellan/MercyCare–ElderVention</td>
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<td>U.S. Department of Justice – Victims of Crime Assistance/Office on Violence - Against Women</td>
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<td>U.S. Department of Housing and Urban Development – HIV Services</td>
<td>215,341</td>
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<td>Center for Medicare &amp; Medicaid Services – Care Transitions</td>
<td>1,359,810</td>
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<td>Maricopa County Health Care – Ryan White, Title I/Part A</td>
<td>2,136,374</td>
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<td>Maricopa Integrated Health Systems - Ryan White Programs – Title IV/Part D</td>
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<td><strong>Provider Federal Contributions</strong></td>
<td><strong>219,869</strong></td>
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<td><strong>Total Other Federal</strong></td>
<td><strong>10,672,255</strong></td>
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**State of Arizona**

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<tr>
<th>Source</th>
<th>Amount</th>
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<td>Independent Living Services</td>
<td>1,905,346</td>
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<tr>
<td>Ombudsman</td>
<td>395,301</td>
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<td>Respite</td>
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<td><strong>Total State of Arizona</strong></td>
<td><strong>2,551,784</strong></td>
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**Non-Federal In-Kind**

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<tr>
<td>Administration</td>
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<td>Health Promotion</td>
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<td>SHIP</td>
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<td>VOCA</td>
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<tr>
<td>age Works</td>
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<tr>
<td><strong>Provider Contributions</strong></td>
<td><strong>1,176,065</strong></td>
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<tr>
<td><strong>Total Non-Federal In-Kind</strong></td>
<td><strong>1,313,057</strong></td>
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**Non-Federal Cash**

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<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Arizona Community Foundation – Scottsdale – Home-Delivered Meals</td>
<td>41,115</td>
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<tr>
<td>Vitalyst Health Foundation-Hearing &amp; Vision</td>
<td>55,278</td>
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<tr>
<td>Lift the Wait</td>
<td>18,432</td>
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<td>Virginia G. Piper Charitable Trust</td>
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<td>Care 1st Health Plan</td>
<td>95,156</td>
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<td>Bank of America</td>
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<td>Aunt Rita’s Foundation</td>
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<tr>
<td>Arizona State University – Geriatric Workforce</td>
<td>10,000</td>
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<tr>
<td>City of Avondale</td>
<td>2,500</td>
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<tr>
<td>City of Tempe-HomeCare &amp; Benefit Assistance</td>
<td>17,105</td>
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<tr>
<td>Clinical Noridian Platinum</td>
<td>3,335</td>
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<tr>
<td>Antigua, LLC</td>
<td>12,000</td>
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<tr>
<td>DOVES®, Inc</td>
<td>12,000</td>
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<tr>
<td><strong>Provider Contributions</strong></td>
<td><strong>5,058,722</strong></td>
</tr>
<tr>
<td><strong>Total Non-Federal Cash</strong></td>
<td><strong>5,345,700</strong></td>
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**Client Donations/Project Income**

<table>
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<tr>
<th>Source</th>
<th>Amount</th>
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<tr>
<td>Client Fees</td>
<td>34,888</td>
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<tr>
<td>Donations and Cost Shares</td>
<td>106,354</td>
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<tr>
<td><strong>Provider Contributions</strong></td>
<td><strong>501,443</strong></td>
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<tr>
<td><strong>Total Client Donations/Project Income</strong></td>
<td><strong>642,685</strong></td>
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**TOTAL REVENUES**

<p>| Amount | 36,295,539 |</p>
<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>927,921</td>
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<tr>
<td>Home Care</td>
<td>2,031,409</td>
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<tr>
<td>DOVES®</td>
<td>192,067</td>
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<td>Legal Assistance</td>
<td>446,750</td>
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<tr>
<td>Congregate Meals</td>
<td>3,404,181</td>
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<tr>
<td>Tempe Grant-Homecare</td>
<td>12,304</td>
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<td>Benefits Assistance Program</td>
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<td>Adult Day Health Care</td>
<td>4,330,159</td>
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<tr>
<td>Home-Delivered Meals</td>
<td>6,515,369</td>
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<td>Multipurpose Senior Center Operations</td>
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<td>Adaptive Devices</td>
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<tr>
<td>Information &amp; Referral</td>
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<td>Health Promotion</td>
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<td>Advocacy</td>
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<tr>
<td>Ombudsman</td>
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<td>Volunteer Management Services</td>
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<td>Community Education and Information</td>
<td>576,062</td>
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<tr>
<td>Care Transitions-Healing@Home</td>
<td>1,359,810</td>
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<tr>
<td>Respite</td>
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<tr>
<td>HIV Case Management</td>
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<td>HIV Pharmaceutical Assistance</td>
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<td>HIV Transportation</td>
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<td>HIV Central Eligibility</td>
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<td>Home Repair</td>
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<td>Respite-Voucher</td>
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<td>ageWORKS</td>
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<td>Case Management-Alzheimers</td>
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<td>Case Management</td>
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<td>Mature Worker</td>
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<td>Emergency Human Services</td>
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<td>Refugee Program</td>
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<td>Family Caregiver Support Program</td>
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<td>Program Development</td>
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<td>Administration</td>
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<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>36,295,539</strong></td>
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</tbody>
</table>

The Area Agency on Aging is committed to the highest standards of stewardship of funds received from all sources to ensure that expenses are appropriately utilized in accordance with donors’ expectations.
FISCAL YEAR 2016

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