Putting the Pieces Together
Putting the Pieces Together
Who We Are

Since 1974, the Area Agency on Aging has been providing innovative programs and services to enhance the quality of life for older adults and special populations in Maricopa County. Our expertise is brought to our community by dedicated Boards of Directors, Advisory Council, staff, community partners, volunteers, AmeriCorps Members, and generous donors.

The Area Agency on Aging, Region One is a 501(c)(3) private, non-profit organization that plans, develops, funds, administers, and coordinates programs and services in Maricopa County.

The Agency is a licensed behavioral health provider through the Arizona Department of Health Services and certified to invoice Medicare, AHCCCS, and five healthcare plans for mental health services. The Area Agency has been accredited by the international Council on Accreditation since 2006. Information and Referral Specialists with the Agency’s 24-Hour Senior HELP LINE are certified by AIRS (Alliance of Information and Referral Systems). The Agency is a designated Service Enterprise, which certifies that it meets best practices in how it manages and utilizes volunteers.

In every instance, the primary focus of the Agency is to keep persons safe in their own homes for as long as possible.
Area Agency on Aging
1366 East Thomas Road, Phoenix, AZ 85014

The Parsons Center for Health and Wellness
1101 North Central Avenue #201
Phoenix, AZ 85004

AGEconnect on 7th
2950 North 7th Street, Phoenix, AZ 85014

DOVES®
Transitional housing for victims of late-life domestic violence, elder abuse, and sexual assault at a confidential address.

Where We Are

With administrative offices based in central Phoenix, the Agency serves all of Maricopa County.

Services are delivered in clients' homes and throughout the community including 18 senior centers, 30 caregiver resource zones, 13 adult day health care centers and at 46 Benefits Assistance counseling sites. Our Ombudsmen advocate in 85 nursing homes and 1,497 assisted living facilities. Medical case managers are also located at the Parsons Center for Health and Wellness. Victims of late-life domestic violence and elder abuse are served at the Agency-owned transitional housing site. AGEconnect on 7th is the Agency's newest building which provides community space for training, accommodates walk-in clients, and offers connections to community resources and services.
Who We Serve

With an increasingly diverse population, the Agency served over 114,000 individuals last year.

The Agency provides services and solutions to adults age 60 and older, family caregivers of older adults, those age 18 to 59 with physical disabilities and long-term care needs, and persons 18 and older who are living with a diagnosis of HIV/AIDS. The Agency also serves many special populations including elder refugees, persons with behavioral health conditions and victims of late-life domestic violence, elder abuse and sexual assault.

Life Enrichment Programs are available for those who wish to take an educational class such as Chronic Disease Self-Management or Aging Mastery. Physical fitness and fall prevention courses including Geri-Fit® and Matter of Balance are also offered.

The Agency provides opportunities for volunteers to assist with Medicare Counseling, Ombudsman, and home delivered meals. Volunteers also teach literacy classes to refugees, help victims of domestic violence achieve self-sufficiency and, through the Caring Circles program, assist older adults with aging in place.

Individuals seeking to re-enter the workforce can participate in the ageWORKS® program to build employment skills and receive job training. AmeriCorps Members can earn a stipend while providing education about medications and opioids to older adults, and by providing social support to clients.
How We Serve

We meet our clients where they are—at their home, a senior center, a support group or at presentations and classes.

**Advocate** – Agency staff inform and educate elected officials and potential funders about current trends, unmet needs, and service gaps. The Long-Term Care Ombudsmen ensure that the rights of residents in nursing homes and assisted living facilities are respected. Benefits Assistance Counselors provide Medicare recipients with unbiased, accurate information to help them with their insurance choices, and assist in raising awareness of fraudulent activities. Elder refugees are guided through the comprehensive immigration process to become U.S. citizens.

**Link** – The 24-Hour Senior HELP LINE provides support to assess needs and make referrals to appropriate resources. Care Transitions Social Workers act as the eyes and ears for health plan partners to prevent hospital readmissions. Case Managers meet clients in their homes, one-on-one, to identify needs and connect them to community resources.

**Support** – Not only does the Agency help older clients and their family caregivers, but also supports our many subcontractors and community agencies who provide aid and assistance to older residents.
Programs & Services

The Area Agency on Aging finds the right fit for our clients to connect them to our nearly 50 programs and services and a vast network of support.

**Adult Day Health Service**

- **Clients**
  - ALTCS: 396
  - SAIL: 67
  - Family Caregiver: 127
  - Hours of Service: 331,213

**AgeWORKS**

- **Trainees Receiving Subsidized Training**
  - Trainees: 39
  - Host Agencies: 15
  - Training Hours: 28,746
  - Trainees Obtaining Unsubsidized Employment: 3

**AmeriCorps**

- **Caring Circles**
  - Clients: 928
  - Members: 52
  - Hours of Service: 24,964

**Volunteers**

- Volunteers: 44
- Volunteer Hours: 543

**Rx Matters**

- Clients: 105
- Members: 16
- Hours of Service: 3,639

**Care Coordinators**

- Clients: 398
- Hours of Service: 85,402
- Support Groups: 14
- Participants: 3,058
- Grandparents Raising Grandchildren: 270

**Care Directions®**

Since 1992 the Area Agency has been serving adults of all ages who are living with a diagnosis of HIV/AIDS. The program has grown to serve more than 4,000 clients annually.
<table>
<thead>
<tr>
<th>Service Area</th>
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| **DOVES®**                            |                  |
| Support Group                         |                  |
| New Participants                      | 38               |
| Sessions                              | 141              |
| Hours of Service                      | 2,730            |
| Emergency Housing                     |                  |
| Placements                            | 1                |
| Sites                                 | 6                |
| Donated Days                          | 14               |
| Transitional Housing                  |                  |
| Victims Served                        | 24               |
| Hours of Service                      | 552              |
| Bednights Provided                    | 5,090            |
| Graduates                             | 9                |
| Mobile Advocacy                       |                  |
| Clients                               | 282              |
| Victims Supported by Phone            | 196              |
| Interim Housing                       |                  |
| Victims Served                        | 3                |
| Bednights Provided                    | 1,081            |
| Volunteers                            |                  |
| Participants                          | 55               |
| Hours of Service                      | 760              |
### ElderVention®
- Clinical Clients ........................................ 248
- Hoarding
  - Presentations ........................................... 9
  - Participants ............................................ 385
- Therapy Groups ........................................... 4
  - Participants ............................................ 38
- Prevention
  - Presentations ........................................... 68
  - Participants ............................................ 1,104
- Transition Workshop
  - Sites ....................................................... 8
  - Participants ............................................ 53
- RxMatters
  - Presentations ........................................... 36
  - Participants ............................................ 425
- Matter of Life
  - Presentations ........................................... 27
  - Participants ............................................ 319
- SafeTalk
  - Presentations ........................................... 5
  - Participants ............................................ 112
- Singing in the Rain
  - Presentations ........................................... 11
  - Participants ............................................ 195
- Opioid STR
  - Mental Health First Aid Participants ................ 206
  - Wellness Initiative for Senior Education (WISE)
    - Participants ........................................... 101

### Health Promotion
- Aging Mastering Program
  - Series of Classes ...................................... 4
  - Attendees ................................................ 44
- Chronic Disease Self-Management
  - Series of Classes ...................................... 2
  - Attendees ................................................ 29
- Diabetes Self-Management
  - Series of Classes ...................................... 3
  - Attendees ................................................ 26
- Chronic Pain Self-Management
  - Series of Classes ...................................... 2
  - Attendees ................................................ 25
- Geri-Fit® Fitness
  - Classes .................................................... 234
  - Attendees ................................................ 130
- Matter of Balance
  - Series of Classes ...................................... 11
  - Attendees ................................................ 119

### Home Delivered Meals
- ALTCS .................................................... 1,360

### SAIL .................................................... 2,982
### APS ..................................................... 74
### Meals .................................................. 657,931

### Legal Assistance Program
- Arizona Senior Citizens Law Project
  - Clients ..................................................... 665
  - Hours of Service ........................................ 5,019
- Area Agency on Aging
  - Clients ..................................................... 692
  - Hours of Service ........................................ 1,456

### Mosaic® Elder Refugee Program
- Clients ..................................................... 508
- Countries Represented .................................... 17
- Meals ....................................................... 2,705
- Transportation Trips ...................................... 6,105
- Citizenship
  - Classes ..................................................... 6
  - Students ................................................... 32
- Pre-Literacy
  - Classes ..................................................... 12
  - Students ................................................... 159
- New Citizens ............................................... 54
- Volunteers .................................................. 27
  - Hours of Service ....................................... 870

Over 968,000 meals were served to almost 14,000 clients.
Mosaic® Native American
Senior Center
Participants ........................................ 36
Meals .................................................. 698
Transportation Trips .............................. 307

Ombudsman
Complaints Resolved .............................. 2,664
Consultations ...................................... 3,916
Volunteers .......................................... 29
Hours ................................................. 671
Assisted Living
Facility Visits ...................................... 1,497
Skilled Nursing
Facility Visits ...................................... 856
Alternatives to Guardianship
ElderGap Clients ................................... 538

Scottsdale / Paradise Valley
Home-Delivered Meals
Participants .......................................... 105
Meals .................................................. 14,550
Volunteers .......................................... 43

SAIL Program
Case Management
Clients .............................................. 4,418
Hours of Service ................................. 32,087
Homemaking
Clients .............................................. 2,097
Hours of Service ................................. 63,493
Home Health Aid
Clients .............................................. 9
Hours of Service ................................. 559
Home Nursing
Clients ............................................ 121
Hours of Service ................................. 2,995
Personal Care
Clients .............................................. 732
Hours of Service ................................. 37,392
Transportation
Clients ............................................. 766
Trips .................................................. 152,090
Volunteer Coordination
Clients ............................................. 1,034
Volunteers .......................................... 740
Hours of Service ................................. 29,496

24-Hour Senior HELP LINE
Calls Received .................................... 43,108
Emails Received ................................. 261
Caregiver Resource Zones .................. 30
Our Team

The Agency’s professional staff, Boards of Directors, Advisory Council, AmeriCorps Members, and volunteers are working to build a successful future for the organization and our community that will meet the rising demand for services, address unmet client needs and provide future client and program growth.
Community Partners

We are grateful to all those in our community who help us serve our community.

AAA Full Transportation System   East Valley Adult Resources  Suntree Center, LLC
Absolute Environmental Services  Foothills Caring Corps  Synergy HomeCare
AHR Mechanical                   FSL Programs             Tempe Community Action Agency
AIRES, LLC                       HonorHealth               The Salvation Army
Alzheimer's Association of Arizona J. King Electric Service  Town of Gila Bend
Arbor Rose Senior Care           Jewish Family & Children's Services  Town of Guadalupe
Arizona Bio Cleanup & Restoration Joanne Cherry, RD     Valley Center of the Deaf
Arizona Senior Law Project       Just For You Transportation  Western Exterminators
Arizona YWCA Metro Phoenix      Kikstart, Inc.             "
Attentive Home Health            Kiwanis Club of New River  "
AZCEND                           Live Well Senior Care, LLC  "
Banner Health                    Lutheran Social Services of the Southwest  "
Benevilla                        Marc Community Resources  "
Bio-One, LLC                     Maricopa County Human Services  "
Chicanos Por La Causa            MD Home Assist             "
City of Avondale                 MD Home Health              "
City of Buckeye                  My House, LLC               "
City of Phoenix                  Oakwood Creative Care     "
City of Surprise                 Powersource                "
City of Tolleson                 ResCare HomeCare          "
Cornerstone                     R & S Mattress Rebuilding Together  "
Devoted Guardians                Roy Dossey Plumbing        "
Duet: Partners in Health & Aging Snappy Lawn Service, Inc  "

Community Partners
Community Donors

$100,000 +
Vitalyst Health Foundation

$35,000+
Arizona Community Foundation

$10,000 – $30,000
City of Tempe/Tempe Community Council
Meals on Wheels of America
State of Arizona
Stevens Gregg Foundation
Virginia G. Piper Charitable Trust

$5,000 – $9,999
Alliance Home Loans / Peoples Mortgage
Aunt Rita’s Foundation
City of Goodyear
Davidson Family Foundation
Desert Financial Credit Union
FEDE Fund
General Federation of Women’s Clubs - Washington Woman's Club Inc.
Harrah’s AK-CHIN Casino - Caesars Enterprise Services
Lee & Florence Hines Fund
Murray Family Fund
Seed-to-the-Sower Fund of the Toledo Community Foundation
The Hartford
Town of Paradise Valley

$1,000 – $4,999
Allen-Heath Memorial Foundation
American Lutheran Church of Sun City
Biltmore Lions Club
Catholic Daughters of America #2278
Consumer Cellular
COSTCO Wholesale
Desert Palms Presbyterian Church
Hobaica Services, Inc.
Ladies Auxiliary of BPOE 2559
Senior Resource Guide, LLC
Shepherd of the Desert Lutheran Church
Spirit of Grace Lutheran Church
Sun Lakes United Methodist Church
Surprise AZ AERIE 4534 FOE
Western Asset Protection

$100 – $999
Comfort Plus, Inc.
Congregational Church of Sun City
Cumberland Community Foundation, Inc.
Fry’s Food Store – Kroger Co. Foundation

GFWC PV Womans Club
HRRVC Chapter #309
Japanese Senior Center
JML Communications
Lakeview United Methodist Women
Messinger Mortuaries
Needle Arts Club of Westbrook Village
Onsager, Werner & Oberg, PLC
Pacific Mobile Diagnostics - Bakorp LLC
Paradise Valley Jr. Woman’s Club
Shepherd of the Hills
United Methodist Women
Snyder and Butler
St. Clare of Assisi Women’s Guild
Steptoe & Johnson, LLP
Temple Havurat Emet
The Hickerson Living Trust
Tinners Motorcycle Club
Individual Donors

We are thankful to each of our donors for helping us connect the pieces of care for an aging community

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Paty Zurita
## Revenues

### Federal
- DOL/Title V - ageWORKS® .......... 373,876
- Nutrition Services Incentive
  - Program (NSIP) ................. 474,969
- Older Americans Act ........... 11,183,800
- Social Services Block Grant .... 3,422,466

$15,455,111

### Other Federal
- Arizona Long Term Care System ... 5,391,402
- CDC/Arizona Department of Health Services – PreP 45,834
- Department of Economic Security – Alzheimer’s Case Management .... 5,184
- Refugee Resettlement ............ 102,466
- SHIP/Senior Medicare Patrol/MIPPA ... 586,195
- HRSA/Maricopa County – Ryan White Title I/Part A .... 2,283,316
- HRSA/Maricopa Integrated Health Systems – Ryan White Title IV/Part D .... 107,569
- SAMHSA/Mercy Care – ElderVention® .. 168,206
- U.S. Department of Justice/Victims of Crime Assistance/Office on Violence Against Women ............... 237,391
- U.S. Department of Housing and Urban Development – HIV Services .... 124,054

$9,051,617

### State of Arizona
- Independent Living Supports ....... 3,097,219
- Ombudsman ........................ 395,301
- Respite ............................. 255,604
- State Lottery ........................ 313,096

$4,061,221

### Non-Federal In-Kind
- ageWORKS® .......................... 81,002
- VOCA ................................. 70,561

$151,563

### Non-Federal Cash
- AARP Bank Safe .................... 4,000
- Antigua, LLC ......................... 12,000
- Arizona Community Foundation – Scottsdale Home Delivered Meals ... 36,000
- Arizona Department of Economic Security – Domestic Violence Advocacy ... 39,060
- Arizona State University – Geriatric Workforce ............... 12,000
- Aunt Rita’s Foundation ............ 7,500
- Care 1st Health Plan ............... 96,369
- City of Goodyear – Home Care ...... 4,749
- City of Tempe – Home Care .......... 9,737
- Clinical Noridian Platinum .......... 10,728
- Desert Financial Credit Union – Financial Literacy ........... 6,000
- DOVES® .............................. 12,000

$780,290

### Provider Contributions
- Federal .............................. 561,168
- Non-Federal ......................... 1,852,879
- Non-Federal Cash ................. 5,703,453

$8,117,500

### Client Donations/Project Income
- Client Fees ......................... 40,500
- Donations and Cost Shares ...... 168,351
- Provider Contributions .......... 277,712

$486,563

### Total Revenues
- .............................. $38,103,865
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<tr>
<td>Personal Care, House Keeping,</td>
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<tr>
<td>Adult Daycare Lottery</td>
<td>326,829</td>
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<tr>
<td>Program Development</td>
<td>759,925</td>
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<td>Refugee Program</td>
<td>375,705</td>
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<tr>
<td>Respite</td>
<td>1,055,655</td>
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<tr>
<td>Respite - Voucher</td>
<td>18,081</td>
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<tr>
<td>SAIL</td>
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</tr>
<tr>
<td>Home Care</td>
<td>2,415,408</td>
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<tr>
<td>Home Delivered Meals</td>
<td>6,782,499</td>
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<tr>
<td>Home Repair</td>
<td>6,979</td>
</tr>
<tr>
<td>Tempe Grant-Homecare</td>
<td>9,737</td>
</tr>
<tr>
<td>Transportation</td>
<td>840,681</td>
</tr>
<tr>
<td>Volunteer Management Services</td>
<td>714,779</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>38,103,865</td>
</tr>
</tbody>
</table>

The dedication of donors, foundations, community partners, and volunteers allows the Agency to continue meeting the needs of older adults, caregivers, persons with disabilities, and other special populations.
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