



AREA AGENCY ON AGING, REGION ONE FISCAL YEAR 2013 ANNUAL REPORT

*Day Health Care ageWORKS® APS Service Coordinat
ive Devices Benefits Assistance Program Care Coordina
Directions® Care Transitions Congregate Meals DOVI
m ElderVention® Health Promotion Home-Delivered M
assistance Los Ancianos: Seniors Serving Seniors Mosaic®
ee Program Native American Senior Center Ombudsm
Respite RSVP Scottsdale/Paradise Valley Home-Delive
Meals Senior Adult Independent Living (SAIL) Program
ur Senior HELP LINE Volunteer Coordination/Homebo*



AREA
AGENCY
ON
AGING

REGION ONE,
INCORPORATED



For nearly 40 years, the Area Agency on Aging, Region One, a 501(c)(3) non-profit organization, has provided valuable advice, offered trustworthy referrals and delivered quality services to Maricopa County residents.

Through more than 60 programs and services, the Agency serves not only older adults, but also adults with disabilities and long-term care needs, caregivers, adults 18 and older with HIV/AIDS, and special populations such as elder refugees and victims of late-life domestic violence and elder abuse.

The Agency's diverse array of programs and services fall into four broad categories: Home and Community-Based Services; Information, Assistance and Education; Elder Rights; and Older Worker and Volunteer Programs. Services are provided directly by the Agency and through its vast network of subcontracted provider agencies.

I am grateful this year for the hard work and dedication that has made Fiscal Year 2013 a successful year for the Area Agency on Aging, Region One.

Like many non-profit organizations, the Agency faced budget cuts through Federal Sequestration. But, with your support as well as our staff and volunteers, we have continued to address the needs of our current clients and as many of our wait list clients as possible.

I invite you to stay connected to the Agency as 2014 promises to be a memorable year as we celebrate our 40th anniversary of serving Maricopa County's most vulnerable citizens.

Regards,

Mary Lynn Kasubic, M.S., CPM
President & CEO
Area Agency on Aging Director

Highlights

Fiscal Year July 1, 2012 – June 30, 2013

24-Hour Senior HELP LINE Calls Received: Our *Senior* HELP LINE provides 24-hour service to individuals in need of services and information. We received 37,714 calls in FY 2013.

37,714 24-Hour
Senior HELP LINE
Calls Received

People Assisted: Assisting people is not only our job, but our passion. We are happy to report that we helped 91,937 people in FY 2013.

91,937 People
Assisted

Meals Provided: With the support of volunteers and senior centers, we provided 985,162 meals to individuals in need.

985,162 Meals
Provided

Volunteers: We are thankful and proud of the many volunteers who tirelessly work to provide the education and services needed to Maricopa County residents.

511 Volunteers

Hours of Volunteer Service Provided: Our volunteers dedicated 104,616 hours to Maricopa County residents.

104,616 Hours of
Volunteer Service

Transportation Provided: We coordinated 165,006 trips, allowing residents to access valuable services they would otherwise do without.

165,006 Transportation
Trips Provided

Services

Fiscal Year July 1, 2012 – June 30, 2013

Adult Day Health Care		Care Directions®	
Clients – ALTCS	405	Case Management Clients	2,965
Clients – Senior Adult Independent Living (SAIL)	97	Central Eligibility	3,465
Clients – Family Caregiver	108	Transportation Clients	933
Hours of Service	340,554	Transportation (Trips)	5,821
		Housing Coordination Clients	695
ageWORKS®		Care Transitions	
Trainees Receiving Subsidized Training	64	Healing@Home Clients	1,718
Community Service Hours	46,964	Congregate Meals	
Host Agencies	23	Participants	10,148
Trainees Obtaining Unsubsidized Employment	14	Meals	295,206
APS Service Coordination		DOVES® Program	
Clients	287	Phone Calls Received	261
Assistive Devices		Support Groups	
St. Luke's Health Initiatives		New Participants	61
Eyeglasses	68	Sessions	153
Hearing Aids	16	Emergency Housing	
Benefits Assistance Program		Placements	4
Clients	12,498	Assisted Living Facilities/ Skilled Nursing Centers	26
Volunteers	99	Donated Days in Emergency Housing	56
Volunteer Hours	8,403	Transitional Housing	
Care Coordination		Clients	23
Respite		Graduates	10
Clients	293	Interim Housing Clients	2
Hours of Service	66,859	ElderVention®	
Lifespan Respite		Community Education	
Clients	18	Participants	475
Hours of Service	6,804	Sites	38
Kinship Care/Grandparents		Presentations	44
Raising Grandchildren	274	Clinical Services Clients	44
Caregiver Forums		Transition Workshops	
Participants	694	Participants	215
Forums Conducted	18	Workshops	21
Support Groups		Health Promotion	
Participants	4,297	Chronic Disease Self-Management	
Groups	20	Program Participants	29
CarePRO		Matter of Balance Participants	107
Clients	61		
Hours of Respite	2,346		

Services

Fiscal Year July 1, 2012 – June 30, 2013

Home-Delivered Meals		R & R Respite	
Participants – ALTCS	1,669	Clients	46
Participants – Senior Adult Independent Living (SAIL)	3,162	Hours of Service	7,848
Participants – APS Clients	53	RSVP	
Participants – Healing@Home	25	Volunteers	354
Participants – Lifting the Wait Meals	42 674,006	Work Stations	37
Legal Assistance		Volunteer Hours	58,101
Arizona Senior Citizens Law Project		Scottsdale/Paradise Valley Home-Delivered Meals	
Clients	696	Participants	134
Hours of Service	4,707	Meals	15,950
Area Agency on Aging		Senior Adult Independent Living (SAIL) Program	
Clients	427	Case Management	
Los Ancianos: Seniors Serving Seniors		Clients	6,754
Clients (In-Home Services)	239	Hours of Service	36,504
Clients (Wellness Program)	166	Homemaking	
AmeriCorps		Clients	2,016
Members	17	Hours of Service	73,881
Hours of Service	13,652	Home Health Aid	
Volunteers	26	Clients	31
Volunteer Hours of Service	566	Hours of Service	1,727
Mosaic® Elder Refugee Program		Home Nursing	
Clients	603	Clients	103
Countries Represented	15	Hours of Service	1,966
Citizenship Classes		Personal Care	
Students	115	Clients	705
Mosaic Center		Hours of Service	34,166
Participants	382	24-Hour Senior HELP LINE	
Meals	1,802	Calls	37,714
Transportation (Trips)	2,424	Transportation	
Native American Senior Center		Clients	735
Participants	47	Trips	155,283
Meals	1,802	Volunteer Coordination/ Homebound	
Transportation (Trips)	1,478	Clients	1,173
Ombudsman		Volunteer Hours	35,306
Complaints Resolved	2,459		
Volunteers	32		
Volunteer Hours	2,240		

Community Partners

Fiscal Year July 1, 2012 – June 30, 2013

We are grateful to our community partners. Together we are able to provide valuable on-going services for our clients.

A

AAA Full Transportation System
Alzheimer's Association of Arizona
AIRES, LLC
Arbor Rose Senior Care
Arizona Bio Cleanup & Restoration
Arizona Bridge to Independent Living
Arizona Geriatrics Society
Arizona Senior Citizens Law Project
Attentive Home Health
Avondale, City of

B

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

C

Chandler Community Christian Center
Chicanos Por La Causa

D

Dependable Medical Transport Services
Duet: Partners in Health & Aging

E

East Valley Adult Resources

F

Foothills Caring Corps
Foundation for Senior Living
Friendly House, Inc.

G

Gila Bend, Town of
Guadalupe, Town of

H

Home Instead #153
Home Instead #195

J

Jewish Family & Children's Services
John C. Lincoln Health Network
Just For You Transportation

K

Kikstart, Inc.
Kiwanis Club of New River

L

Ling Patty, Registered Dietitian
Lutheran Social Services of the Southwest

M

Marc Community Resources
Maricopa County Human Services
MD Home Health
My House, LLC

N

Northern Arizona Council of Governments

O

Oakwood Creative Center

P

Phoenix, City of
Premier Medical

R

ResCare HomeCare

S

Salvation Army, The
Science Applications International
Senexus BV, LLC
Suntree Adult Day Health & Community
Surprise, City of
SYNERGY HomeCare

T

Tempe Community Action Agency
Tolleson, City of

Y

YWCA of Maricopa County

Revenues

Fiscal Year July 1, 2012 – June 30, 2013

Federal		Non-Federal In-Kind	
Older Americans Act	10,263,538	Health Promotion In-Kind	2,010
Social Services Block Grant	4,249,710	Options Counseling In-Kind	2,907
Title V – Senior Community Service Employment Program	413,452	RSVP In-Kind	57,920
Nutrition Services Incentive Program (NSIP)	778,703	VOCA In-Kind	28,909
		Provider In-Kind	1,018,934
State of Arizona		Non-Federal Cash	
Independent Living Services	1,868,880	Arizona Community Foundation – Scottsdale Home-Delivered Meals	38,200
Ombudsman	395,301	St. Luke’s Health Initiatives	
Respite	251,137	Hearing & Vision	46,646
		Fall Prevention	20,000
Other Federal		Virginia G. Piper Charitable Trust – Fall Prevention Program	20,187
AZ Long-Term Care System	4,824,378	Virginia G. Piper Charitable Trust – AmeriCorps	21,873
AZ Department of Economic Security		BHHS Legacy Foundation	50,000
Refugee Resettlement	70,863	Care 1st Health Plan	37,393
SHIP/Senior Medicare Patrol/MIPPA	305,909	Aunt Rita’s Foundation	10,000
Lifespan Respite	73,690	Safeway Grant	3,500
Alzheimer’s CarePRO	19,198	Scottsdale Cares	15,000
Options Counseling	68,048	City of Tempe Benefit Assistance and In Home Services	21,329
ADRC	2,349	National Council on Aging	5,000
SAMHSA – Magellan – ElderVention	184,825	Antigua, LLC	12,000
U.S. Department of Justice – Victims of Crime/Office of Violence Against Women	111,192	DOVES, Inc.	12,000
U.S. Department of Housing and Urban Development – HIV Services	278,309	Provider Contributions	4,194,070
Centers for Medicare & Medicaid Services – Care Transitions	449,386	Client Donations/Project Income	
Maricopa County Department of Public Health – Hard-to-Reach Populations	21,873	Client Fees	92,721
Maricopa County Ryan White Part A	1,807,367	Miscellaneous Donations and Cost Shares	78,429
Maricopa Integrated Health System – Ryan White Part D	131,273	Provider Contributions	464,000
Corporation for National and Community Service	80,648		
Provider Federal Contributions	363,987		
		TOTAL REVENUES	
			33,267,043

Expenditures

Fiscal Year July 1, 2012 – June 30, 2013

Adaptive Devices	32,396	Respite	1,216,530
ADRC	3,168	Retired and Senior	
Adult Day Health Care	3,659,007	Volunteer Program	80,648
Advocacy	180,350	Senior HELP LINE	472,788
AgeWORKS®	492,724	Senior Medicare Patrol	38,878
Alzheimer's CarePRO	30,331	Tempe In-Home Services	18,599
APS Service Coordination	94,409	Transportation	705,384
Benefits Assistance Program	428,017	Volunteer Management Services	590,498
Case Management	3,045,110	Administration	2,113,789
Community Education and Information	520,501		
Community Nurse	38,412	TOTAL EXPENDITURES	33,267,043
Congregate Meals	2,927,550		
DOVES®	111,192		
Family Caregiver Support Program	276,763		
Healing@Home – Care Transition	449,386		
Health Promotion	129,454		
HIV Services	2,180,949		
Home Care	2,731,427		
Home-Delivered Meals	6,528,302		
Home Repair	11,135		
Legal Assistance	396,857		
Lifespan Respite	105,745		
Maricopa County Hard-to-Reach Populations	21,873		
Mature Worker	27,441		
Miscellaneous	15,000		
Multipurpose Senior Center Operations	2,009,270		
Mosaic® Program	70,863		
Ombudsman	605,278		
Options Counseling	77,244		
Program Development	749,708		
Program Evaluation	44,066		

We carefully monitor our expenditures to make sure the needs of the community are met in a thoughtful and responsible way.

It is through the generous contributions from our supporters that allows us to touch so many lives.

Benefits Assistance Program

City of Scottsdale
King of Glory Lutheran Church
Pauline Ehlich
Carol Aragon Montgomery

Care Directions®

Aunt Rita's Foundation
Alfredo Alvarez
Patricia Austin
Darlene Boles
Tonia Byers
Deborah Elliott
Ana Flores
La Kendra Grimes
Teresa Hancock
Karley Hineman
Cheri Hite
Leah Levensgood
Rosalyn Leyba
John Lopez
Matthew Nelson
Katie Rodriguez
Kate Sprague
Erica Aeed TeKampe
Marc Wendell
Paula Wright

DOVES® Program In-Kind

Arizona Valley of the Sun Ramblers
Babycakes Scottsdale
Libby Barnes
Angela Battaglia

Elton Bordenave
Wally Campbell
Michael Carter
Carvers Steak & Chops – Peoria
Concentra Primary Care
Penny DiBrito
Melissa Flint, PsyD
Friday I'm Sassy
Friendship Quilters
Gammage Theater
Geordie's Restaurant & Lounge – Wrigley Mansion
Marsha Goodman
Tracy Gromer
Harrah's Ak-Chin Casino Resort
Healthnet
Heard Museum
Herberger Theater
Robin Hoskins
Hospice of the Valley
Humana, Inc.
Al Hyde
Itty Bitty Bites
Jerry Little
The Mahoney Group
Diana Mansell
Matthews, Gold, Kennedy & Snow Inc.
Merrilee Edwards – Realty Executive
Mellow Mushroom Pizza Bakers
Larry Mitchell
Tony Mitten

KC's Home Health Care
Kent Miller
Leavitt Group
Joanna Mitchell
Onsager, Werner & Oberg, PLC
O'Reilly Auto Parts
PACE Senior Guide
Sarah Petty
P.F. Chang's
Ryan's Pet Supplies Sante'
SCAN Health Plan Arizona
Southwest Gas
Lori Waldberg
Walker & Armstrong
Wicked Wicker
Adrian Windsor

ELDERfriends®/DOVES® Program

Ahwatukee Foothills Friends & Neighbors
Allen-Heath Memorial Foundation
Alliance Bank of Arizona
American Lutheran Church of Sun City Women's Group
American Reliable Insurance Company
Arizona Community Foundation
Arizona Department of Economic Security

Donors

Fiscal Year July 1, 2012 – June 30, 2013

Arizona Department of Public Safety/Victims of Crime Assistance (VOCA)	Larry Mitchell/Robert Harding Financial Group	Steve & Teresa Akrish
Arizona Employers Advisory Council	Ladies Auxiliary of BPOE 2559	Nawal Al-Ogaili
Arizona Public Service	Lincoln GIVES, John C.	Priscilla Allison
Arizona Valley of the Sun Ramblers	Lincoln Foundation	Lynda Almeida
Attentive Home Health	Lord of Life Lutheran Church	Alfredo Alvarez
AZ Republic/12 News	Maynard Cronin Erickson	Anna Alvarez
Season for Sharing	Curran & Reiter, PLC	Michael Ashton
Aunt Barb's Home Placement Services, LLC	McDowell Village Senior Living	Frances Atkinson
Bethesda Gardens Senior Living Community	Naomi Circle – Lord of Life Lutheran Church	Patricia Austin
Bridgeway Health Solutions	Needle Arts Club of Westbrook Village	Kaye Baker
CA Technologies	New York Life Insurance	Bonnie Ball
Can-Do Fund	O'Reilly Auto Parts	Eilean Ball
Care 1st Health Plan Arizona	Presbyterian Womens Assoc.	Mildred Banovic
Carefree Homecare Companion Services, Inc.	ResCare HomeCare	Lynne Baron
Case Management Society of Central Arizona	Salt River Project	Juan Barreto, Jr.
Centene Corporation	SCAN Health Plan Arizona	Myra Baum
Cenveo	Shepherd of the Desert Lutheran Church	Janice Bean
City of Goodyear	Southwest Gas Fuel For Life	Beverly Beddow
Congregational Church of Sun City	St. Clare of Assisi Women's Guild	Melissa Benfield
Consumer Cellular	Steptoe & Johnson, LLP	Jeannine Berg
Davidson Family Foundation	SUNDT	Duane Berglund
Desert Palms Presbyterian Church	The Jewelers Source, Inc.	Karen Berkowitz
Desert Garden United Church	The Manor Village at Scottsdale	James Berreth
Dynamic Network Assoc.	The Hartford	Dan Birin
East Valley Friends & Neighbors	Thunderbird Charities	Gloria Bitting
Equation Research	United Healthcare	Stanford Blake
Fairway Center Knitters	United Methodist Women	Lejla Bogdanovic
Grace Hospice	Unity Church of Sun City	Mirna Bogdanovic
Great American Title Agency	Universal Homes, LLC	Nathan Boomershine
Humana, Inc.	Victory Lutheran Church	Barbara Ann Bowerbank
	Windsor Ridgecrest	Kathleen Bridges
	Kessia Ahimera	Christine Bridwell
	Frances & Paul Ahler	Martha Brinkman
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		Melinda Brusky
		Tonia Byers
		John & Linda Bylow
		Karon Cada
		Michael Calabrese
		Stephannie Callaway
		Dona Campbell

Donors

Fiscal Year July 1, 2012 – June 30, 2013

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Kathleen Pollard
Deborah Primock

Donors

Fiscal Year July 1, 2012 – June 30, 2013

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Chase Westen
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Adrian Windsor
Zina Wood
Maritza Zayas

R & R Respite

Meridian Bank
Wellik Foundation/Arizona
Community Foundation

RSVP program

Corporation for National &
Community Service

SAIL (Senior Adult Independent Living)

Malvin Appelbaum
Helen Azoyan
Ilse Balster
Clara Bloom
Wilbert Brandt

P. Paul & Blanche Brisbane
Ralph Caracci
Carol Ann Cassavant
Phyllis Clark
Francis Clarke
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Dolores Cruz
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Leticia Mouneu Guzman
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Deborah Hiatt
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Deborra Jones
Eleanor Kleinberg
James Kovarik
Frances Lafler
Marion Lawton
Retta Leatherbury
Leora Long
Christine Lucas
Patricia Macnab
Dorothy Mains
Robert McGinnis
Marjorie Meltzer
Crena Moody

Donors

Fiscal Year July 1, 2012 – June 30, 2013

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Beatrice Walker
Trudi Ward
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Rebecca Washington
Patricia Weber
Joseph & Joan Welty
Helene Williams

Gladys Wilton
Beverly Worthing
John Young

Donations – Various Programs

Freshealth, Inc
Homewatch CareGivers
International
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Trust
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Carl Frankel
Mary Lynn Kasunic
Carroll Helene Labonte
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Debra Meyer
Anabelle Ramirez
Esther Rosen
Tammy Rosen
Janelle Stauffer
Laraine Stewart
Kim & Gail Turett
John Varnum
Linda Webber

Grants – Various Programs

Arizona Community
Foundation
Arizona Department of
Economic Security
City of Tempe
Safeway Foundation
St. Luke's Health Initiatives

Boards of Directors & Advisory Council

Fiscal Year July 1, 2012 – June 30, 2013

Our tapestry of dedicated individuals who serve on our boards and council, along with those who make up our staff, guide our success. We are grateful for their hard work and devotion that laid the foundation for success in 2013.

Area Agency

Board of Directors

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Tony Mitten,

1st Vice Chairman

Daniel Fern, MS, CSA,

2nd Vice Chairman

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AREA AGENCY ON AGING
REGION ONE, INCORPORATED

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