



Area Agency on Aging, Region One

Area Plan 2014-2017: Action Plan

**Reviewed and approved by Advisory Council, 8/22/13.**  
**Reviewed and approved by the Board of Directors, 9/12/13.**  
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**Reviewed and approved by Board of Directors, 2/13/14**  
**Reviewed and approved by Advisory Council, 7/24/14**

**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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 Connor, Melissa Elliott, Jeanine Berg,	
ACTION STEPS	STATUS REPORT
A. Develop an official agency PowerPoint presentation by December 2013. Identify and train current staff by March 2014. New staff to be trained on an ongoing basis.	<ul style="list-style-type: none"> <li>- PowerPoint presentation was updated June 2014 and will be revised on an ongoing basis.</li> <li>- Updated PowerPoint presentation has been made available to agency staff</li> <li>- A list of staff to train on using the PowerPoint has been formed</li> </ul>
B. Research and identify topics relevant to aging community (e.g. Living Well with Hearing Loss) by June 30, 2014.	<b>COMPLETED:</b> 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.	<ul style="list-style-type: none"> <li>- With feedback from various supervisors a preliminary list of presenters and topics that they can speak on has been formed</li> </ul>
D. Explore feasibility of implementing education series in other media formats (i.e. website, videos, webinars, etc...) starting summer 2015.	
E. Develop a Speakers Bureau by December 2015.	

**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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, Milissa Watkins, Wally Campbell, Melissa Elliott	
ACTION STEPS	STATUS REPORT
A. Expand caregiver resource zones from the current 14 to 25 by December 2014.	To date, have expanded an additional 4 zones for a total of 18 Caregiver Resource Zones. Will continue to expand further to meet goal of 25.
B. Explore and establish other non-traditional options (e.g. retail businesses, libraries, hair salons) for distributing Agency educational materials by December 2015.	To date, agency program materials have been distributed to local libraries.
C. Explore the development of respite programs in the southwest corner of the county by December 2015.	Scott will meet with both the Buckeye and Gila Bend Senior Center and CAP office staff regarding the development of respite programs. Existing programs are underserved in this area of PSA 2
D. Expand the educational programs and support groups for victims of late life domestic by December 2015.	Currently, researching the possibility of beginning a support group in Avondale at the local community center. Community center director has been receptive and looking at a start date of September 2015.
E. Expand the educational programs and support groups for persons who hoard by December 2015.	A 4-week booster program for initial “Buried in Treasures” three groups will be held in July 2014. A presentation for family members and friends of hoarders is scheduled for July 29. A new support group in Paradise Valley is scheduled for Fall 2014.

**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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, Milissa Watkins	
ACTION STEPS	STATUS REPORT
A. Redesign and streamline the Area Agency on Aging website by June 2014.	Agency website is scheduled to launch July 2014.
B. Redesign the allied websites MEAPA, Fall Prevention, DOVES, and Care Directions by December 2014.	<a href="http://www.iwillpreventelderabuse.org">www.iwillpreventelderabuse.org</a> website has been rebuilt with online form.
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.	
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.	

**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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: Glen Spencer 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.	<b>COMPLETED:</b> Committee reviewed 2012 Area Agency on Aging, Region One surveys and focus groups, and the MASP 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. Committee met in February 2014 to determine the next step.
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.	<b>COMPLETED:</b> Focus group held on May 5, 2014. <b>IN PROGRESS:</b> Action plan for creation of a Volunteer Ambassador Program with a Volunteer Manager of the program. The Program will have two main purposes: (1) increasing community awareness about the Agency's programs and services, and (2) recruiting volunteers.
C. Expand Los Ancianos Program during FY 14 to address unmet community needs with non-stipend volunteers as well as stipend volunteers.	<b>COMPLETED:</b> Americorps Program re-funded through 2015, and new proposal for funding through 2017 will be submitted.
D. Establish a core team of trained volunteers to provide home-based assistance with ALTCS applications by Fall 2014.	

**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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): Milissa Watkins, Glen Spencer	
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.	Staff serves on the MAG Aging in Place Leadership Team, meeting monthly to develop initiatives throughout Maricopa County. Participated in the development of the MAG Regional Age-Friendly Network conference on March 27, 2014, a free conference to provide tools, information and connections to make the region more age-friendly. Area Agency among the Leadership team members recognized at the Desert Peaks awards ceremony on June 25 <sup>th</sup> .
B. Provide support and technical assistance to the Aging in Place pilot sites in Phoenix, Tempe, and the Northwest Valley.	Staff participates on the Northwest pilot site initiative targeting transportation solutions in the northwest valley. Staff will participate and lend support to Phoenix and Tempe as the pilots begin. Benefits Assistance Program has offered to the Phoenix and Tempe Villages the option of hosting a Medicare Enrollment Event during the 2014 Open Enrollment Period, and to jointly promote the Aging in Place initiative.
C. Develop and maintain Medicare information on the <a href="http://www.connect60plus.com">www.connect60plus.com</a> website, and participate in the Medicare forum on a regular basis with new posts and responses to inquiries.	Updated Medicare forum in January 2014. Next scheduled update is in advance of the open enrollment period.

**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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.	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.	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.	The Area Agency is an active member and participant on the MAG Transportation Ambassadors Program, representing the needs of older adults in Maricopa County.

**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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: Milissa Watkins Team member(s): David Diaz, Kaye Baker, Jeff Dean, Glen Spencer, Melissa Elliott	
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.	Results of the 2013 Campaign: The second annual Lift the Wait fundraising campaign raised a total of \$52,323 (113% of our goal).
B. Implement a cost sharing initiative with Home and Community Based Services and Respite clients by January 2015.	
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.	
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.	



**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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, Lauren Johnson, Amanda Weiler	
ACTION STEPS	STATUS REPORT
A. Sponsor and coordinate annual Fall Prevention events.	In 2013 we helped coordinate the annual Arizona Fall Prevention Coalition event at the Granite Reef Senior Center. The coalition is in process of determining if they will continue to sponsor these events or will promote Fall Prevention Awareness in other ways. The Agency continues as a member of the steering committee.
B. Offer group therapy through ElderVention® Clinical Services starting October 2013.	Certification for Medicare billing is in process. Group therapy cannot be offered until Medicare billing capabilities are in place.
C. Develop best practices and innovative methods for service delivery within the ElderVention® program by March 2014.	
D. Evaluate the Los Ancianos health promotion initiative and develop recommendations for senior center health promotion by February 2014.	Was evaluated and Los Ancianos will continue through August 2014. Preparing to apply for new RFP to be released in Fall 2014.

**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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, Tania Hernandez, Sigrid Williams	
ACTION STEPS	STATUS REPORT
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. 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.	1. <b>COMPLETED:</b> 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. 2. <b>COMPLETED:</b> 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.
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.	<b>COMPLETED:</b> 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.
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. 2. Recruit two volunteer retired teachers to provide the pre-literate education by October 30, 2013. 3. Establish educational venues at apartment complexes, where groups of clients reside, for easy accessibility to the classes by November 15, 2013. 4. Initiate basic English classes for older refugees who are pre-literate by December 1, 2013.	1. <b>COMPLETED:</b> 9/30/13 An established curriculum was selected that is available for no charge. 2. <b>COMPLETED:</b> A flyer and media ad was developed for distribution to recruit more retired teachers to meet the demand for classes. 4 volunteers are now teaching in the program in addition to 1 staff person. 3. <b>COMPLETED:</b> Five venues in close proximity to refugee residential complexes were identified for classroom space. 4. <b>COMPLETED:</b> 9/2013 Classes began for the 1 <sup>st</sup> 10 wk. session with an initial 83 clients enrolled; currently 117 clients are attending multiple pre-literate classes as of June 2014 with 90 clients are on a wait list for the next set of classes.

**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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, Milissa Watkins, Michael Ashton, Alfredo Gonzalez, 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.	At the time of this update the Legislature session has concluded, and no federal policy issues have required the preparation of an advocacy alert since the initiation of the current Area Plan.
B. Advocate and testify at the Arizona Legislature and with elected representatives in Washington D.C.	Mary Lynn Kasunic and Jim Knaut met with Senator Flake, and the staff members for Reps. Gosar and Grijalva in May, 2014 to advocate on behalf of reauthorization of the Older Americans Act and adoption of the proposed allocation formula for these funds.

**Area Agency on Aging, Region One  
Area Plan 2014-2017: Action Plan**

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, Milissa Watkins, 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.	Legislative plan of action for Fiscal Year 2015 developed and approved by Advocacy Committee. 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.	Educational packets for legislators currently under development 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.