

State of Arizona



Annual Report

State Fiscal Year 2003
July 1, 2002 – June 30, 2003



Department of Economic Security

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ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Aging & Adult Administration

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David A. Berns
Director

A Message from Henry Blanco, Program Administrator

I'm pleased to offer you a copy of our 2003 Annual Report. I'm very proud of our accomplishments in 2003 and I want to once again recognize the contributions of Aging and Adult Administration staff and our partners both within and outside of the Aging network. I would like to highlight below just a few of the partnerships in which Aging and Adult Administration was involved in this year.

- Aging and Adult Administration worked with Arizona Nutrition Network to produce 26 two-minute segments of the "Senior Scene" section of "Healthy Lifestyles" television show. The segments, which emphasized physical activity and nutrition, were aired between April and October.
- Aging and Adult Administration was instrumental in bringing together a coalition of organizations with an interest in improving care at the end of life in 2003. *Caring Choices: Arizona's Coalition to Improve End of Life Care* is a group of community organizations and governmental bodies that attempts to increase awareness of end of life and bereavement issues and promote quality end of life care.
- In an effort to coordinate services, Aging and Adult Administration staff chaired the Aging & Developmental Disabilities Workgroup and collaborated with Governor's Council on Developmental Disabilities in the development of an Emergency Readiness Guide, "Preparing for CRISIS".

I want to thank every individual and community organization that participated in the planning process for the 2004-2006 State Plan on Aging. Eight public hearings were held statewide and the feedback we received was most appreciated.

Support of older persons across our state requires a network composed of partnerships at every level. The quantity and quality of services available are an indication of priorities at the national, state, and local level, and we thank the statewide community for prioritizing resources in a way that makes these services possible. Aging services would not be as comprehensive or effective without our partnership.

Aging - if it's not your issue...it will be.

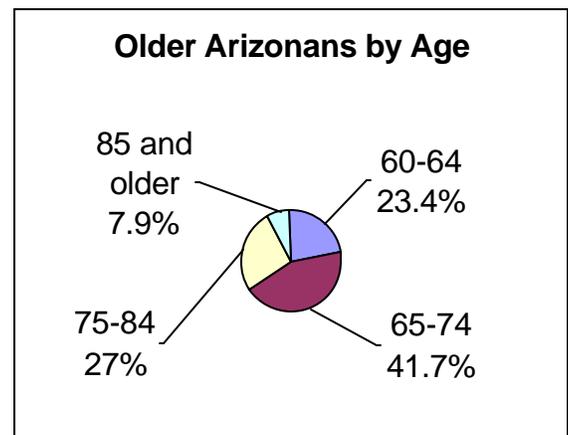
About Aging and Adult Administration and the People We Serve

The mission of the Aging and Adult Administration is to support and enhance the ability of at-risk and older adults to meet their needs to the maximum of their ability, choice and benefit.

The Aging and Adult Administration is responsible for administering a statewide comprehensive system of programs and services for aging and vulnerable adults. The Aging and Adult Administration provides services and programs directly and through contracts with eight Area Agencies on Aging, as well as with other community organizations. The Area Agencies on Aging may in turn subcontract with other public and non-profit organizations or agencies for the actual delivery of services. Services and programs for older persons are intended to assist them to maintain their independence in their homes and in their communities, for as long as possible according to their choice and their ability.

Who are the Older Persons of Arizona?

- In 2000, there were roughly 871,536 persons age 60 years and older in Arizona, comprising 17% of the state's total population.
- In 2000, there were 203,697 Arizonans aged 60-64 years. Persons between 65-74 years old numbered 363,841 and persons aged 75-84 years totaled 235,473. Arizona's population of persons ages 85 years and over numbered 68,525 persons.
- In Arizona, about 645,721 (97%) of all persons age 65+ years were living in households, slightly greater than the national figure. Roughly 71% of older Arizonans lived in family households, 25% lived alone, while about 4% lived in group quarters of which 2% resided in institutions.
- In 2000, about 18 persons per 1,000 persons age 65+ years resided in Arizona nursing homes.
- Approximately, 13% of older Americans age 65+ years and 9% of Arizonans the same age were in the labor force.
- Approximately 8.4% of Arizonans age 65+ years lived below federal poverty level in 1999.
- Comparable to the national figures, roughly 248,000 persons or 39% of Arizonans age 65+ years reported having at least one disabling condition.



The graph above shows a breakdown of the 65+ population by age groups. Percentages represent the portion of the 65+ population comprised by each age group.

Non-Medical Home and Community Based Services

The **Home and Community Based Services System** is a comprehensive case managed system of care which offers an array of services designed to assist aging and vulnerable individuals to remain and live independently in their own home and community with the appropriate level of support. Services are provided through contracted agencies and may include adult day care, home delivered meals, home health aide, housekeeping, personal care, respite care, visiting nurse, transportation, congregate meals, and other senior center services.

In 2003, the Home and Community Based Service System:

- Provided 1,377,256 meals to older people at community sites.
- Provided home-delivered meals to 11,383 people.
- Helped 6,496 people with housekeeping chores that had become unmanageable for them.
- Provided 3,100 people with visiting nurse, home health aide, or personal care services.
- Helped caregivers continue to care for their family and friends at home by providing adult day care or respite care to 1,019 people.

In the News:

Due to state budget shortfalls, Non Medical Home and Community Based Services were one of the many programs where funding cuts were being considered. Fortunately no reductions in state revenue for the Non Medical Home and Community Based Services program were approved for the fiscal year.



The Home and Community Based Services Program helped 15,658 people to remain in their own homes in 2003.

Adult Protective Services

Adult Protective Services accepts and evaluates reports of abuse, neglect and exploitation of vulnerable and incapacitated adults and offers appropriate services.

In 2003, Adult Protective Services:

- Conducted more than 100 community trainings to help professionals and non-professionals understand the causes, indications, and effects of elder abuse, neglect and exploitation.
- Worked with the Division of Developmental Disabilities, Department of Health Services—Behavioral Health Services, and domestic violence agencies to ensure coordination of services and staff training and to maximize resources.
- Partnered with the University of Arizona Health Sciences Family Practice to provide field experience for resident physicians on Geriatric rotation.
- Hosted and sponsored a statewide conference on financial exploitation and communication with law enforcement, banks, and criminal prosecutors on cases of elder exploitation.

Thanks! to some of our many partners:

Area Agencies on Aging
Arizona Elder Abuse Coalition
Safe Return Program
Mesa Pilot Project
Arizona Attorney General's Office
Maricopa Elder Abuse Prevention Alliance
Phoenix Vulnerable Adult Abuse Unit
Family Advocacy Centers
Department of Health Services
Division of Developmental Disabilities
And
Law Enforcement Agencies State-wide



Adult Protective Services investigated 8,040 reports of abuse, neglect, and exploitation of vulnerable adults in 2003.

**Reports Substantiated:
Abuse: 307, Neglect: 2,257, Exploitation: 451**

Senior Community Services Employment Program

The **Senior Community Services Employment Program (SCSEP/Title V)** provides training and employment opportunities for persons 55 years of age and older who have incomes at or below 125% of the federal poverty level. Participants may attend training programs or volunteer with community organizations to improve their job skills while “giving back” to their communities. The SCSEP program pays participants while they learn new skills.

In 2003, SCSEP:

- Participants provided more than 200,000 hours of help to 33 community and governmental organizations while in job training in the SCSEP program.
- Partnered with Gateway Community College to provide Customer Service/Computer classes for older workers. Sixty older adults completed the course.
- Developed computer training courses tailored to the needs of the older worker at Scottsdale, Paradise Valley and South Mountain Community Colleges.
- Honored Arizona’s Oldest Worker: *Leonard “Rosie” Ross*. At 96, Mr. Ross is a professional trumpet player in a band that plays regularly in Prescott.
- Developed English as a Second Language classes for refugees.

In the News:

The sponsoring organizations for the SCSEP program will change in 2004, in Arizona and nationally. Because there are now more organizations sponsoring SCSEP participants in Arizona, Aging & Adult Administration will administer a smaller number of SCSEP positions. Some Arizona SCSEP participants will now be served by AARP, Easter Seals, Experience Works and Service, Employment and Redevelopment (SER). Aging and Adult Administration held a series of public outreach events to explain these changes to participants, staff, and administrators across the state in 2003. We look forward to working together with the new sponsoring organizations to serve older Arizonans.



In 2003, 49 Senior Community Service Employment program participants were transitioned to unsubsidized employment.

The average wage of transitioned participants was \$9.05 per hour.

Caregiver Program Family Caregiver Support Program

The **Family Caregiver Support Program**

provides services to persons who are providing care to an individual who is 60 years old or older and persons who are 60 years old or older and are the primary caretaker for a child under 19 years of age who lives with him or her. The program provides information and assistance with obtaining community resources; counseling, training, and support groups; respite care; and supplemental services to complement care provided by a caregiver.

In 2003, the Family Caregiver Support Program:

- Developed training materials on caregiver stress to be distributed statewide.
- Assisted in the planning of Grandparents' University which provided grandparents raising grandchildren with useful information.
- Provided information and assistance to 33,239 caregivers.
- Supported 4,069 caregivers with individual counseling, support groups and training.
- Helped 4,699 caregivers to provide better care by providing them with respite and other supplemental services to make the job a little easier.

In the News:

The Aging and Adult Administration, in collaboration with the Arc of Arizona, hosted a workshop in Phoenix in May 2003 designed to explore how local groups from aging and disabilities services can work together to better serve aging adults with mental retardation and related disabilities, and their caregivers. In attendance were 95 caregivers and social service professionals from all over Arizona representing both the aging and developmental disability communities. Keynote speakers were from the University of Albany (NY) and were sponsored by a National Family Caregiver Support Program special grant from the United States Administration on Aging.



In 2003, 42,007 caregivers received training, respite, and support through the Family Caregiver Support Program.

Caregiver Program Alzheimer's Demonstration Project

The **Alzheimer's Demonstration Project**, called the Alzheimer's **CARE** Program, helps families to care for family members with Alzheimer's disease. The *Camino de Amistad*, or "Walk of Friendship," component ensures culturally appropriate services are provided to Spanish-speaking families. Families receiving services through the project are offered the flexibility of receiving in-home personal care or respite care by either traditional provider agencies or by selecting family members or friends to perform those services. Adult Day Care, group respite, and transportation services are also provided through grant funds. Training for family and professional caregivers, and case management services, are provided by the Alzheimer's Association. Supervision of direct services is provided by grant funds through the Area Agency on Aging, Region One, Inc.

In the News:

Arizona's Alzheimer's Demonstration Project is the result of a grant awarded by the Federal Administration on Aging to the Aging and Adult Administration in June of 2000. The program has been funded for a third year allowing Aging and Adult Administration to provide additional services to caregivers caring for people with Alzheimer's disease through 2004.

In 2003, the Alzheimer's Demonstration Project:

- Provided direct services to 96 families in Maricopa County and rural northern Arizona.
- Developed an Alzheimer's disease training curriculum that includes a special section on cultural diversity.
- Distributed over 100 copies of a dementia-specific staging and resource guide to organizations and agencies statewide.



In 2003, the Alzheimer's Demonstration Project conducted 44 training sessions on caring for persons with dementia reaching 474 community and family members and 679 professional health care workers.

Elder Rights Long Term Care Ombudsman Program

The **Long Term Care Ombudsman Program** provides assistance to and advocacy for residents of long term care and assisted living facilities in order to help them understand and maintain their human and civil rights. Ombudsman staff and volunteers visit long-term care facilities, investigate complaints, and help families in crisis to deal with discharges and admissions. The program helps to ensure quality of life and quality of care for the residents of long term care facilities.

In 2003, the Long Term Care Ombudsman Program:

- Created a Long Term Care Planning Training Program.
- Made 124 ombudsmen available to help residents to resolve their complaints each month. One hundred and nine of these ombudsmen were volunteers.
- Provided 196 education and outreach opportunities to help residents of long-term care facilities and their families understand their rights and how to resolve care problems.
- Visited 476 long-term care facilities in response to a resident's complaint.

In the News:

The Long Term Care Ombudsman program experienced a reduction in state-appropriated funds in 2003 due to the State's budget shortfalls. During the fiscal year, other fund sources were identified locally in order to reduce the impact of these cuts. The result is that this valuable program will continue to serve residents of long term care facilities.



The Long Term Care Ombudsman Program received 6,410 verified complaints in 2003 .

Ombudsmen were able to resolve 70% of the complaints to the resident's satisfaction.

Elder Rights Unit Legal Services Assistance

Legal Services Assistance is available to the older person who may be unable to appropriately manage his or her affairs. Many of our state's most vulnerable persons have limited access to legal services and thus to the system of justice. Individuals with few financial resources, those with physical or mental disabilities, and those reliant on public resources are most at risk of being unable to secure needed legal services. Without legal interventions many of Arizona's elderly are at risk of losing their independence.

In 2003, the Legal Services Assistance Program:

- Taped a television segment on identity theft for Sun Lakes Senior Public Access Television.
- Provided training for all contracted legal providers, Adult Protective Services staff and Aging and Adult Administration staff, on the newly adopted Supreme Court rules on the Unauthorized Practice of Law.
- Collaborated with the Center for Social Gerontology to develop a new measurement system to improve outcomes for clients.
- Provided six trainings for consumers on the importance of advance planning for future medical and financial situations.

The Legal Services Assistance Program most frequently assisted people with the following legal issues in 2003:

Estate Planning and Wills

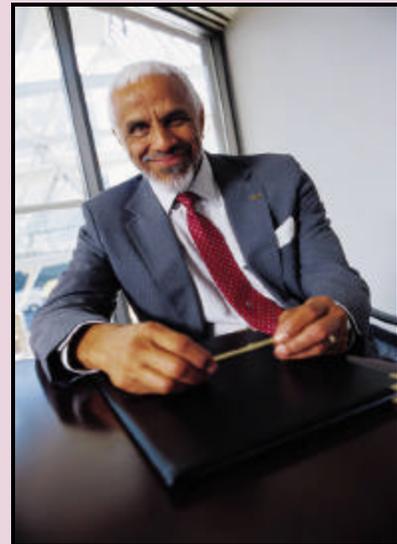
Health Care Power of Attorney & Living Wills

Financial Power of Attorney

Housing

Social Security

Consumer Issues



The Legal Services Program assisted 3,346 people in 2003.

Ninety-seven percent of legal services clients were satisfied with the services they received.

Elder Rights Unit State Health Insurance Assistance Program

The **State Health Insurance Assistance Program (SHIP)** assists Arizona's Medicare beneficiaries in understanding and accessing the health-care benefits they are entitled. It also educates them on ways to detect potential health care system fraud and abuse.

In 2003, Arizona's SHIP:

- Provided access to 91 counselors familiar with the Medicare program and Medicare options to consumers statewide.
- Helped 212,489 people to better understand Medicare benefits at 355 educational events. Developed a training materials on Medicare and provided 6 seminars to caregivers in partnership with ASU.
- Developed a Medicare video in the Hopi language and partnered with AHCCCS to develop information on Medicare Cost Sharing Programs in Spanish.
- Participated in a national workgroup composed of other SHIPs and the Center for Medicare and Medicaid Services to produce an issue paper for Congress on direct care worker shortages.
- Helped Arizona Medicare beneficiaries to save an estimated \$740,324 by providing information on Medicare options.

Thanks! to some of our many partners:

Arizona Beneficiary Coalition
Arizona Fraud Coalition
Social Security Administration
Noridian—Medicare Part B
Blue Cross / Blue Shield of Arizona
Arizona Department of Insurance
Center for Medicare and Medicaid Services
Department of Justice
United States Postal Service
United States Attorney Office
Federal Bureau of Investigation
Better Business Bureau
Arizona Health Care Cost Containment System
Cigna
Humana
Pacific Care
Health Net
MediSun



Over 7,200 callers had their Medicare questions answered by the State Health Insurance Assistance Program Hotline in 2003.

SHIP counselors met in person with 6,657 people to answer their questions about Medicare in 2003.

Foster Grandparent Program

The **Foster Grandparent Program** provides volunteer opportunities to persons 60 years of age and older and who have incomes at or below 100% of the federal poverty level. Foster grandparents provide companionship and guidance to children with special needs, such as disabled children and youth at risk. Foster grandparents work in schools, hospitals, and other community organizations. Volunteers receive a stipend of \$2.65 per hour, which helps them to supplement their existing financial resources.

In 2003, the Foster Grandparent Program:

- Provided assistance to children in 19 community organizations.
- Was a meaningful volunteer opportunity for older adults. Ninety-two percent said they participate because they enjoy working with children, and eighty-four percent of participants expressed satisfaction with the program.
- Allowed older adults to provide 89,530 hours of assistance to children with special needs.

Some of the organizations where Foster Grandparents are making a difference include:

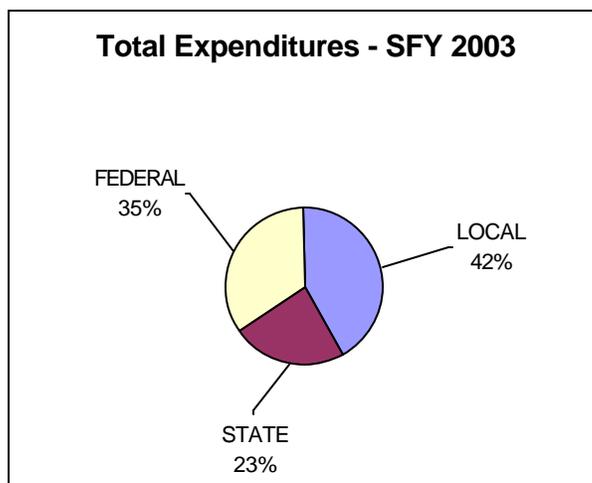
Helping Hands Head Start, Yuma
Chicanos por la Causa Head Start, Phoenix
Arizona Training Program, Coolidge
San Luis Head Start, San Luis
Sunnyslope Community Center, Phoenix
MacLennan Elementary School, Wickenburg
The Salvation Army, Phoenix
AHSC Pediatrics Clinic, Tucson
La Casa de Paz, Casa Grande
T.G. Barr Elementary School, Phoenix



One hundred and twelve active Foster Grandparents served Arizona's children in 2003.

Fiscal Report

State Fiscal Year 2003 Federal, State and Local Expenditures



FEDERAL -	\$ 1,628,882 \$ 1,592,314 \$ 268,776 \$ 197,215 \$ 47,850 \$14,973,498 \$18,708,535	ELDERLY FEEDING PROGRAM SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM FOSTER GRANDPARENT PROGRAM STATE HEALTH INSURANCE ASSISTANCE PROGRAM AZ PREFORMANCE OUTCOME MEASUREMENT SYSTEM OTHER FEDERAL GRANTS* TOTAL FEDERAL
STATE-	\$ 183,046 \$ 206,927 \$ 424,465 \$ 489,407 \$ 1,541,743 \$ 1,710,946 \$ 1,382,122 \$ 6,010,512 \$ 130,884 \$12,080,052	STATE EMERGENCY SERVICES PROGRAM (APS) STATE OMBUDSMAN STATE RESPITE STATE TOBACCO TAX STATE MATCH STATE CASE MANAGEMENT STATE SUPPLEMENTAL PAYMENT PROGRAM STATE HOME CARE STATE SENIOR CENTER CONSTRUCTION - HOPI TOTAL STATE
LOCAL -	\$19,596,029 \$ 2,456,118 \$22,052,147	LOCAL CONTRIBUTIONS TO AREA AGENCIES PROGRAM INCOME COLLECTED BY AREA AGENCIES TOTAL LOCAL
	\$52,840,734	TOTAL EXPENDITURES**

* Includes Older Americans Act and Social Services Block Grant funds

**Figures shown above do not reflect any adjustments made after June 30, 2003.

Looking Ahead

You may be aware that Mr. David Berns was appointed as Director of the Department of Economic Security in August of 2003. A new set of Guiding Principles have since been adopted across DES.

System of care must:

- be customer and family-driven**
- be effectively integrated**
- protect the rights of families and individuals**
- allow smooth transitions between programs**
- build community capacity to serve families and individuals**
- emphasize prevention and early intervention**
- respect customers, partners, and fellow employees**

Services must:

- be evaluated for outcomes**
- be coordinated across systems**
- be personalized to meet the needs of families and individuals**
- be accessible, accountable, and comprehensive**
- be culturally and linguistically appropriate and respectful**
- be strength-based and delivered in the least intrusive manner**

Listed below are a few of the activities Aging and Adult Administration has included in the State Plan 2004 Action Plan that will move the Administration towards the Guiding Principles:

- Statewide assessment of needs of people with Alzheimer's disease and the services currently available.
- Comprehensive review of services offered at senior centers in the areas of health promotion, disability accommodation, and access to information technology.
- Co-location of the Adult Protective Services Hotline with the Children's Protective Services Hotline and implementation of a quality survey to improve customer service.
- Pilot a cost-sharing program for respite services in order to allow more people to receive this service.
- Development of a cultural competency training for Elder Rights staff and volunteers.
- Exploration of consumer-directed care and development of an agenda for reform.

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