



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Division of Aging & Adult Services Aging Programs

State Unit on Aging

- The Division of Aging and Adult Services (DAAS) is designated as Arizona's State Unit on Aging
 - Administer the provisions of the aging programs authorized under the Older Americans Act of 1965
- Programs in DAAS are designed to:
 - Empower and assist aging individuals to be as independent as possible and remain in their homes and communities of choice
 - Assist seniors in avoiding or reducing the instances of hospitalization or admittance to nursing homes and skilled nursing facilities
- Arizona State Plan on Aging

Funding Sources

DAAS receives funding through a variety of sources

- Federal Funds
 - Older Americans Act
 - Discretionary Grants
 - Special funding allocations
- State Funds
 - General Fund
 - Special funding allocations
- Social Services Block Grants



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Program Partners

Partners - External / Internal

Internal

- ❑ Fiscal Unit - budget review/development
- ❑ Contract Unit - scopes of work/monitoring
- ❑ Executive Leadership - guidance/direction

External

- ❑ Federal Partners (ACL)
- ❑ State Agencies (DERS, GACA, ADHS, AHCCCS, Tribal Relations,etc)
- ❑ Area Agencies on Aging
- ❑ Community Leaders & Support Groups
- ❑ Coalitions, Advocacy organizations aimed at assisting older individuals, caregivers and persons with disabilities



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DAAS Aging Programs

Independent Living Support Services

A comprehensive 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.

Home and Community Based Services

Contract with Area Agencies on Aging to provide*:

| | | |
|--|--|---|
| <ul style="list-style-type: none">• Information and Referral | <ul style="list-style-type: none">• Case Management | <ul style="list-style-type: none">• Home Delivered Meals |
| <ul style="list-style-type: none">• Congregate Meals | <ul style="list-style-type: none">• Personal Care | <ul style="list-style-type: none">• Home Health Aid |
| <ul style="list-style-type: none">• Housekeeping | <ul style="list-style-type: none">• Adaptive Aids/Devices | <ul style="list-style-type: none">• Home Repair |
| <ul style="list-style-type: none">• Socialization and Recreation | <ul style="list-style-type: none">• General Transportation | <ul style="list-style-type: none">• Adult Day Care & Respite Care |

*not all AAAs provide every service

Health Promotion / Disease Prevention

Contract with Area Agencies on Aging to provide*:

| | | |
|--|---|---|
| <ul style="list-style-type: none">• Raises awareness of the benefits of healthy living choices | <ul style="list-style-type: none">• Provides outreach and opportunities for individuals and communities for education on healthier lifestyles | <ul style="list-style-type: none">• Provides nutritional Information and assistance |
| <ul style="list-style-type: none">• Provides education on falls prevention | <ul style="list-style-type: none">• Promotes physical activity programs to guide older individuals remain healthy | <ul style="list-style-type: none">• Promotes education on disease prevention |

- Chronic Disease Self Management Program
- Chronic Pain Self Management Program
- Diabetes Self Management Program

- Enhance Fitness
- Geri Fit
- Bingocize

- Tai Chi
- A Matter of Balance

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Family Caregiver Support

Contract with Area Agencies on Aging to provide*:

| | | |
|--|---|---|
| <ul style="list-style-type: none">• Information about Caregiving | <ul style="list-style-type: none">• Assistance to gaining access to supportive services | <ul style="list-style-type: none">• Individual Counseling and Assistance |
| <ul style="list-style-type: none">• Respite Care for Caregivers | <ul style="list-style-type: none">• Non-Medical home and community based services and supports to eligible caregivers | <ul style="list-style-type: none">• Assistance with creation of support groups and caregiver training |

- Family Caregiver Support Program
- Lifespan Respite
- Family Caregiver Reimbursement Program
 - Support with in home purchases to support your loved one

Caregiver Resource Line: 888-737-7494

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Elder Rights and Benefits

All Arizonans have the right to live their lives with dignity and respect, free from abuse, neglect, and exploitation of any kind. Unfortunately, far too many older adults and people with disabilities are abused, neglected or exploited.

DAAS houses programs that protect the rights of individuals, prevent abuse from happening, and support people who have experienced abuse to help them recover.

Long-Term Care Ombudsman

Contract with Area Agencies on Aging to provide*:

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|--|--|--|
| <ul style="list-style-type: none">• Advocacy and intervene on behalf of residents | <ul style="list-style-type: none">• Education to residents, families, facility staff, and community about long term care issues and services | <ul style="list-style-type: none">• Promotion and awareness for the advocacy for all residents |
| <ul style="list-style-type: none">• Assistance to residents in obtaining needed services | <ul style="list-style-type: none">• Support and aid with family and resident councils | <ul style="list-style-type: none">• Recruiting and training individuals to serve as Ombudsmen |

- Authorized under Title VII of the Older Americans Act
- The primary purpose is to identify, investigate and resolve complaints made by or on behalf of residents of nursing homes, assisted living facilities and adult foster homes.
- Long-Term Care Ombudsman assist, advocate and intervene on behalf of the resident, with confidentiality, respect and always work for resolutions focused on the resident's wishes
- Oversees implementation of State and Federal statutes and maintains compliance with the number Ombudsmen to facility bed ratio, as well as, compliance with the required number of facility visits per year by Ombudsman.
- Reports to ACL utilizing the National Ombudsman Reporting System (NORS).

*not all AAAs provide every service

Legal Services

Contract with Area Agencies on Aging to provide*:

| | | |
|--|---|---|
| <ul style="list-style-type: none">• Assistance with Advanced Directives | <ul style="list-style-type: none">• Assistance with the Creation of Wills | <ul style="list-style-type: none">• Assistance with Guardianships |
| <ul style="list-style-type: none">• Education on the types and reasons for various legal instruments for older individuals | <ul style="list-style-type: none">• Assistance with referrals to legal services within service delivery areas | <ul style="list-style-type: none">• Assistance with education on fraud and abuse of older victims |

- The goal of the program is promote and preserve the autonomy, dignity, independence and financial security of older persons, provide access to the justice system, and advocate for the preservation of rights and benefits of older persons.
- Legal Services are authorized under the Title VII of the Older Americans Act
- Works with external partners prevent Elder Abuse through outreach and education and the recruitment of legal expertise to provide pro bono services, whenever possible.
- Eligibility 60 years and older and most in need socially and economically

*not all AAAs provide every service

State Health Insurance Assistance Program

Contracts with Area Agencies on Aging to provide*:

| | | |
|---|--|---|
| <ul style="list-style-type: none">• One on One counseling to Medicare beneficiaries, families & caregivers | <ul style="list-style-type: none">• Screening for low-income eligibility for healthcare savings programs | <ul style="list-style-type: none">• Assistance with enrollment into Medicare plans/open enrollment |
| <ul style="list-style-type: none">• Outreach and Education to beneficiaries and families on Medicare Advantage & Part D | <ul style="list-style-type: none">• Outreach and education on Medicare fraud, errors and abuse | <ul style="list-style-type: none">• Refers to SMP for resolution of Medicare fraud, errors and abuse complaints |
| <ul style="list-style-type: none">• Education on preventative healthcare services | <ul style="list-style-type: none">• Assistance to individuals with benefits check-ups/plan selections | <ul style="list-style-type: none">• Assistance with referral and resources for ALTCS/AHCCCS |

- Authorized under 42 US Code 1395b-4; and Title II of the Consolidated Appropriations Act of 2014
- Uses extensively trained volunteers & paid staff to provide majority of the counseling and outreach education
- Eligibility - 65 years and older; 64 and under with a disability; or individuals with End Stage Renal Disease.
- Additional grant: Medicare Improvements for Patients and Providers Act
 - MIPPA - provide outreach and assistance to eligible Medicare beneficiaries with applications for programs to lower the cost of their Medicare premiums and deductibles.

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Senior Medicare Patrol

Contract with Area Agencies on Aging to provide*:

| | | |
|---|---|--|
| <ul style="list-style-type: none">• Resolution of Medicare fraud, errors and abuse complaints | <ul style="list-style-type: none">• Outreach and Education to beneficiaries and families on Medicare fraud, error and abuse | <ul style="list-style-type: none">• Works in partnership with other agencies to prevent financial abuse of seniors |
| <ul style="list-style-type: none">• Engages volunteers to assist beneficiaries experiencing fraud, error or abuse with their Medicare | <ul style="list-style-type: none">• Creates educational materials designed to prevent the instance of Medicare fraud | |

- Authorized under 42 US Code 1395b-4; and Title II of the Consolidated Appropriations Act of 2014
- Uses extensively trained volunteers & paid staff to provide majority of the resolution and outreach education
- Eligibility - counselors assist any individuals who need assistance and/or work with Medicare beneficiaries

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Contact Information

Not sure where to start? We have partners that are ready to help answer your questions. Call your local Area Agency on Aging!

| REGION I | REGION II |
|--|--|
| Area Agency on Aging, Region One Inc. Senior Helpline: (602) 264-4357 <i>Serving Maricopa County</i> | Pima Council on Aging, (PCOA) PCOA Helpline: (520) 790-7262 <i>Serving Pima County</i> |
| REGION III | REGION IV |
| Northern Arizona Council of Governments NACOG Area Agency on Aging Central Intake Unit: (877) 521-3500 <i>Serving Apache, Coconino, Navajo, and Yavapai Counties</i> | Western Arizona Council of Governments WACOG Area Agency on Aging WACOG Helpline: (800) 782-1886 <i>Serving Yuma, La Paz and Mohave Counties</i> |
| REGION V | REGION VI |
| Pinal/Gila Council for Senior Citizens PGCSC Area Agency on Aging PGCSC Helpline: (800) 293-9393 <i>Serving Pinal and Gila Counties</i> | SouthEastern Arizona Government Organization SEAGO Helpline: (520) 432-2528 <i>Serving Santa Cruz, Cochise, Greenlee, and Graham Counties</i> |
| REGION VII | REGION VIII |
| Navajo Nation (Area Agency on Aging) Division of Aging and Long-Term Care Services Contact Number: (928) 871-6869 <i>Serving the Navajo Nation within Arizona</i> | Inter Tribal Council of Arizona ITCA Area Agency on Aging ITCA Helpline: (602) 258-4822 <i>Serving 21 Member Tribes in Arizona</i> |

For questions regarding this presentation:

Lindsey Bankhead - lbankhead@azdes.gov
Catherine Chavez - catherinechavez@azdes.gov

Contact Information

Patricia Sutton
DAAS & DCAD Tribal Liaison
Office of Tribal Relations
Office of the Director
Department of Economic Security
PSutton@azdes.gov
(480) 341-5109

Office of Tribal Relations

