

**SECTION I. Elderly Clients and Caregivers**  
**A. Elderly Client Counts**

State ID:     AZ     Fiscal Year:   2011  

	<b>Total</b>
1. Unduplicated Count of Persons Served For Registered Services Supported by the OAA Title III	39,471
2. Estimated Unduplicated Count of Persons Served For Unregistered Services Supported by the OAA Title III	251,593
3. Total Estimated Unduplicated Count of Persons Served Through Services Supported by the OAA Title III	291,064

## SECTION I. Elderly Clients and Caregivers

## B. General Characteristics of Elderly Clients Receiving Registered Services and Those Receiving Cluster 2 Registered Services

State ID:   AZ   Fiscal Year:   2011  
 **Total Registered Clients (Cluster 1 and Cluster 2)**
 **Congregate Meals**
 **Nutrition Counseling**
 **Assisted Transportation**

	Clients Receiving Registered Services				
	Total	With Income Below Poverty	Age of Client		
			60-74	75-84	85+
<b>Total Clients</b>	39,471	10,266			
Total with Age Reported	36,726	8,821	16,557	12,607	7,505
Age Missing	2,745	0			
Female	24,726	6,147	10,218	7,881	5,035
Male	14,628	3,626	6,330	4,718	2,468
Gender Missing	117	1	10	8	2
Rural Clients	18,845	6,146	8,867	5,770	2,845
Rural Missing	16	0	1	0	0
Poverty Missing	1,397		551	490	254
Live Alone	9,265	700	3,194	2,926	2,587
Live Alone Missing	22,460	8,004	10,957	6,843	2,885
<b>Clients by Ethnicity</b>					
Hispanic / Latino	5,744	1,372	2,255	1,970	1,123
Not Hispanic or Latino	32,992	8,252	14,015	10,465	6,302
Ethnicity Missing	725	149	287	172	80
<b>Clients by Race or Ethnicity</b>					
White (Alone) - Non-Hispanic	20,835	2,873	7,856	6,922	4,794
<b>Total Minorities</b>					
White (Alone) - Hispanic	2,994	679	1,160	1,020	603
American Indian or Alaskan Native (Alone)	9,654	4,763	4,717	2,775	1,033
Asian (Alone)	651	380	326	203	80
Black / African American (Alone)	1,876	262	748	558	375
Native Hawaiian or Other Pacific Islander (Alone)	33	13	13	14	4
Persons Reporting Some Other Race	1,184	196	447	393	253
Persons Reporting 2 or More Races	88	27	41	23	10
Race Missing	2,186	611	849		

## SECTION I. Elderly Clients and Caregivers

## B. General Characteristics of Elderly Clients Receiving Registered Services and Those Receiving Cluster 2 Registered Services

State ID:     AZ     Fiscal Year:   2011  

Total Registered Clients (Cluster 1 and Cluster 2)     Congregate Meals     Nutrition Counseling     Assisted Transportation

	Clients Receiving Registered Services				
	Total	With Income Below Poverty	Age of Client		
			60-74	75-84	85+
<b>Total Clients</b>	23,474	7,841			
Total with Age Reported	21,804	7,039	11,512	7,209	3,053
Age Missing	1,670	802			
Female	14,262	4,943	7,040	4,282	1,918
Male	9,209	2,897	4,471	2,925	1,135
Gender Missing	3	1	3	0	0
Rural Clients	13,866	5,392	7,704	3,890	1,227
Rural Missing	1	0	1	0	0
Poverty Missing	850		391	308	110
Live Alone	218	160	119	77	16
Live Alone Missing	22,709	7,333	11,073	6,959	3,006
<b>Clients by Ethnicity</b>					
Hispanic / Latino	2,995	922	1,458	941	331
Not Hispanic or Latino	19,980	6,796	9,808	6,142	2,674
Ethnicity Missing	499	123	246	126	48
<b>Clients by Race or Ethnicity</b>					
White (Alone) - Non-Hispanic	11,589	2,011	4,878	3,937	2,077
<b>Total Minorities</b>					
White (Alone) - Hispanic	1,724	603	790	566	221
American Indian or Alaskan Native (Alone)	7,230	4,234	4,338	1,868	465
Asian (Alone)	576	370	308	175	57
Black / African American (Alone)	608	221	308	153	79
Native Hawaiian or Other Pacific Islander (Alone)	12	6	4	6	1
Persons Reporting Some Other Race	337	103	203	79	23
Persons Reporting 2 or More Races	79	24	33	23	9
Race Missing	1,319	293	650		

SECTION I. Elderly Clients and Caregivers

B. General Characteristics of Elderly Clients Receiving Registered Services and Those Receiving Cluster 2 Registered Services

State ID:     AZ     Fiscal Year:     2011    

     Total Registered Clients (Cluster 1 and Cluster 2)         Congregate Meals      X   Nutrition Counseling         Assisted Transportation

	Clients Receiving Registered Services				
	Total	With Income Below Poverty	Age of Client		
			60-74	75-84	85+
<b>Total Clients</b>					
Total with Age Reported					
Age Missing					
Female					
Male					
Gender Missing					
Rural Clients					
Rural Missing					
Poverty Missing					
Live Alone					
Live Alone Missing					
<b>Clients by Ethnicity</b>					
Hispanic / Latino					
Not Hispanic or Latino					
Ethnicity Missing					
<b>Clients by Race or Ethnicity</b>					
White (Alone) - Non-Hispanic					
<b>Total Minorities</b>					
White (Alone) - Hispanic					
American Indian or Alaskan Native (Alone)					
Asian (Alone)					
Black / African American (Alone)					
Native Hawaiian or Other Pacific Islander (Alone)					
Persons Reporting Some Other Race					
Persons Reporting 2 or More Races					
Race Missing					

SECTION I. Elderly Clients and Caregivers

B. General Characteristics of Elderly Clients Receiving Registered Services and Those Receiving Cluster 2 Registered Services

State ID:     AZ     Fiscal Year:     2011    

     Total Registered Clients (Cluster 1 and Cluster 2)         Congregate Meals         Nutrition Counseling      X   Assisted Transportation

	Clients Receiving Registered Services				
	Total	With Income Below Poverty	Age of Client		
			60-74	75-84	85+
<b>Total Clients</b>					
Total with Age Reported					
Age Missing					
Female					
Male					
Gender Missing					
Rural Clients					
Rural Missing					
Poverty Missing					
Live Alone					
Live Alone Missing					
<b>Clients by Ethnicity</b>					
Hispanic / Latino					
Not Hispanic or Latino					
Ethnicity Missing					
<b>Clients by Race or Ethnicity</b>					
White (Alone) - Non-Hispanic					
<b>Total Minorities</b>					
White (Alone) - Hispanic					
American Indian or Alaskan Native (Alone)					
Asian (Alone)					
Black / African American (Alone)					
Native Hawaiian or Other Pacific Islander (Alone)					
Persons Reporting Some Other Race					
Persons Reporting 2 or More Races					
Race Missing					



**SECTION I. Elderly Clients and Caregivers**  
**C. Detailed ADL Characteristics of Eld Clients Receiving Cluster 1 Services**  
 (Report information for all Cluster 1 services combined and each service separately.)

State ID:     AZ     Fiscal Year:     2011    

           Total Cluster 1 Clients  
           Chore  
           Case Management

    X     Personal Care  
           Home Delivered Meals

           Homemaker  
           Adult Day Care/Health

	Total - All Ages					Total Age 60-74					Total Age 75-84					Total Age 85+				
	Total	0 ADL	1 ADL	2 ADL	3+ ADL	Total	0 ADL	1 ADL	2 ADL	3+ ADL	Total	0 ADL	1 ADL	2 ADL	3+ ADL	Total	0 ADL	1 ADL	2 ADL	3+ ADL
<b>Total Clients</b>	2,551	251	186	364	1,747															
Clients with Age Data	2,551	251	186	364	1,747	886	80	65	135	606	879	83	70	132	593	786	88	51	97	548
Age Missing																				
ADLs Missing	3										1				2					
Female	2,013	192	154	287	1,377	675	60	54	104	457	695	60	57	103	474	643	72	43	80	446
Male	535	59	32	77	367	208	20	11	31	146	184	23	13	29	119	143	16	8	17	102
Gender Missing	3				3	3				3										
Rural	687	59	35	68	524	227	21	8	26	172	241	18	14	23	186	219	20	13	19	166
Rural Missing																				
Income below Poverty Level	1,097	102	75	148	771	441	35	34	66	306	374	35	26	52	261	282	32	15	30	204
Poverty Missing	52	1	1	3	47	13			1	12	19			2	17	20	1	1		18
Live Alone	1,758	194	152	281	1,129	659	67	57	109	426	566	59	49	98	359	533	68	46	74	344
Live Alone Missing																				
<b>Clients by Ethnicity</b>																				
Hispanic / Latino	649	31	44	61	513	172	6	15	16	135	255	13	19	26	197	222	12	10	19	181
Not Hispanic or Latino	1,896	219	142	302	1,230	713	74	50	119	470	620	69	51	105	394	563	76	41	78	366
Ethnicity Missing	6	1		1	4	1				1	4	1		1	2	1				1
<b>Clients by Race or Ethnicity</b>																				
White (Alone) - Non-Hispanic	1,603	191	118	237	1,054	604	60	41	91	412	516	62	43	80	330	483	69	34	66	312
<b>Total Minorities</b>																				
White (Alone) - Hispanic	241	9	13	21	198	70	1	4	7	58	94	4	7	10	73	77	4	2	4	67
American Indian or Alaskan Native (Alone)	28	8	4	5	11	13	4	1	3	5	10	2	2	2	4	5	2	1		2
Asian (Alone)	11	2	2	4	3	5	1	1	1	2	5	1	1	2	1	1			1	
Black / African American (Alone)	233	19	18	54	142	80	7	6	20	47	83	6	6	22	49	70	6	6	12	46
Native Hawaiian or Pacific Islander (Alone)	6	1	1	1	3	4	1	1	1	1	2			2						
Persons Reporting Some Other Race	319	11	27	21	260	84	3	11	7	63	130	4	10	8	108	105	4	6	6	89
Persons Reporting 2 or More Races	3	1			2	2	1			1					1					1
Race Missing	107	9	3	21	74	24	2		5	17	39	4	1	8	26	44	3	2	8	31





**SECTION I. Elderly Clients and Caregivers**  
**C. Detailed ADL Characteristics of Elderly Clients Receiving Cluster 1 Services**  
 (Report information for all Cluster 1 services combined and each service separately.)

State ID:     AZ     Fiscal Year:   2011  

           Total Cluster 1 Clients  
           Chore  
           Case Management

           Personal Care  
  X       Home Delivered Meals

           Homemaker  
           Adult Day Care/Health

	Total - All Ages					Total Age 60-74					Total Age 75-84					Total Age 85+				
	Total	0 ADL	1 ADL	2 ADL	3+ ADL	Total	0 ADL	1 ADL	2 ADL	3+ ADL	Total	0 ADL	1 ADL	2 ADL	3+ ADL	Total	0 ADL	1 ADL	2 ADL	3+ ADL
<b>Total Clients</b>	12,075	3,107	1,215	1,684	5,562															
Clients with Age Data	11,067	2,788	1,130	1,541	5,139	3,727	986	396	545	1,631	3,962	1,005	387	522	1,863	3,351	797	347	474	1,645
Age Missing	1,008	319	85	143	423															
ADLs Missing	491					55					76				50					
Female	7,587	1,828	763	1,074	3,629	2,072	528	224	308	981	2,403	584	237	335	1,200	2,207	490	236	315	1,139
Male	4,485	1,279	452	609	1,931	1,416	406	159	213	614	1,342	381	136	175	621	1,072	292	107	156	494
Gender Missing	3	0	0	1	2	2				2	1			1						
Rural	5,125	954	387	508	2,827	1,308	284	104	147	733	1,624	295	137	152	979	1,293	186	100	136	834
Rural Missing	0	0	0	0	0															
Income below Poverty Level	5,612	1,362	466	669	2,776	1,961	526	186	274	860	1,785	369	140	170	948	1,228	242	87	136	709
Poverty Missing	404	88	30	35	171	104	20	9	10	48	124	22	9	10	57	103	19	8	8	49
Live Alone	6,429	1,813	749	1,034	2,709	2,078	598	254	322	891	1,864	517	212	297	820	1,812	478	223	317	778
Live Alone Missing	1	0	0	0	0															
<b>Clients by Ethnicity</b>																				
Hispanic / Latino	1,817	405	203	294	886	533	119	77	96	234	648	147	62	102	330	499	97	57	73	268
Not Hispanic or Latino	10,151	2,674	1,008	1,379	4,626	2,926	802	305	422	1,351	3,064	808	308	405	1,474	2,758	681	286	396	1,350
Ethnicity Missing	97	28	4	11	50	31	13	1	3	12	34	10	3	4	17	22	4		2	15
<b>Clients by Race or Ethnicity</b>																				
White (Alone) - Non-Hispanic	6,644	1,858	786	994	2,913	2,046	544	253	305	920	2,030	579	238	303	879	1,994	547	241	311	874
<b>Total Minorities</b>																				
White (Alone) - Hispanic	904	165	127	163	431	269	50	52	52	112	303	61	39	55	145	266	37	33	43	150
American Indian or Alaskan Native (Alone)	2,556	465	129	194	1,397	816	199	35	83	364	960	166	60	53	537	594	67	24	40	400
Asian (Alone)	36	12	3	6	14	8	2	1	1	4	16	7	1	2	6	6	2		2	2
Black / African American (Alone)	926	361	81	186	288	301	116	28	61	93	280	108	24	57	90	215	82	21	44	68
Native Hawaiian or Pacific Islander (Alone)	14	3	3	2	6	6	1	2	2	1	6	1	1		4	1				1
Persons Reporting Some Other Race	430	80	42	53	254	134	34	13	18	68	161	24	12	20	105	109	16	12	10	71
Persons Reporting 2 or More Races	5	0	0	0	4	3					1					1				1
Race Missing	557	156	43	85	255	143	39	12	23	66	204	59	12	32	97	164	45	16	24	78



















**SECTION I. Elderly Clients and Caregivers**

**E. Summary Characteristics of Caregivers Serving Elderly Individuals (National Family Caregiver Support Program - Title III-E)**

Note: Data is for Title III-E Group 1 Services only - See Section II-C for specifics.

State ID:     AZ    

Fiscal Year:     2011    

Caregiver Characteristics	All Caregivers	Age of the Caregiver			
		Under 60	Age 60-74	Age 75-84	Age 85+
<b>Total Caregivers</b>	9,429				
Caregivers with Age Data	9,221	2,282	3,718	2,955	266
Age Missing	208				
Female	2,465	623	921	838	83
Male	6,756	1,659	2,797	2,117	183
Gender Missing	208	0	0	0	0
Rural	506	158	257	83	8
Rural Missing	208	0	0	0	0
<b>Caregivers by Ethnicity</b>					
Hispanic / Latino	2,332	614	921	797	0
Not Hispanic or Latino	6,889	1,668	2,797	2,158	266
Ethnicity Missing	208	0	0	0	0
<b>Caregivers by Race or Ethnicity</b>					
White (Alone) - Non-Hispanic	6,641	1,536	2,747	2,116	241
<b>Total Minorities</b>					
White (Alone) - Hispanic	2,200	531	905	764	0
Am. Ind./Alaska Native (Alone)	183	50	66	58	8
Asian (Alone)	58	40	0	17	0
Black / African American (Alone)	133	125	0	0	8
Native Hawaiian or Other Pacific Islander (Alone)	8	0	0	0	8
Persons Reporting Some Other Race	0	0	0	0	0
Persons Reporting 2 or More Races	0	0	0	0	0
Race Missing	206	0	0	0	0
<b>Caregivers by Relationship</b>					
Husband	1,378	42	547	706	83
Wife	5,246	1,038	2,290	1,735	183
Son/Son-in-Law	91	91	0	0	0
Daughter/Daughter-in-Law	681	681	0	0	0
Other Relative	1,560	249	796	515	0
Non-Relative	266	183	83	0	0
Relationship Missing	208	0	0	0	0

## SECTION I. Elderly Clients and Caregivers

F. Summary Characteristics of Grandparents and Other Elderly Caregivers Serving Children (National Family Caregiver Support Program) (Title III-E)  
 State ID: AZ Fiscal Year: 2011

Grandparent/Relative Caregiver Characteristics	All Caregivers	Age of the Caregiver		
		Age 55-74	Age 75-84	Age 85+
<b>Total Caregivers</b>	1,378			
Caregivers with Age	1,378	971	365	42
Age Missing	0			
Female	1,137	755	348	34
Male	241	216	17	8
Gender Missing	0	0	0	0
Rural	100	33	50	17
Rural Missing	0	0	0	0
<b>Caregivers by Ethnicity</b>				
Hispanic / Latino	706	481	224	0
Not Hispanic or Latino	672	489	141	42
Ethnicity Missing	0	0	0	0
<b>Caregivers by Race or Ethnicity</b>				
White (Alone) - Non-Hispanic	540	340	181	17
<b>Total Minorities</b>				
White (Alone) - Hispanic	498	315	158	25
American Indian/Alaska Native (Alone)	42	42	0	0
Asian (Alone)	25	25	0	0
Black or African American (Alone)	217	191	26	0
Native Hawaiian or Other Pacific Islander (Alone)	16	16	0	0
Persons Reporting Some Other Race	33	33	0	0
Persons Reporting 2 or More Races	0	0	0	0
Race Missing	7	7	0	0
<b>Caregivers by Relationship</b>				
Grandparents	1,320	913	365	42
Other Elderly Relative	50	50	0	0
Other Elderly Non-Relative	8	8	0	0
Relationship Missing	0	0	0	0
<b>Total Individuals Receiving Care (children 18 or younger)</b>	2,894			

**SECTION II. Utilization and Expenditure Profiles**  
**A. Title III Utilization, Expenditure Profile (Except Title III-E)**

State ID:   AZ   Fiscal Year:   2011  

A. Title III Utilization, Expenditure, and Program Income Received Profile (Except Title III-E)									OAA Title III Expenditures (\$) by Part			
For Selected Services	Number of Providers	# of AAAs Direct Services Provision	Unduplicated Persons Served	# Persons Served at High Nutrition Risk	Service Units	Title III Expenditure	Total Service Expenditure	Program Income Received	B	C1	C2	D
<b>Cluster 1: Registered Services - Requiring Detailed Client Profile</b>												
1. Personal Care	41	3	2,551		233,900.00	\$849,268.89	\$4,507,473.58	\$409,84	\$849,268.89	\$0.00	\$0.00	\$0.00
2. Homemaker	43	4	3,989		184,601.00	\$1,171,592.01	\$3,999,372.98	\$1,533.48	\$1,171,592.01	\$0.00	\$0.00	\$0.00
3. Chore	0	0	0		0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
4. Home Delivered Meals	69	7	12,075	8,584	1,595,688.00	\$4,484,021.55	\$7,162,721.09	\$462,011.39	\$0.00	\$0.00	\$4,484,021.55	\$0.00
4a. NSIP Home Delivered Meals					1,738,413.00							
5. Adult Day Care/Health	12	2	169		74,517.00	\$343,943.75	\$775,065.66	\$15,333.00	\$343,943.75	\$0.00	\$0.00	\$0.00
6. Case Management	21	5	11,572		109,341.00	\$1,984,442.81	\$5,246,129.59	\$1,646.00	\$1,984,442.81	\$0.00	\$0.00	\$0.00
<b>Cluster 2: Registered Services - Requiring Summary Client Profile</b>												
7. Assisted Transportation	0	0	0		0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
8. Congregate Meals	72	7	23,474	7,612	1,311,088.00	\$4,157,438.90	\$5,586,512.00	\$1,281,473.70	\$0.00	\$4,157,438.90	\$0.00	\$0.00
8a. NSIP Congregate Meals					1,297,092.00							
9. Nutrition Counseling	0	0	0	0	0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Cluster 3: Non-Registered Services - No Client Profile Required</b>												
10. Transportation	56	5			776,464.00	\$1,314,887.89	\$1,898,359.26	\$116,035.44	\$1,314,887.89	\$0.00	\$0.00	\$0.00
11. Legal Assistance	6	4			16,109.00	\$548,677.61	\$736,992.44	\$8,952.05	\$548,677.61	\$0.00	\$0.00	\$0.00
12. Nutrition Education	0	0			0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
13. Information and Assistance	8	8			172,318.00	\$685,820.18	\$1,555,123.73	\$5,141.00	\$685,820.18	\$0.00	\$0.00	\$0.00
14. Outreach	7	5			6,371.00	\$201,783.78	\$629,804.59	\$21,785.84	\$201,783.78	\$0.00	\$0.00	\$0.00
15. Other Services						\$5,979,893.45	\$8,706,715.75	\$32,058.01	\$3,108,723.33	\$2,848,563.86	\$0.00	\$22,606.26
16. Health Promotion	15	6	18,292			\$498,206.20	\$749,231.10	\$2,264.00	\$58,314.60	\$0.00	\$0.00	\$441,891.60
17. Cash and Counseling			0			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total (Unduplicated)</b>	<b>164</b>	<b>8</b>		<b>16,196</b>		<b>\$22,219,977.02</b>	<b>\$41,553,501.77</b>	<b>\$1,948,643.75</b>	<b>\$10,265,454.85</b>	<b>\$7,006,002.76</b>	<b>\$4,484,021.55</b>	<b>\$484,497.86</b>

Reported by: Arizona Department of Economic Security  
 From Date: 10/01/2010 To Date: 09/30/2011

SECTION II. Utilization and Expenditure Profiles

B. Title III-E Utilization, Expenditure, and Program Income Received Profile for Caregivers Serving Elderly Individuals

State ID:     AZ     Fiscal Year:     2011    

Caregiver Support Categories:	Title III-E Expenditures (Federal \$)	Total Service Expenditures (All Sources)	Program Income Received	# Caregivers Served	Units of Service	# of Providers (unduplicated)
<b>Group 1</b>				<b>Unduplicated number of caregivers:</b>		
1. Counseling/Support Groups/ Caregiver Training	\$630,918.21	\$889,216.16	\$6,695.21	9,348	44,632.00	27
2. Respite Care	\$1,394,215.66	\$2,753,874.34	\$2,606.68	969	187,035.00	43
3. Supplemental Services	\$218,647.27	\$220,254.33	\$0.00	80	55,751.00	13
4. Cash and Counseling	\$0.00	\$0.00	\$0.00	0		
<b>Group 2</b>				<b>Estimated unduplicated number of caregivers:</b>		
4. Access Assistance	\$184,447.41	\$292,361.45	\$1,281.23	8,947	25,585.00	6
				<b>Estimated Audience Size:</b>	<b># Activities:</b>	
5. Information Services	\$283,904.55	\$348,529.05	\$609.00	455,820	8,868.00	7
<b>Totals (unduplicated)</b>	<b>\$2,712,133.10</b>	<b>\$4,504,235.33</b>	<b>\$11,192.12</b>			<b>66</b>

## SECTION II. Utilization and Expenditure Profiles

C. Title III-E Utilization, Expenditure, and Program Income Received Profile for Grandparents and Other Elderly Caregivers Serving Children

State ID: AZ Fiscal Year: 2011

Caregiver Support Categories:	Title III-E Expenditures (Federal \$)	Total Service Expenditures (All Sources)	Program Income Received	# Caregivers Served	Units of Service	# of Providers (unduplicated)
<b>Group 1</b>				<b>Unduplicated number of caregivers:</b>		
<b>1. Counseling/Support Groups/ Caregiver Training</b>	\$70,102.02	\$98,801.80	\$0.00	1,359	4,959.00	8
<b>2. Respite Care</b>	\$0.00	\$15,105.89	\$0.00	23	1,746.00	1
<b>3. Supplemental Services</b>	\$0.00	\$0.00	\$0.00	0	0.00	0
<b>4. Cash and Counseling</b>	\$0.00	\$0.00	\$0.00	0		
<b>Group 2</b>				<b>Estimated unduplicated number of caregivers:</b>		
<b>4. Access Assistance</b>	\$20,494.16	\$32,484.61	\$0.00	3,445	2,843.00	6
				<b>Estimated Audience Size:</b>	<b># Activities:</b>	
<b>5. Information Services</b>	\$31,544.95	\$38,725.45	\$0.00	45,550	985.00	7
<b>Totals (unduplicated)</b>	\$122,141.13	\$185,117.75	\$0.00			8

SECTION II. Utilization and Expenditure Profiles  
D. Title VII Expenditures by Chapter

State ID:     AZ     Fiscal Year:   2011  

<b>C. Title VII Expenditure By Chapter</b>	<b>Title VII Expenditure</b>	<b>Total Service Expenditure</b>
Chapter 3: Elder Abuse Prevention	\$80,167.68	\$2,946,902.09
Chapter 4: Legal Assistance Development		\$708,722.13

**SECTION II. Utilization and Expenditure Profiles**  
**E. Other Service Profile (Optional)**

State ID:   AZ   Fiscal Year:   2011  

Service Name (Up to 30 Characters)	Service Unit Name (Up to 15 Characters)	Mission/ Purpose Category	OAA Service Expenditure Amount	Total Service Expenditure Amount	Estimated Unduplicated Persons Served	Estimated Service Units
ADAPTIVE AIDS & DEVICES -ADP	1 Aid/Device	A	\$21,947.36	\$22,016.05	20	28.00
ADMINISTRATION -ADM	Cost	F	\$2,848,563.86	\$3,673,407.88	1	147,825.40
ADVOCACY -ADV	60 Minutes	F	\$527,733.24	\$647,795.76	303	4,748.50
APS EMERGENCY SERVICES -APS	60 Minutes	C	\$19,694.97	\$131,596.49	231	2,350.75
COUNSELING -CSL	60 Minutes	B	\$5,785.95	\$7,211.00	44	131.00
EMERGENCY ALERT SYSTEM -EAS	1 Month	A	\$48,057.12	\$140,272.40	522	5,307.00
LONG TERM CARE -LTC	60 Minutes	C	\$172,262.12	\$1,249,215.93	4,997	54,308.42
MAJOR REPAIR -REP	1 Repair	F	\$133,408.40	\$134,920.10	429	429.00
MATURE WORKER PROGRAM -MWP	1 Jobseeker/Emp	D	\$104,909.29	\$145,267.83	1,380	1,696.00
MINOR HOME REPAIR -RPR	1 Repair	F	\$100,303.91	\$165,052.51	409	518.00
MONEY MANAGEMENT -RS1	60 Minutes	B	\$12,080.35	\$12,080.75	171	1,096.50
MULTI PURPOSE CENTER -MCO	60 Minutes	D	\$830,681.44	\$896,905.91	1	79,459.00
PROGRAM DEVELOPMENT -PGD	60 Minutes	F	\$720,118.81	\$962,936.02	1	11,777.50
PROGRAM EVALUATION # 1 -PE1	1 Deliverable	F	\$38,342.64	\$42,640.09	1	581.00
SOC/RECREATION -SOC	60 Minutes	D	\$44,975.38	\$44,975.89	73	488.00
VISITING NURSE - COMMUNIT -VNC	60 Minutes	B	\$59,127.72	\$60,455.86	2,103	642.00
VOL. MGMT SERVICES -VMS	60 Minutes	E	\$269,294.63	\$324,905.56	14,749	13,805.00

**SECTION III. Network Profiles**  
**A. State Unit on Aging Staffing Profile**

State ID:     AZ     Fiscal Year:   2011  

<b>SUA Personnel Categories</b>	<b>Total FTEs</b>	<b>Minority FTEs</b>
1. Agency Executive / Management Staff	9.00000	3.00000
2. Other Paid Professional Staff (Other Functional Responsibility)		
A. Planning	4.00000	2.00000
B. Development	0.00000	0.00000
C. Administration	22.00000	5.00000
D. Service Delivery	11.00000	6.00000
E. Access / Care Coordination	79.00000	35.00000
F. Other	0.00000	0.00000
3. Clerical / Support Staff	6.00000	1.00000
4. Total SUA Staff	131.00000	52.00000

**SECTION III. Network Profiles**  
**B. Area Agency on Aging Staffing Profile**

State ID:   AZ   Fiscal Year:   2011   Total # of AAA's:   8  

<b>AAA Personnel Categories</b>	<b>Total FTEs</b>	<b>Minority FTEs</b>
1. Agency Executive / Management Staff	17.15000	9.75000
2. Other Paid Professional Staff (Other Functional Responsibility)		
A. Planning	12.40000	4.80000
B. Development	14.30000	7.50000
C. Administration	47.12500	23.75000
D. Service Delivery	320.03500	277.00000
E. Access / Care Coordination	48.90000	24.90000
F. Other	16.50000	12.20000
3. Clerical / Support Staff	39.50000	16.00000
4. Volunteers	477.20000	153.00000
5. Total AAA Staff	993.11000	528.90000

SECTION III. Network Profiles

C. Provider Profile (Excluding Area Agencies on Aging providing direct services)

State ID:     AZ    

Fiscal Year:     2011    

	Total # of Providers
<b>Total</b>	164
<b>Minority</b>	12
<b>Rural</b>	62

**SECTION III. Network Profiles**  
**D. Profile of Community Focal Points and Senior Centers**

State ID:     AZ    

Fiscal Year:   2011  

	<b>Number</b>
1. Total Number of Focal Points Designated Under Section 306(a)(3) of the Act in Operation in the Past Year.	106
2. Total Number of Focal Points in Item 1., the Number That Were Senior Centers.	106
3. Total Number of Senior Centers in the State in the Past Fiscal Year.	230
4. Total Number of Senior Centers in Item 3. That Received OAA Funds During the Past Fiscal Year.	183

SECTION IV. Developmental Accomplishments  
A. For Home and Community Based Programs\*

State ID:     AZ     Fiscal Year:     2011    

**Identification of Three Top Accomplishments**

1. As a part of the local Aging and Disabilities Resource Center, the Area Agency on Aging, Region One in Maricopa County is a pilot site for implementation of the Options Counseling program. The Options Counseling service targets those individuals who have an interest in planning for their long-term care needs. Counselors work in collaboration with consumers to provide assistance in decision-making as they identify community supports that fit the client's preferences. The Options Counselor works with the consumer to develop an action plan that they can implement if and when the need arises.

After several months of planning, the pilot phase of the program was implemented in July of 2011. Consumer referrals were initially limited to two points of entry – the Senior HELP LINE and the Region One Care Coordination unit. Potential referrals for counseling were identified using trigger points identified as outlined in the state standards. In keeping with internal protocols, all Options Counseling referrals were contacted within five business days. Forty-two clients were served during the pilot phase from July through September 2011. A majority of consumers received a home visit. Most completed the Options Counseling service after one home visit although many required follow-up phone calls, emails or mailings; and in some instances a second visit was necessary.

Options counseling referrals came from three sources: themselves, family members, and caregivers. When the referral source was someone other than the client,

**Type of Development: 3. Training/Education**

2. The Community Care Transitions Program was developed at the Pinal-Gila Council for Senior Citizens (PGCSC) to provide short-term case management services to individuals who are transitioning from the hospital to their home. The PGCSC, an Area Agency on Aging that serves Pinal and Gila Counties, was successful in developing a partnership with the Casa Grande Regional Medical Center and the Arizona Bridge for Independent Living (ABIL). As part of the program, a Transitions Coach works with the hospital's discharge planners to identify patients who could benefit from supportive services after their hospital stay for the purpose of reducing the occurrence of hospital readmissions. The discharged individual is coached on self-care and then connected with ABIL to provide needed resources. During the first months of operation there were 15 individuals who were provided assistance during their transition from hospital to home.

**Type of Development: 3. Training/Education**

3. The Pima Council on Aging (PCOA) is the Area Agency on Aging in Tucson and Pima County. PCOA along with six organizational partners in the community was awarded a \$250,000 grant from the Community Foundation of Southern Arizona. The program funded by the grant is called the ELDER Project, or Empowered Leaders Directing Elder Resources. The focus of the ELDER Project is to empower older adults as leaders in their community and enable them to shape their ability to age in place successfully by identifying needs and strengths within their own neighborhoods. In the past year staff has been hired and a partnership with civic leaders, service providers, and the business community has been formed. Criteria for program evaluation and neighborhood selection have been adopted. In the coming year selected neighborhoods will be invited to join the program. The model for engaging neighborhoods and working within them will begin.

**Type of Development: 1. Public Education/Awareness, 2. Resource Development**

SECTION IV. Developmental Accomplishments  
B. For A System of Elder Rights

State ID:     AZ     Fiscal Year:     2011    

**Identification of Three Top Accomplishments**

1. The MEAPA Refugee Health Protection Task Force was established at the Area Agency on Aging, Region One that serves the greater Phoenix area in Maricopa County. The purpose of MEAPA is to address issues related to alleged fraudulent activities involving refugee elders in the health care system. It was found that younger and more socially acclimated African refugees were forcing and/or tricking elder refugees into changing their primary physicians so they would drive them to a new clinic in the county and, in return, receive a finder's fee from the clinic. Sometimes the elder refugees became confused about their medications and the dosages as they had the same prescriptions from two different doctors. The confusion lead some to quit taking their medications altogether.

Various government and health care agencies attended the first meeting of the task force including the Attorney General's office. An investigation was conducted into the practices of the drivers, clinics, and physicians involved. Other issues with negative health impacts came to light during the investigation. The issues of domestic violence and alcohol abuse in the African community were topics of concern. As a result a series of lectures were presented to educate them about the health and legal impact that drinking and domestic violence could have on their citizenship applications. An orientation folder for newly arrived refugees about domestic violence, and training for apartment managers on recognizing elder abuse was also developed.

**Type of Development: 1. Public Education/Awareness**

2. Information received from clients and through case managers in the MOSAIC Elder Refugee Center revealed a serious domestic violence problem existed in the refugee communities, particularly in the African refugee community. Many elder refugee women were asking for help in stopping the abuse. The MOSAIC Center is operated by the Area Agency on Aging, Region One. The problem was presented to the MEAPA Refugee Health Protection Task Force and discussed with many of the refugee resettlement agencies and a number of refugee health providers. The consensus of the group was that domestic violence education was needed and that support groups for elder refugee victims of domestic violence should be established starting in the African community.

Region One began decided to develop support groups through its DOVES Late Life Domestic Violence Program because of their expertise and because they have a domestic violence specialist on staff who is an African refugee. Instruction on domestic violence issues was developed by Region One for both men and women. Two groups of men meet weekly and are led by a mental health coordinator from the International Rescue Committee.

The support group composed of women is called AMANI which means 'peace' in Swahili. The group meets weekly and is led by the Region One domestic violence specialist. The women have requested having their daughters attend some sessions so they can learn alongside them. The groups are well attended and are working

**Type of Development: 1. Public Education/Awareness**

3. With the recruitment of new volunteers and the number of people contacted through outreach activities, the Public Benefits Outreach Project (PBOP) had one of its most successful years. The PBOP is part of the Inter-Tribal Council of Arizona, an Area Agency on Aging consisting Native American tribes located throughout the state. The PBOP along with State Health Insurance Assistance Program (SHIP) volunteer counselors reached nearly 700 individuals either through disseminating information and/or answering questions about Medicare. Many of the presentations were made at small group gatherings in rural tribal communities.

The PBOP received funding through the Medicare Modernization Act to recruit three volunteers and conduct outreach and enrollment events in tribal communities. The funding was intended specifically for outreach and enrollment activities for the Medicare Part D Low-Income Subsidy program. The project also successfully influenced volunteer retention with four tribes retaining one or more SHIP counselors who are available to respond to Medicare questions.

**Type of Development: 1. Public Education/Awareness**