OUR MISSION

Area Agency on Aging NACOG provides answers on aging through resources, services, and advocacy.

WWW.NACOG.ORG/AGING

Services are funded by the Older Americans Act, SSBG funds and the State of Arizona. Funding is allocated on a regional basis from the Arizona Department of Economic Security, Aging and Adult Administration to Area Agencies on Aging.
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AREA AGENCY ON AGING-NACOG
43 S. SAN FRANCISCO ST.
FLAGSTAFF, AZ 86001
TOLL-FREE 1-877-521-3500
**Director, Mary Beals-Luedtka** has been asked to be a part of a National ad hoc committee with the National Association of Area Agencies on Aging. This committee will help shape the focus of the national aging network. 

**FOREWORD**

Director, Mary Beals Luedtka has been asked to be a part of a National ad hoc committee with n4a (National Association of Area Agencies on Aging) made up of Aging Leaders. This committee will help shape the focus of the aging network to prepare for the changes ahead as the challenges become increasingly complex. The two year commitment will allow for the development of a policy and programmatic framework for the future to ensure the aging and disability populations and caregivers are valued and supported.

N4a sent a memo to Trump’s transition team in November to capture, at a high level, critical aging issues that the new Administration should prioritize. The document outlines the demographic realities of an aging nation and the need to prioritize policy solutions to ensure that older Americans and their caregivers have the services and supports they need to age with dignity, independence and health in their homes and communities. The letter also details the long-standing, successful history of AAAs and Title VI aging programs to effectively and cost-efficiently provide critical supports to older adults, caregivers and people with disabilities.

Director Beals-Luedtka was elected to serve on the Board of Directors for NANASP, the National Association of Nutrition and Aging Service Programs. This has given me a new focus on nutrition and the food insecurities here in Arizona. Arizona ranks 13th from the bottom on food insecurities and malnutrition issues. AAA will be putting out an RFP for meals for FY18 and will focus more on the nutrition assessments, nutrition education and referrals for those who have high risk for malnutrition and food insecurities.

**Highlights of FY2016**

The Older American’s Act finally passed the Senate and the House with bi-partisan support in April of 2016. We are still working on allocations and most allocation and budget talks have basically been put on hold until the new Congress and Administration is “seated”.

Mary was awarded a National Leadership Award in July 2016 at the n4a Annual Conference in San Diego, CA. “This was such an honor and makes me even more aware of my role in the Aging Network and the tremendous amount of work to be done to move us in to the future and preserve the great work the aging network does.” says Beals-Luedtka.

The AAA conducted Community forums and distributed a community survey to assess the needs of our population in Northern Arizona. The survey was a combined effort of several programs at NACOG to assist with a comprehensive look at the needs across all ages. NACOG Planning took the lead on putting the survey together and results will be published on our web site in late January 2017.

We hosted the first AZ4A (State Association of Area Agencies on Aging) Aging Conference in Flagstaff during the month of May. The conference sold out 30 days before the conference and we had tremendous support from sponsors throughout the state. This was a joint effort with 7 of the Area Agencies on Aging in Arizona and will continue every other year.
I am very proud of the work and services provided by the Area Agency on Aging in FY2016. 20,914 lives were touched and improved by the agency and its subcontractors throughout the four counties of Apache, Navajo, Coconino and Yavapai (Region III—off reservation).

Through the core competencies set up the Older Americans Act, seniors and disabled receive services in the areas of Congregate and Home-Delivered meals; Attendant, Respite and Adult Day Care; Transportation, Ombudsman, Legal and Medicare benefits services; Family Caregiver, community education and health promotion; Case Management; and Information and Referral. At a time when the senior population is growing and monetary resources tightening, much has been accomplished.

The leadership of our director, Mary Beals-Luedtka has been duly noted by her inclusion as the only Arizona representative invited to the 2016 White House Conference on Aging and by the National Association of Area Agencies on Aging (n4a) coveted Excellence in Leadership Award, recognizing outstanding leadership in the field of aging.

Area Agency on Aging NACOG’s mission is to provide answers on aging through resources, services and advocacy. On this I believe we deliver and excel.

<table>
<thead>
<tr>
<th>Apache County</th>
<th>Concho, AZ</th>
<th>Concho, AZ</th>
<th>Concho, AZ</th>
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<tbody>
<tr>
<td>Gail Golden</td>
<td>Susan Underwood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coconino County</td>
<td>Flagstaff, AZ</td>
<td>Flagstaff, AZ</td>
<td>Flagstaff, AZ</td>
</tr>
<tr>
<td>Peter Crowell</td>
<td>Maureen Perfect</td>
<td>Lydia Tanori (Alternate)</td>
<td></td>
</tr>
<tr>
<td>Flagstaff, AZ</td>
<td>Scott Lindbloom</td>
<td>Show Low, AZ</td>
<td>Show Low, AZ</td>
</tr>
<tr>
<td>Navajo County</td>
<td>Prescott, AZ</td>
<td>Lisa Schill-Braddock</td>
<td>Charisa A. Little</td>
</tr>
<tr>
<td>Scott Lindbloom</td>
<td>Prescott Valley, AZ</td>
<td>Prescott Valley, AZ</td>
<td>Prescott Valley, AZ</td>
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<tr>
<td>Yavapai County</td>
<td>Prescott, AZ</td>
<td>Prescott Valley, AZ</td>
<td>Prescott Valley, AZ</td>
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</tbody>
</table>

A message from…

Shelly Hall—Advisory Council Chair

20,914 lives were touched and improved by the Area Agency on Aging and its subcontractors throughout the four counties of Apache, Navajo, Coconino and Yavapai.
LIVES WE'VE TOUCHED
Area Agency on Aging NACOG provides answers on aging through resources, services and advocacy.

RESOURCES
We have a robust information and referral network to meet the needs of older adults and provide valuable and unbiased resources to the community with certified Information and Referral staff.

SERVICES
We provide over 20 comprehensive services that support older adults and people with disabilities. Those services are at the core of long-term services and supports.

ADVOCACY
The agency serves as a public advocate for the development and enhancement of coordinated community and comprehensive based systems of long-term services and supports.
### 2016 YEAR IN REVIEW

#### HIGHLIGHT REEL

<table>
<thead>
<tr>
<th></th>
<th>Intake &amp; Referral Calls</th>
<th>Trips</th>
<th>Caregivers Supported</th>
<th>Health &amp; Wellness Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6,624</td>
<td>13,657</td>
<td>1,707</td>
<td>275</td>
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#### Noteworthy Activities

- **175,528 HOME DELIVERED MEALS** were served to **1,489** Seniors
- **120,456 CONGREGATE MEALS** were served to **8,310** Seniors
- **2,373** People Counselling on **MEDICARE** and Public Benefits
Our Service Providers

Nutrition
- CASA Senior Center
- Chino Valley Senior Center
- Coconino County Comm. Services
- Fredonia Senior Center
- Holbrook Senior Center
- Mayer Area MOW
- MOM’s Meals
- Page Senior Center
- Pinetop-Lakeside Senior Center
- Prescott MOW
- Rim Country Senior Center
- Sedona Adult Comm. Center
- Silver Creek Senior Center
- Round Valley Senior Center
- St. Johns Senior Center
- Verde Valley Senior Center
- Winslow Council On Aging
- Yarnell Senior Center

Home and Adult Care
- Adult Care Services
- Lutheran Social Services
- MARC Community Resources
- ResCare Homecare

Transportation
- Coconino County Comm. Services
- Holbrook Senior Center
- Mayer Area MOW
- NAU Civic Service Inst.
- New Horizons Ind. Living Center
- Round Valley Senior Center
- Winslow Council On Aging

Legal Aid
- Community Legal Services
- DNA Legal Services
- Southern Arizona Legal Aid
Nutrition

Congregate Meals
- 120,456 Meals
- 8,310 People Served

Home Delivered Meals
- 175,528 Meals
- 1,489 People Served

The Area Agency on Aging provides about 55% of the cost of Congregate Meals and about 46% of the cost of Home Delivered Meals. Meal subcontractors are also required to provide a 10% match contract and fund any additional cost of serving the meals. AAA-NACOG leverages a $1 Million program into over $5 Million in reported value.

That is a very nice return on investment.
Senior Services Program

Care Coordinators assess the individual for eligibility for the supportive services. Supportive services are: Home Delivered Meals, Attendant Care, Respite, and Adult Day Care for Socialization or Respite.

Our services help prevent Elder Abuse, Neglect and Exploitation. With caring providers reporting to the Care Coordinators when there are changes with the clients. We have helped clients get to the doctor by using community resources, and reporting exploitation of finances and neglect. The Senior Service Program gives our clients much needed support to stay independent in their homes.

FY2016 Staffing

The Area Agency on Aging Care Coordinators also use Community Resources to help clients with needs outside our scope of services.

- 12 Care Coordinators
- 2 Reassurance Specialists
- 1,825 Case Managed Clients

152 Clients per Care Coordinator

FY2016 Adult Care Services Provided:

- Adult Day Care 23 Clients / 4,437 hrs
- Attendant Care 277 Clients / 11,094 hrs
- Respite Care 60 Families /2,438 hrs

Family Caregiver Support

Studies have shown that Family Caregiver services can reduce caregiver depression, anxiety and stress. This enables the caregiver to provide care longer, thereby avoiding or delaying the need for costly institutional care.

Summary of Services Provided:

- 1,707 People Served
- 913 Caregiver Access Assistance
- 472 Training, counseling & support
- 262 Grandparents Caring for grandchildren
- 60 Respite Services

Brandon Baxter at a workshop

Adult Day Care Provided By:

Adult Day Care Services

Attendant / Respite Care Provided By:

Lutheran Social Services:
MARC Community Resources
ResCare Home Care
### Intake and Referral

**1-877-521-3500**

Central Intake serves as a one stop, single point of entry for long-term supports and services for seniors, family caregivers, persons of disability, service providers and consumers.

Our toll-free number, email, website, walk-in and fax are all points of entry. The toll free number is available 24 hours a day.

I & R staff assess a client’s needs in a non-judgmental and confidential manner, answer questions on long term care supports, AAA programs, state, federal and local programs to give appropriate resource referrals. Contact Central Intake staff directly if you have a referral for someone who needs services or to find resources.

![Image of a person using a computer]

6,624 contacts and referrals processed in FY2016 by Central Intake

### Medicare and Benefits Counseling

The Medicare Benefits Counseling Program provides services to clients age 65 and older, and clients under 65 with a disability or eligible for Medicare.

#### Medicare Benefits Counseling

- **2,373** Direct or Phone Counseling
- **203** Medicare Saving Program Applications
- **96** Low Income Subsidy Applications
- **24** Medicare Presentations to 1,102 people

**We saved our clients over $256,418 through Medicare counseling in FY2016**
Evidence Based Health and Wellness Programs

The evidence-based programs offered by the Area Agency on Aging NACOG in 2016 are Chronic Disease Self-Management, Diabetes Self-Management, Chronic Pain Self-Management and A Matter of Balance. Efforts are underway to introduce the Aging Mastery Program in 2017. Master Trainers, Susan Hunter and Beth Brehio worked with 28 certified trainers and 6 volunteers to complete 21 classes with 260 attendees.

Class Attendance
- 136 Matter of Balance
- 42 Chronic Disease Self-Management
- 62 Chronic Pain Self-Management
- 20 Diabetes Self-Management

Senior Community Service Employment Program

SCSEP Coordinators recruit participants and host agencies, perform community outreach, monitor and support participants and host agencies. Council participants on job readiness, and provide community job assistance referrals.

SCSEP provides useful part-time training opportunities performing Community Service at a host agency. Eligible participants must be 55 and older, low-income, low employment prospects, Arizona Resident, unemployed, with preference for Veterans, disabled, rural residents, reside in areas of persistent high unemployment.

SCSEP Numbers for FY2016
- Number of participants: 28
- Training Wage Paid: $8.05 per hour
- Time worked in FY2016: 22,582 Hours
- Number of Host Agencies: 16 active
**Ombudsman**

**Numbers for FY2106**

- 1,693 Individual Consults/Telephone Calls
- 179 Case Investigations
- 489 Volunteer Hours
- 538 Visitations to Skilled Nursing and Assisted Living Facilities

Our Regional Ombudsman Coordinator, Staff Ombudsman and eleven Volunteer Ombudsman work closely and under the direction of the State Ombudsman. We report issues and statistics directly to the State Ombudsman/DES-Division on Aging and Adult Services. We also work closely with Adult Protective Services, ALTCS, local social service agencies and law enforcement.

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**Transportation**

The Area Agency on Aging NACOG provides Transportation services to all four counties in our service area via subcontracting with local and regional agencies. Our territory covers Coconino, Yavapai, Apache and Navajo counties. Subcontractors and various partner agencies provide services to different rider types and vehicles to accommodate the needs of each rider depending upon the region and services available.

**Transportation Providers for FY2016**

- Coconino County Community Services
- Holbrook Senior Center
- Mayer Area Meals on Wheels
- NAU Civic Services Institute
- New Horizons Independent Living Center
- Springerville / Round Valley Senior Center
- Winslow Council on Aging

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**Legal Services for Seniors**

The Legal Advocacy for Seniors Program is a mandated program in the Older American’s Act. The program’s purpose is to assist low income adults who are 60 years of age and over with administrative and civil law issues. The potential client should not have the ability to obtain legal counsel.

**FY2016 Legal Services Provided**

- 101 People Served
- 300 Hours of Legal Services

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**FY2016 Transportation Numbers**

- 739 Riders
- 13652 One-Way Trips
- 54,613 Miles
### Statement of Financial Activities

For FY2016 - July 1, 2015 through June 30, 2016

#### REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Older Americans Act</td>
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<tr>
<td>Social Services Block Grant</td>
<td>$698,673</td>
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<tr>
<td>State Funding</td>
<td>$634,088</td>
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<td>Department of Labor</td>
<td>$409,270</td>
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<tr>
<td>Other Federal Funding/Discretionary Dollars</td>
<td>$301,732</td>
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**TOTAL REVENUE** $4,403,492

#### IN-KIND CONTRIBUTIONS

$683,558

#### EXPENSES

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<th>Description</th>
<th>Amount</th>
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<td>Direct Services</td>
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<td>Sub-Contracted Services</td>
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<td>Administration</td>
<td>$333,295</td>
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<td>Other</td>
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**TOTAL EXPENSES** $4,167,635

#### DIRECT SERVICES

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<td>Case Management</td>
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<td>SCSEP</td>
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<td>Program Development</td>
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<td>Advocacy</td>
<td>$159,844</td>
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<td>Long Term Care Ombudsman</td>
<td>$141,715</td>
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<td>Intake &amp; Referral</td>
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<tr>
<td>Caregiver Support Services</td>
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<td>Community Education</td>
<td>$113,492</td>
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<td>Medicare &amp; Benefits</td>
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<td>Health &amp; Wellness</td>
<td>$80,012</td>
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<td>Reassurance</td>
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**TOTAL** $2,374,962

#### SUB-CONTRACTED SERVICES

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<td>Meals</td>
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<td>Home &amp; Adult Care</td>
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<td>Transportation</td>
<td>$67,407</td>
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<td>Legal Aid</td>
<td>$36,766</td>
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**TOTAL** $1,459,378
AAA-NACOG Staff

Executive Office
Mary Beals-Luedtka
Director
Nicole Kiddoo
Assistant Director

Program Managers
Brandon Baxter
Family Supports
Judy Puckett
Senior Services

Contracts & Administration
Michael Burrington
Quality Assurance Manager
Bob Simmons
Data Administration Specialist

Health & Wellness
Susan Hunter
Health and Nutrition Site Coordinator
Beth Brehio
Health and Wellness Program Assistant

Intake and Referral
Margaret Czachowski
Central Intake Coordinator
Dion Connelley
Certified Information & Referral Specialist
Josena Burke
Resource Information Specialist
Aurelia Martinez
Information & Referral Specialist

Ombudsman
PJ Janik
Regional Ombudsman Coordinator
Sue McCauley
Ombudsman
Violet Petersen
Ombudsman
Margo Williams
Ombudsman

Family Caregivers Support
Lita Nelson
Family Caregiver Specialist

SCSEP Coordinators
Paula Buchanan
Lisa O’Neill

Medicare and Benefits
Jana Bays
Medicare/Benefits Coordinator
Melba Whitmore
Medicare/Benefits Counselor
Susan Hawley
Medicare/Benefits Counselor

Reassurance Specialists
Betty Mahler
Lori Winfield

Care Coordinators
Kathy Kent
Supervisor
Racelle Carlson
Kolene Catanzariti
Nancy Coman
Jacob Johnson
Celia LaFave
Colleen McBride
Roxann Menzies
Karen Milani
Thomas Nelson
Laura Reed
Cheryl Samsel
Lance Rux