Compassion into ACTION

• 2020 Annual Report •
Dear Friends,

Trying to describe the last 12 months is not easy. The words “uncharted territory” only barely scratch the surface. No one could have predicted the inconceivable challenges COVID-19 presented in the second half of our fiscal year—challenges that continue today as we anxiously await distribution of a vaccine. And yet, as an agency, our team of passionate, dedicated men and women who never lost focus on our mission to serve our community didn’t miss a beat in pivoting to address a constantly shifting dynamic.

The catalyst: ensuring continued innovative, comprehensive and coordinated services for older and vulnerable people at a time when the term “at-risk” took on new meaning and when the health and safety of staff, volunteers and clients were paramount. That meant being flexible enough to quickly respond to constant and often-unexpected changes and adaptable enough to realign and reinvent ourselves literally in the moment.

Critical to our efforts was collaborating with existing partners, engaging new ones and coordinating management and delivery of very diverse services that took on even greater importance when more and more of our older adults were isolated in their homes.

We knew we had to keep the lines of communications wide open, so we immediately added staff to handle the additional 19,000 calls that came into the 24-Hour Senior HELP LINE early in the pandemic.

We quickly launched Operation HOPE, a collaboration of community volunteers, AmeriCorps members and agency staff to package and distribute food, water and essential supplies to thousands of older, vulnerable people in Maricopa County. Among the results: adding 1,360 clients for home-delivered meals; receiving 7,250 donated sack lunches from CSAA Insurance; distributing 2,160 food boxes and bags and purchasing and distributing 2,020 dozen eggs, 1,692 loaves of bread and 17,406 fresh fruits and vegetables.

And, because we needed consistent communication with our team who retreated to the safety of their homes and to care for their own families, we conducted daily conference calls with agency staff.

All this while maintaining the exceptional level of excellence in the delivery of our “every-day” programs and services that have become our hallmark.

During Fiscal Year 2020, Area Agency on Aging provided more than 1 million congregate and home-delivered meals to 18,627 participants; invested nearly 36,000 hours in case management for 4,335 SAIL clients; resolved 1,720 complaints through our Ombudsman efforts and answered 59,935 calls to the 24-Hour Senior HELP LINE. In total, the Area Agency served more than 124,000 Maricopa County residents.

Looking ahead, we intend to continue and expand new programs we have developed since July. Among them is a new partnership with the City of Phoenix to develop Goods2HOME which delivers essential household goods and cleaning supplies to low-income housing sites in the City of Phoenix and Hi Neighbor which provides weekly telephone reassurance to homebound older adults. We are also collaborating with CVS Health to deliver 500 shelf-stable food boxes to low-income residents and with Alpha Kappa Alpha Sorority to provide 300 SAIL clients with toiletry kits.

In the midst of this unceasing pandemic, it is both gratifying and humbling to have experienced how quickly, intensely and consistently our staff, volunteers and community came together to ensure that the elderly and vulnerable individuals we serve were provided for.

That selfless focus on making sure those in need are not forgotten or neglected reflects in very human terms how our community shares a very big heart and will not hesitate to put compassion into action. Your support and participation is an important element of that compassion and we are deeply grateful.

Sincerely,

Mary Lynn Kasenic
President & CEO
COMMUNITY PARTNERS

Our valued partnerships with public and private entities enhance our ability to provide for unmet needs in our community.

ARIES, LLC
All Ways Caring
Alzheimer's Association of Arizona
Arbor Rose Senior Care
Arcadia Home Care & Staffing
Arizona Senior Law Project
Arizona YWCA Metro Phoenix
Aster Aging
Attentive Home Health
AZCEND
Banner Health
Benevitas
Chicanos Por La Causa
City of Avondale
City of Buckeye
City of Phoenix
City of Surprise
City of Tolleson
Devoted Guardians
Devoted Guardians Home Health
Duet Partners in Health & Aging
Foothills Caring Corps
FSL Programs
Honor-Health
Jewish Family & Children's Services
Just for You Transportation
Kleestart, Inc.
Kiwanis Club of New River
Live Well Senior Care, LLC
Marc Community Resources
Maricopa County Human Services
MD Home Assist
MD Home Health
Oakwood Creative Care
Suntree Center, LLC
SYNERGY HomeCare East Valley
SYNERGY HomeCare of North Valley
Tempe Community Action Agency
The Salvation Army
Town of Gila Bend
Town of Guadalupe
Your Angel on Duty

PROGRAMS AND SERVICES

Area Agency on Aging’s programs and services are enhanced and expanded with the support of subcontracted service providers.

BEHAVIORAL HEALTH

VOLUNTEERS

OPERATION HOPE

HOARDING THERAPY

SUPPORT GROUPS

HEALTH PROMOTION

CARING CIRCLES

DOVES
## Programs and Services

Area Agency on Aging, in partnership with our provider network, offers more than 50 innovative programs and services.

### Adaptive Aids
- Eyeglasses: 57

### Adult Day Health Care
- Clients: 189
  - ALTCS: 145
  - Family Caregiver: 44
  - SAIL: 23
- Hours of Service: 214,829

### Americorps
- Caring Circles*
  - Clients: 1,219
  - Members: 40
  - Hours of Service: 20,574
- Volunteers: 55
- Rx Matters
  - Clients: 934
  - Members: 15
  - Hours of Service: 5,280

### APS Care Coordination
- Clients: 107

### Benefits Assistance
- Client Calls: 15,027
- Volunteers: 64
- Hours of Service: 7,018

### Care Coordination
- Respite
  - Clients: 410
  - Hours of Service: 80,762
- Support Groups: 15
- Participants: 4,623
- Grandparents Raising Grandchildren
- Kinship Care Clients: 560

### Care Directions*
- Case Management Clients: 3,514
- Central Eligibility Clients: 4,642
- Housing Intake & Advocacy
  - Clients: 578
- Medical Co-Pays and Premiums: 880
- Transportation
  - Clients: 635
  - Trips: 3,276
  - Bus Passes Provided: 1,603

### Care Transitions
- Clients: 113
  - Care 1st
  - Mercy Care Acute
  - Mercy Care LTC: 239

### Community Outreach
- Presentations: 175
- Attendees: 8,925

### Congregate Meals
- Participants: 6,820
  - Meals: 232,127

### Doves*
- Community Support Groups
  - New Participants: 31
  - Sessions: 99
  - Hours of Service: 347
- Transitional Housing
  - Residents: 22
  - Bednights Provided: 5,347
  - Hours of Service: 244
  - Graduates: 7
- Mobile Advocacy
- Community Clients: 153

### Eldervention®
- Clinical Clients: 194
- Hoarding
  - Therapy Groups: 1
  - Participants: 61
- Prevention
  - Presentations: 43
  - Participants: 597
- Rx Matters
  - Presentations: 20
  - Participants: 270
- Matter of Life
  - Presentations: 11
  - Participants: 124
- SafeTalk
  - Presentations: 5
  - Participants: 77
- Opioid STR
  - Mental Health First Aid Participants: 126
  - Presentations: 7

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Victim Crisis Calls: 870
Victims Supported by Phone: 149
Hours of Service: 2,046
Interim Housing
- Participants: 3
- Bednights Provided: 507
Volunteers: 44
Hours of Service: 588
## HEALTH PROMOTION

<table>
<thead>
<tr>
<th>Program</th>
<th>Seeks of Workshops</th>
<th>Attendees</th>
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</thead>
<tbody>
<tr>
<td>Aging Mastering Program</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>Chronic Disease Self-Management</td>
<td>9</td>
<td>55</td>
</tr>
<tr>
<td>Diabetes Self-Management</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Chronic Pain Self-Management</td>
<td>9</td>
<td>54</td>
</tr>
<tr>
<td>Get-Fit Fitness</td>
<td>510</td>
<td>170</td>
</tr>
<tr>
<td>Matter of Balance</td>
<td>14</td>
<td>144</td>
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<tr>
<td>Walk with Ease</td>
<td>2</td>
<td>21</td>
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</table>

## LEGAL ASSISTANCE

<table>
<thead>
<tr>
<th>Program</th>
<th>Clients</th>
<th>Hours of Service</th>
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</thead>
<tbody>
<tr>
<td>Arizona Senior Citizens Law Project</td>
<td>450</td>
<td>4,688</td>
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<tr>
<td>Area Agency on Aging</td>
<td>635</td>
<td>105</td>
</tr>
<tr>
<td>Clients-Served-Legal Clinics</td>
<td>1,449</td>
<td></td>
</tr>
</tbody>
</table>

## MOSAIC® ELDER REFUGEE

<table>
<thead>
<tr>
<th>Program</th>
<th>Clients</th>
<th>Countries Represented</th>
<th>Meals</th>
<th>Citizenship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>515</td>
<td>17</td>
<td>6,972</td>
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<tr>
<td>Sessions</td>
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<td></td>
<td>4,050</td>
<td>2</td>
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<tr>
<td>Attendees</td>
<td>54</td>
<td></td>
<td></td>
<td>24</td>
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<tr>
<td>Matter of Balance</td>
<td>14</td>
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<td></td>
<td>115</td>
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<tr>
<td>Attendees</td>
<td>144</td>
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<td></td>
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<tr>
<td>Pre-Literacy</td>
<td>2</td>
<td></td>
<td></td>
<td>19</td>
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<tr>
<td>Students</td>
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## OMBUDSMAN

<table>
<thead>
<tr>
<th>Program</th>
<th>Clients</th>
<th>Hours of Service</th>
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</thead>
<tbody>
<tr>
<td>Complaints Resolved</td>
<td>1,720</td>
<td></td>
</tr>
<tr>
<td>Consultations</td>
<td>4,263</td>
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<tr>
<td>Volunteers</td>
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<td></td>
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<tr>
<td>Hours</td>
<td>333</td>
<td></td>
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<tr>
<td>Assisted Living</td>
<td>1,053</td>
<td></td>
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<tr>
<td>Facility Visits</td>
<td>598</td>
<td></td>
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<tr>
<td>Skilled Nursing</td>
<td>998</td>
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<tr>
<td>Facility Visits</td>
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<td></td>
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<tr>
<td>Alternatives to Guardianship</td>
<td>121</td>
<td></td>
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<tr>
<td>ElderCare Clients</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## SCOTTSDALE HOME DELIVERED MEALS

<table>
<thead>
<tr>
<th>Program</th>
<th>Participants</th>
<th>Meals</th>
<th>Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Received</td>
<td>123</td>
<td>16,055</td>
<td>53</td>
</tr>
<tr>
<td>Emails Received</td>
<td>497</td>
<td></td>
<td></td>
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</tbody>
</table>

## TRANSPORTATION

<table>
<thead>
<tr>
<th>Program</th>
<th>Clients</th>
<th>Hours of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>967</td>
<td>36,420</td>
</tr>
<tr>
<td>Trip</td>
<td></td>
<td></td>
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</table>

## VOLUNTEER COORDINATION

<table>
<thead>
<tr>
<th>Program</th>
<th>Clients</th>
<th>Volunteers</th>
<th>Hours of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>914</td>
<td>557</td>
<td>42,166</td>
</tr>
<tr>
<td>Hours of Service</td>
<td></td>
<td></td>
<td></td>
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</table>

## 24-HOUR SENIOR HELP LINE

<table>
<thead>
<tr>
<th>Program</th>
<th>Calls Received</th>
<th>Emails Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls to the 24-Hour Senior Help Line</td>
<td>59,936</td>
<td>37</td>
</tr>
</tbody>
</table>

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**1,029,662 MEALS PROVIDED IN MARICOPA COUNTY**
REVENUES

FEDERAL

Nutrition Services Incentive Program (NSP) 572,553
Older Americans Act 18,140,453
Social Services Block Grant 5,363,013
$22,186,029

NON-FEDERAL IN-KIND

ageWORKS® 111,160
VOCA 90,749
Provider 1,319,161
$2,111,090

OTHER FEDERAL

Arizona Long Term Care System 3,978,295
CDC/Arizona Department of Health Services HIV Prevention Services 42,185
Corporation for National and Community Services 451,334
Caring Circle® & Rx Matters 119,490
Department of Economic Security Refugees Resettlement 529,673
Department of Labor/TITLE V 232,139
HRSA/Maricopa County Ryan White Title I/Part A 2,279,095
HRSA/Maricopa Integrated Health Systems 111,545
National Institute of Justice Urban Institute 104,046
SAFESA/Mercy Care – ElderVenture® 154,254
U.S. Department of Housing and Urban Development – HHS Services 137,017
Provider Federal Contributions 281,443
$8,520,075

STATE OF ARIZONA

Arizona Department of Economic Security – APS Care Coordination 87,084
Domestic Violence Mobile Advocacy 64,957
Independent Living Supports 2,749,915
Ombudsman 395,301
Reapica 281,137
$3,519,074

$11,039,956

CLIENT DONATIONS/ PROJECT INCOME

Client Fees 44,323
Donations and Cost Shares 111,528
Provider Contributions 480,063
$635,944

Total Revenues $43,992,168

EXPENSES

SUBCONTRACTED PROGRAMS & SERVICES $29,327,918
DIRECT PROGRAMS & SERVICES $10,676,550
MANAGEMENT $3,987,700
Total Expenditures $43,992,168

Revenue

Federal 70%
Non-Federal 22%
State 8%

Expenses

Subcontracted Programs & Services 67%
Direct Programs & Services 24%
Management 9%
COMMUNITY DONORS

$45,000+
Arizona Community Foundation
Virginia G. Piper Charitable Trust

$20,000 – $44,999
Lieberer Good / Rockefeller Philanthropy Advisors
Mercy Care
Silerberg Foundation
Tempe Community Council

$10,000 – $19,999
Arizona State University (ASU)
Aunt Rita's Foundation
Can Do Now Foundation
Fidelity Charitable
TechnoServe Charitable Donor Advise Fund
Vitalyst Health Foundation

$5,000 – $9,999
AZ Republic / 12 News Season for Sharing
City of Goodyear
Dakinson Family Foundation
Harrell's AK-Chin Casino
Gceans Enterprise Services
Lee & Florence Hines Fund
Meals on Wheels of America
Sun City Rotary Foundation
Unity Church of Practical Christianity

$1,000 – $4,999
Desert Palms Presbyterian Church
Lavinia Family Foundation Fund
Moon Valley Woman’s Club MWAC
Quicknet Loans Community Fund
Sunnyside Quail Laboratories
Spirit of Grace Lutheran Church
Sun Lakes United Methodist Church
The Hartford
Town of Paradise Valley

$1,000 – $4,999
Area Agency on Aging - Staff Activity Committee
Charles Schwab Corporation Foundation
Facebook Anonymous Donors
Frys Food Store - Kroger Co. Foundation
GFWC PV Women's Club
GSP Marketing Technologies, Inc.
HPFVC Chapter #3069
King of Glory Lutheran Church
Ladies Auxiliary of BPCE 2559
Lakeview United Methodist Women
Lawflyt Group Benefits Services of AZ
Liberty Mutual
Lord of Life Lutheran Church
Orange Grove Presbyterian Church
Pace Plates
Shepherd of the Desert Lutheran Church
Shepherd of the Desert Mission Endowment Fund
 Sons of Norway Overtoft Fell Lodge 46-153
St. Clare of Assisi Women's Guild
State Employees Charitable Campaign
Surprise AZ AHEC 4534 TOE
United Phoenix Fire Fighters' Association
Women's Success Referral Group (WSRG)

INDIVIDUAL DONORS

$1,000+
Marie Burns
Ross Cooper
Jamie Craig Dow
Dr. Jayne H. Epstein,
Donor Advised Fund of the U.S.
Charitable Gift Trust
Melissa Elliott
Roger & Pauel Ellis
Mary Lynn Kissmeyer
Joyce Mayer
Marilyn Peters
Catherine Shumard
Tom Soldat
Johannah Urry-Glover

$500 – $999
JoAnne Barrett
Marnie Beecroft
Eidd Homemade
Linda Brown
Warren Butler
Kristy Butler
Mark & Christina Caldwell
Chris Campbell
Brian Cristal
Jennifer Cuevas
Lisa Deni
David Diaz
Linda Drake
Susan Ellis
Illana Farnace
Carla Flores
Mary Gill
Dan & Kathy Grubpo
Kerry Halcomb
Randy Halvorson
Carol M. Hantzen

Lisa Harville
Scott Hawthorne-Walters
Marlyn & Maurice Holland
Anna Harelikowitz
Rolyan Hulans
Patrick Jordan
Trent Kaehr
Donald Kone
Paul & Michele Klein
John & Jane Koval
Gerry Kruloff
Helena Labonton-Carroll
Laurie Leighton
James McDougall
Alan & Joyce Mitchell
Monica McVickar
Bridget O'Brien Swartz
Kathleen Pagels
Rick Pasquale
Shawn Pierce
Brian Porter
Susan Prado

Julie Reeder
Kirk & Sandra Reader
Michael Rhodes
Rich Family Trust
James Rodgerson
Josh Sauter
Wims Schroeder
Joanna Schust
Michelle Seiler
Gulab Sheth
Joyce Shida
Murray & Sharon Siegel
Nancy Sklarick
Mark Silvestri
Beverly Tappley
Connor Teolis
Amanda Vlcko
Carolyn Wallace
Patrick Waugh
Brian Walker
Stacy Wilson
Mary Wood
CERTIFICATES & ACCREDITATION

Area Agency on Aging receives certification & accreditation, allowing for programs to be expanded and improved appropriately.

Since 2006, the Agency has been continuously accredited through the Council on Accreditation which means it has met best practice standards for its programs and overall administration. As a part of COA, the Agency also has a robust Continuous Quality Improvement program to ensure outcomes and outputs.

The Agency's volunteer programs received Service Enterprise Certification in 2016. Service Enterprise is a special set of criteria which helps Agencies ensure that volunteer recruitment, retention and engagement policies and procedures meet certain standards.

In 2018, the Agency became certified through the Arizona Health Care Cost Containment System, Arizona's Medicaid program, to bill for its behavioral health services. Since many older adults have AHCCCS as a secondary insurance, it helped the Agency to receive reimbursement for the services it was providing.

All of the Agency's eligible Senior HELP LINE staff are certified through the Alliance of Information and Referral Systems, the governing body for organizations that provide information and assistance. To become certified, information and assistance specialists must have one year of experience and pass a certification test. The Agency is also working on meeting criteria for the Senior HELP LINE to become certified as an AIRS accredited program.

Using Licensed Clinical Social Workers to provide behavioral health services allowed the Agency to become certified to bill Medicare in 2013.

In 2014, the Agency's behavioral health program, ElderVention, became a licensed behavioral health provider through the Arizona Department of Health, opening the door for the Agency to begin billing for mental health services it provides. (Renewed Annually)
Over 124,000 People Served in Maricopa County

1,029,662 meals provided in Maricopa County

59,936 calls to the 24-Hour Senior HELP LINE

18,927 calls to the Benefits Assistance Program

40,105 transportation trips coordinated

1,720 complaints resolved by Ombudsman efforts

24-Hour Senior HELP LINE
602-264-4357
aaaphx.org