

GACA Report for October 12, 2022 AZ4A Board Chair, Mary Beals Luedtka

Recruitment & Retention of DCW's

Region II: PCOA continues to be active in its Direct Care Workforce recruitment and training efforts. Additionally, PCOA's recruitment and training efforts ask prospective workers to sign up for caregiver training resources and opportunities with the United Way of Tucson and Southern Arizona at directcarejobsaz.org. Successful participants are then provided with a listing of all PCOA's participating providers. This demonstration program covers all the costs of becoming an employment ready direct care worker. PCOA's home and community-based services Friends and Neighbors programs continues to offer older adults with opportunities for self-directed care – cutting back on waiting list times.

Region IV: The DCW rate increase and incentives initiate mid-year SFY 2022 have been continued, increasing the needed funding and lowering the number of units, that funding covers. With the recent ALERT providing State General funding, part provided to our base and part provided as one-time funding for SFY 2023, WACOG will attempt to keep whole our level of service as currently over authorized. With minimum wage going up to \$13.85, our Provider is anticipating a 1.25% cost increase. We will attempt to cover this increase to the Provider without reducing the gains to the DCW wages as established last year.

DCW staffing coverage is adequate in all areas of our service territory except: all of La Paz County and outlying areas of Mohave and Yuma Counties. Although they report that the new rate increases and incentives positively affected their workforce, the barriers to servicing the more rural and geographically distant areas remain huge.

AZAging: is excited to launch our direct care workforce campaign, AZDoesCare! AZDoesCare targets younger people in their 20s and 30s searching for career opportunities. Active advertisements on TikTok, Pandora, Facebook, and other locations direct Arizonans to visit AZDoesCare.org. On this website, Arizonan's are able to navigate to job postings for all of AZAging's provider network. **AZAging has launched their web site for DCW (Direct Care Worker) recruitment at AZDOESCARE.ORG**

Misc. Updates:

Region I

1. The Agency received three mature media awards for marking campaigns/ advertising for the Rx Drug Take Back Day, an ad in the Phoenix Business Journal, and one of the Agency's evidence-based programs Mind Over Matter.
2. The Agency' HIV Care Directions Program celebrated its 30-year anniversary in September. The program began in 1992 with 3 staff and \$142,000 and has now grown to close to 40 staff and a budget of \$3 million, serving over 4000 adults in Maricopa County and Pinal County annually. 50% of those living with HIV today are over the age of 50.
3. In partnership with the State Bar Association of Arizona, the Agency will be hosting Night of the Living Will on October 29th. Attorneys volunteer their time and help adults 60 and older prepare their Healthcare Power of Attorney and Living Will. This is the fourth year the Agency has held this event which is always very successful.

Region II

1. In September, PCOA recognized falls prevention awareness week by promoting evidence-based programming offered under Title IIID of the Older Americans Act. PCOA offers many classes that are aimed at preventing falls and increasing balance including EnhanceFitness and A Matter of Balance. Since late 2021, PCOA has been busy reengaging these programs in an in person setting. In total, PCOA reached 1,256 people on social media, and provided 10 in person presentations to over 330 community members educating them about how to avoid falling and cope with the fear of falling. Finally, in partnership with the Pima County Board of Supervisors, falls prevention week was recognized through a proclamation in Pima County for the week of September 18-24, 2022.

2. Additionally, PCOA's Dementia Capable Southern Arizona program launched its workplace caregiver support pilot program, 'Empowering Caregivers.' Staff at Interfaith Community Services and Jewish Family and Children's Services are participating in this lunch and learn program offering tools to empower caregivers through an employer sponsored program. PCOA continues to create partnerships with other organizations in Pima County to offer this programming on a broader scale

Region III

Data from our service tracker reports show that we have seen a difference from our recruitment and retention efforts for DCW's. Our utilization rates are up 12% and rising. We track units authorized, units utilized and a gap report on why units were not utilized. We continue to work with our providers to promote this work and to incentivize those who are doing it.

We do have a wait list for services and for case management. We were down 6 case managers, we have hired 3 and need 3 more for a full staff. The Show Low and Cottonwood offices are fully staffed and off the wait list for case management.

Medicare Counselors are busy preparing for Medicare Open Enrollment that starts October 15 through December 7th. We will be down one part time counselor and the other part time counselor has agreed to work more hours during this time. We still have not built up the volunteers for this program lost during the pandemic.

We have issued RFP's for Congregate Meals in Black Canyon City and Mayer. These locations do not have a congregate site currently. Home Delivered Meals in both areas are contracted with Mom's Meals.

Region IV

WACOG currently has no service on waitlist. In an effort to maintain services at last year's levels we have started out SFY 2023 "over authorized" with our Homecare Services, attendant Care and Respite.

Region V

1. Meals on Wheels Central Arizona Program – Jim Norris Central Kitchen & Apache Junction Central Kitchen: PGCSC has recently expanded nutrition services to the City of Apache Junction. In early spring, City representatives notified PGCSC of their plan to not renew their contract with their existing meal service provider due to increasing costs. The City requested that PGCSC take over kitchen operations and provide both the congregate and home delivered meal service for Apache Junction clients. PGCSC worked closely with City representatives and their contracted kitchen staff to successfully transition both meal programs effective July 1st. As of this reporting PGCSC serving more than 300 individuals daily or 1,600+ meals per week

2. PGCSC Case Management Services: PGCSC has historically contracted with Catholic Community Services to provide case management service for Gila County clients. While CCS has been an incredible partner to PGCSC, the agency's desire to increase productivity, outreach and service consistency led us to plan for an eventual consolidation of this service. It now operates all case management as a direct agency service. PGCSC was able to absorb the existing Gila case management staff and is currently focused on providing uniform training and increasing productivity levels. The PGCSC department now consists of 10 case managers and 1 case management Supervisor, working out of the Casa Grande office, and two satellite locations in Payson and Globe. In addition, the case management department has returned to client in-home visits beginning the first week of October.

3. Art-N-Meals Program: PGCSC's Art-n-Meals mobile program, is geared at combating isolation. This program strives to increase socialization opportunities for seniors living in unincorporated areas of our region, which are not served by a local senior center. Participants take part in a therapeutic art activity and are provided to-go meals prepared by the agency's central kitchen program. The Arizona City group continues to enjoy 25-30 participants twice a month, while the Stanfield group has grown from 10 to 15 participants who meet monthly. PGCSC staff are currently working to establish a location in the rural community of Mammoth, to expand the program to eastern Pinal County.

REGION VIII

ITCA-AAA Updates

1. ITCA Integrated Pest Management Training – AAA presented on Health Challenges in Sensitive Populations in Tribal Communities to the Environmental Protection Agency (EPA), University of Arizona and other professionals.
2. Working on Title VI Grant Application FY 2023-2026 for 4 Tribes.
3. ITCA-AAA staff conducting Public Hearings to gather input for the AAA Area Plan (2023 - 2026).
4. Alzheimer's disease Programs Initiative (ADPI) Grant – 3-year Grant awarded by Administration for Community Living (ACL). Partnering with three Tribes and Banner Alzheimer's Institute to provide dementia education and resources.
5. ITCA-AAA created an animated video to promote vaccinations in Tribal communities. Video will air in Indian Health Service hospitals and 638 Tribal facilities, and will also be available on the ITCA YouTube channel.

ITCA-AAA Challenges

- Tribal communities are:
 - Increasing training access for informal caregivers
 - Working on winter emergency preparedness and homelessness
 - Access to transportation
 - Tribal Senior Centers adapting to higher food and fuel prices
 - Planning for future vaccination efforts – Bivalent booster, Flu, Shingles, Monkey pox, etc.

AZAging:

Name Change: AZAging is in the process of rebranding from the Arizona Association of Area Agencies on Aging to AZAging. AZAging members continue to work hard to represent the rights and needs of Arizona's older population. We anticipate launching our new website and brand later this month.

Partnership with ADHS on AZHIP: AZAging is excited to begin working with ADHS to support the work of the Arizona Health Improvement Plan. AZAging is working with ADHS as a main convener for four goals and will reach out to statewide partners as soon as work is underway on the contract. Please be in contact with maddy@bynesconsulting.com if you're interested in partnership with AZAging to support the efforts of the Arizona Health Improvement Plan.