



Governor's Office on Aging

Aging 2020 2015 Wrap Up Report

Aging 2020 State Agencies

Arizona Attorney General's Office

Arizona Board of Regents

Arizona Department of Administration

Arizona Department of Economic Security

Arizona Department of Health Services

Arizona Department of Housing

Arizona Department of Public Safety

Arizona Department of Transportation

Arizona Division of Veteran's Services

Arizona Health Care Cost Containment System

Arizona Office of Tourism

Governor's Advisory Council on Aging & Governor's Office on Aging

Executive Order 2004-07

created Aging 2020, a plan intended to help prepare the state for the significant changes resulting from the increase in the state's aging population between 2005 and 2020.

Aging 2020 Overview

Aging 2020 was created more than a decade ago to address the growing older population in Arizona. The approaches set forth in the Plan were a comprehensive set of strategies that state agencies worked to implement to address the changing demographics and help ensure that Arizona is ready for this shift. The goals include:

Goal 1: Make it easier for older Arizonans to access an integrated array of state & aging services;

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population;

Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities;

Goal 4: Increase the safety and well-being of older Arizonans;

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce;

Goal 6: Enhance the state's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner;

Goal 7: Promote quality of care in all aging services; and

Goal 8: Promote effective and responsive management for all aging services.

Since 2004, state agencies have worked to incorporate Aging 2020 goals and objectives into their strategic planning, collaborated to improve quality of care for seniors, developed effective educational and outreach programs for older Arizonans and their caregivers, and created volunteer opportunities for retired state employees and other mature workers resulting in cost savings. Recently, the Aging 2020 group has worked to refine objectives and strategies to mirror changing needs of both agencies and communities served and develop new partnerships to strengthen collaborations all in an effort to keep momentum going forward during times of limited funding.

Because of shared goals and in an effort to avoid duplication and improve efficiencies, it was proposed by the Governor's Office on Aging that the Aging 2020 state agency partners engage in the work of the [State Plan on Aging](#). That transition is underway and will be a part of future reporting to the Governor's Advisory Council on Aging whose statutory responsibilities include monitoring the federally-mandated State Plan on Aging.

Aging 2020 Partner Highlights for 2015

Arizona Board of Regents

Arizona State University

Goal 8: Promote effective and responsive management of all aging services. Objective 8.3 Use cross-agency collaboration to reduce administrative costs and maximize results. Strategy D: Through systemic partnership building, foster collaborations between state agencies and the universities to create and evaluate new service delivery models within the aging network.

ASU and Dublin City University, as part of a transatlantic partnership, are focusing on developing innovative disease intervention and management strategies that improve the quality of life of those living with chronic disease. As part of an inter-institutional Center for Healthy Aging/CHAnge Project, these efforts involve collaborations with the local communities across the generations to develop, test, and disseminate effective cutting edge sensor, information, and communications technology with real-life, person-focused applications in our diverse societies.

The CHAnge Project activities have implications for new service delivery models relevant to the aging network (Objective 8.3 Strategy D) as well as the opportunity to enhance internship programs for students (Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population. Strategy M: Enhancement of existing internship program for medical, nursing, mental health, dental and pharmacy students).

Northern Arizona University

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services. Objective 1.2 Facilitate an interagency approach towards a comprehensive transit system that allows older adults to remain as independent as possible. Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce. Objective 5.1 Provide support for families in their efforts to care for their loved ones at home and in the community. Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner. Objective 6.3: Promote a coordinated workforce development approach between public and private entities to benefit the capabilities and experience of a mature workforce.

NAU Civic Service Institute, through the Senior Companion Program, continues to receive financial support through the City of Phoenix and Arizona Department of Transportation to provide transportation to homebound individuals allowing them to get to medical and non-medical appointments, and out in the community. Senior Companion volunteers provided 24,303 trips to homebound elderly throughout a six

county area served (Apache, Navajo, Coconino, Yavapai, Mohave, and Maricopa Counties).

NAU Civic Service Institute, through the Senior Companion Programs had 100 volunteers who provided 102,237 hours of service to 550 homebound clients age 50 and over.

NAU Civic Service Institute provided four hours of monthly in-service training regarding client care to 100 Senior Companion volunteers during the year.

NAU Civic Service Institute partners with approximately 50 agencies to place low income volunteers age 55+ to serve as Senior Companions to homebound elderly clients.

University of Arizona

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population. Objective 2.2 Promote Gerontological studies in all disciplines to address aging issues through a multidisciplinary approach. Strategy B: Increase accessibility, through distance learning and other methods to gerontology education in Arizona.

NEW: HRSA funded Arizona Geriatrics Workforce Enhancement Program (AZ-GWEP 7/1/2015 – 6/30/2018, \$2,550,000). The AZ-GWEP is a statewide geriatric education and training grant to ensure access to high quality care for older adults at individual, community and population levels by better preparing the health care workforce to respond to needs associated with advancing age. Supports interprofessional geriatrics education and training to develop a health care workforce that: 1) Improves health outcomes for older adults by integrating geriatrics with primary care, 2) Maximizes patient and family engagement, and 3) Transforms the healthcare system.

ONGOING: CDC funded Healthy Brain Research Network (2014-2019) The University of Arizona Center on Aging is one of five collaborating health Brain Initiative Centers nationally. This project emphasizes direct care worker, promotora and caregiver community participatory research in Alzheimer's and related dementias, in collaboration with other centers and the Arizona Prevention Research Center. The goals are to better understand the public's perceptions about cognitive health and burden of cognitive impairment through public health surveillance systems; to build a strong evidence base for policy, communication, and programmatic interventions; and to translate that foundation into effective public health practice by public health departments and their partners in states and communities.

ONGOING: Arizona Reynolds Foundation Program in Applied Geriatrics: Next Steps Initiative – (2013-2017) The program goal is to strengthen specialist physician training in geriatrics, with an emphasis on improving care delivered by hospitalists, and surgical

and medical specialists to the growing numbers of culturally diverse, frail elders in Arizona.

Arizona Department of Economic Security

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services. Objective 1.1 Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats.

Strategy D: Develop One-Stop Resource Centers across the state to make it easier to access information on a variety of aging-related topics, issues and services. Strategy E: Support statewide Respite Coalition incorporating aging and disability community.

The AZ Links website was relaunched in March 2015; providing a statewide access point for information on available services including an updated screening tool.

The Arizona Caregiver Coalition (ACC) continues as a significant partner in the community. The ACC was awarded 501(c) 3 status and DES is partnering with them to oversee the Caregiver Resource Line; the line acts as the “no wrong door” component of AZ Links, specifically for family caregivers.

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population. Objective 2.1: Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them. Strategy A: Develop culturally appropriate awareness campaign to educate communities on elder abuse and other aging-related issues. Strategy K: Collaborate with experts in the field to develop and provide training opportunities for professionals and others who have contact with older and vulnerable adults.

The Senior Medicare Patrol (SMP) Spanish media campaign was developed and produced. This campaign included a “Proteja, Detecte, y Reporte” (Protect, Detect, and Report) flyer; a 30-second and 60-second Spanish radio Public Service Announcement (PSA) and a 60-second Spanish video PSA. In addition, the State Health Insurance Assistance Program (SHIP) began airing 1-hour Medicare information segments in two Spanish radio talk shows Con Mary Rabago, and “Mujeres Unicas con Stella Paolini” in December 2015.

The Adult Protective Services (APS) staff provided training aimed at law enforcement personnel as part of their continuing education requirements. APS continues to provide in-service about the APS to various organizations and community agencies. The Direct Care Workforce curriculum, Principles of Caregiving, is available free of charge on the website www.azdirectcare.org to providers, workers and families in both English and Spanish. APS presented at a Victimology Class at Paradise Valley Community College to inform students about elder abuse and also provided an in-service to AARP and presented at the Western Arizona Council of Governments conference.

Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities. Objective 3.2 Provide resources and services to promote healthy lifestyles, resulting in compressed morbidity and reduced mortality from preventable and chronic diseases. Strategy B: Promote independence through the availability and accessibility of non-medical home and community based services.

As the mission to retain functionally impaired individuals within their communities and to avoid costly premature institutionalization carries on, the Division of Aging and Adults Services (DAAS) continues to support and increase accessibility to Non-Medical Home and Community Based Services such as case management, senior nutrition services, and home repair and renovations. The total number of clients in SFY15 that received NMHCBS is 284,423. In the first quarter of SFY16, 9,863 clients were provided case management services, 9,710 clients were served nutritious home-delivered meals. Evidence-based Disease Prevention and Health Promotion services continue to be a focus as well. In the first quarter of SFY16, the Area Agencies on Aging provided Disease Prevention and Health Promotion services to 6,548 clients. Az Links provides a single entry point, no wrong door approach to accessing services.

Goal 4: Increase the safety and well-being of older Arizonans. Objective 4.2 Strengthen efforts to prevent and respond to reports of elder mistreatment. Strategy J: Expand and enhance Adult Protective Services and victim services.

IN SFY2015 APS successfully hired and increased the number of investigators from 74 in July 2014 to 110 in June 2015.

Goal 7: Promote quality of care in all aging services. Objective 7.1 Ensure the highest quality of care through active monitoring, assessment and training. Strategy K: Develop quality assurance standards to measure the quality within Adult Protective Services.

The Division of Aging and Adult Services Continuous Quality Improvement Team (CQI) was developed in March 2015 and is responsible for conducting Quality Assurance (QA) review for Central intake and APS casework. The QA tool has been upgraded and finalized in November for this activity and will continuously be evaluated as part of CQI's ongoing process improvement activities.

Arizona Department of Health Services

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population. Objective 2.1: Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them. Strategy B: Increase the cultural and linguistic competency of aging services provided statewide. Publish Aging in Arizona and Arizona Healthy Aging (A-HA) Plan.

The A-HA plan's three initiatives (Alzheimer's, Falls Prevention and Chronic Disease Self-Management) continue to be integrated in the public health program campaigns. ADHS has organized a series of media campaigns to raise awareness of early signs of

Alzheimer's as well as caregiving. The Arizona Falls Prevention Coalition has been expanded with representation from County Public Health Departments. ADHS held a series of radio show campaigns on Falls Prevention before the holidays and included local community conferences. A Think-Tank was formed with key stakeholders to further look at the most effective campaign to address the devastation of Alzheimer's. ADHS has met with and continues holding interest in potential collaboration and leveraging of resources with DES Division of Aging and Adult Services in the areas of caregiving and respite.

ADHS continues to sustain the evidence-based chronic disease self-management education programs (CDSME/p) utilizing state Tobacco tax funds. A new Administration for Community Living (ACL) Public Health Prevention funding announcement for both CDSME and Falls Prevention is anticipated in February 2016; ADHS Bureau of Tobacco and Chronic Disease and A-HA will be submitting proposals for both funding streams.

Objective 3.2: Provide resources and services to promote healthy lifestyles, resulting in compressed morbidity and reduced mortality from preventable and chronic disease. Strategy A: The Arizona Healthy Aging initiative was created to make healthy aging a priority in Arizona through strategic planning, resource leveraging and cross-cutting collaborations that address the health needs and disparities for older Arizonans.

Through collaboration and guidance of the Statewide Advisory Board, three major areas of concentration were identified as priority areas in helping Arizonans live both longer and better: 1.) increase awareness of the impact of Alzheimer's disease; 2.) reduce the impact of falls-related injuries; and 3.) increase the capacity of older adults to manage their chronic disease conditions.

Strategy C: Expand efforts to educate individuals about life care planning options and end-of-life options.

ADHS staff serves on the Arizona Attorney General's Health Care Committee (HCC) that is collaborating with partners on Life Care Planning (end-of-life care) including Advance Directives. The priority areas of focus are: 1.) current and future health care trends with potential abuse, neglect, exploitation, 2.) advance care planning (development, implementation and policies), 3.) narcotics and older adults, 4.) vulnerable populations; i.e., Alzheimer's disease and related dementias; rural communities and potential exploitation and 5.) inclusion of those with disabilities. HCC continues to support the need for a standard and uniform document that is consumer-friendly and is readily available to first responders on demand and in real time to clearly communicate the person's choice(s) on life-sustaining interventions. The Providers Orders for Life Sustaining Treatment (POLST) is on the HCC agenda. The HCC is mobilizing and leveraging its community network to address the training needs of first responders to include law enforcement in recognition and appropriate response and/or management of Arizona residents with Alzheimer's disease and related dementias.

Strategy H: Initiate and coordinate a statewide falls prevention campaign. The Falls Prevention Coalition has expanded with representation from County Public Health Departments and other stakeholders from around Arizona. InfoGraphics and Factsheets are posted on the A-HA website and can be accessed by the public at www.AZHealthyAging.com under the Reports and Statistics Section. ADHS continues to collaborate with internal and external partners, including academic and research partners at both ASU and UA, and receive positive feedback from constituents across the state about the A-HA website. ADHS, Bureau of Tobacco and Chronic Disease (BTCDD) kicked off its first of series of Tai Chi for Health trainings with four (4) rural county community partners represented. As part of this limited pilot, 10 practice leaders participated. The aim is for those practice leaders, who will be receiving ongoing mentorship and supervision, to spread the practice throughout their communities to prevent falls among all ages.

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional and professional workforce. Objective 5.1: Provide support for families in their efforts to care for their loved ones at home and in the community. Strategy A: Identify additional opportunities to expand home and community based services (consumer-directed care, transitional living assistance). Expand and enhance Home and Community Based Services (HCBS).

The Healthy Brain Initiative raises awareness of Alzheimer's disease and related dementias among diverse communities in Arizona, including urban, rural, tribal, and border communities and provides information about how to refer patients and/or families to the Alzheimer's Association Desert Southwest Chapter help line. The Initiative works with clinicians and non-clinicians to develop a process to treat and provide follow up for patients and families to ensure they return for appointments, obtain medication, etc.

Objective 5.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce. Strategy B: Develop a Community Health Worker (CHW) strategy to assist in the implementation of strategies to promote linkages between health systems and community resources.

Promoting the Community Health Worker workforce within the state in order to strengthen the sustainability of this profession within health care systems continued into 2015 at the 12th Annual Arizona Community Health Outreach Workers (AzCHOW) Conference which was held in June. Resources were available through the Healthy Brain Research Network and the University of Arizona Center on Aging – Arizona Geriatric Education Center that created a curriculum and training specifically for Community Health Workers (CHWs). The format for the two-hour CHW training included bilingual short mini-lectures, small group discussion, large group discussion, dyadic skill-building, and evaluation. CHWs who participated received a curriculum packet, resources and referral information for the Alzheimer's Association Desert Southwest Chapter. Participants received a certificate of completion. ADHS has established the CHW Leadership Council which serves in the advisory capacity to recommend and

inform ADHS Office of Chronic Disease on the needs and collaborative methods to strengthen the CHW workforce. In addition, the statewide CHW Coalition continues to meet to provide an opportunity for CHW supporting organizations to stay informed on current initiatives pertaining to the workforce.

Arizona Department of Housing

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services. Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats. Strategy F: Use the Arizona Department of Housing (“ADOH”) website to provide information on ADOH and other service issues of interest to senior citizens.

ADOH website is updated on a regular basis in order to provide information on current affordable housing development and programs. Socialserve.com is under contract to work on expanded database for affordable housing in Arizona which does enable those seeking affordable housing to better know what is available. This does include housing developed especially for seniors.

Goal 5: Strengthen Arizona’s economy by capitalizing on an integrated and well-trained informal, paraprofessional and professional workforce. Objective 5.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce. Strategy E: Prepare a plan for key employee succession and skill retention in the future.

The Arizona Department of Housing, through its operations and personnel guidelines, will maintain succession and skill retention plans.

Goal 6: Enhance the State’s capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner. Objective 6.2: Develop programs and approaches to close the gap in the state’s current aging services infrastructure and delivery system. Strategy K: Create / support programs for new construction of senior complexes, acquisition / rehabilitation of existing senior housing projects.

There were three projects placed in service in 2015. Also, four projects were awarded in 2015 that will serve seniors. Those placed in service were Bowman Senior Residences, Nogales - 48 units for those 62 and older, Village Tower of Prescott – 60 units for persons 62 and older, and Pascua Yaqui V in Tucson – 20 units for persons 55 and older.

Strategy L: Expand home modification program for seniors throughout the state. Owner Occupied Housing Rehabilitation projects funded by both HOME Investment Partnership Program and Community Development Block Grant (CDBG) were completed throughout the year. CDBG and HOME funding for owner occupied housing rehab assisted 150 elderly households. Housing Rehabilitation activities included use of green technologies and energy efficiencies whenever possible.

Strategy O: Investigate the application of universal design principles to all new multifamily ADOH projects funded by ADOH. Arizona Department of Housing defines design guidelines in its Low Income Housing Tax Credit Qualified Allocation Plan (QAP), Multifamily Design Guidelines and its State Housing Fund Program Summary and Application Guide. These documents are updated annually in response to market and community needs provided through focus groups, public hearings, and written comment. A specific goal is to minimize monthly operating costs for tenants. Construction features must conform to goals of efficiency and long term durability. Design principles and specific design needs often must be supported by market needs and demand analysis. Universal Building design has been in the QAP for years making it mandatory for developers to comply with the design.

Objective 6.3: Create working partnerships across state agencies and with private entities to improve the state's ability to develop the business and service infrastructure necessary to meet the needs of seniors. Strategy L: Collaborate with state and local government agencies, nonprofit and private service providers to develop a range of medical, recreational and other support services for resident of new ADOH projects.

One project for Senior Center Improvements, additions was completed this year, benefitting 1,417 senior citizens as well as one ADA project which benefits all citizens especially those with mobility and health issues. The Senior Center was the Yavapai County Senior Center and they installed solar panels to assist with electricity needs.

Goal 8: Promote effective and responsive management for all aging services. Objective 8.1: Leverage federal funds and use creative financing strategies to provide the necessary resources to address the needs of a growing aging population. Strategy H: Continuously assess resource allocation between urban and rural Arizona as demographic trends develop.

Incorporation continuous market demand and needs analysis in its internal processes and external application processes allows the ADOH to assess resource allocation between urban and rural Arizona. Further, through citizen participation, the Affordable Housing Task Force, in collaboration with other agencies and services providers, the ADOH solicits information on housing and community needs. This is also discussed in Housing and Urban Development (HUD) Continuum of Care meetings held throughout the state. ADOH is a part of the Sun Corridor Consortium that continually analyzes and plans for demographic trends. This work will continue and is part of assessing resources and needs between urban, rural and urban clusters.

Strategy I: Leverage private and public resources for new construction, rehabilitation and modification of existing ADOH, allowing seniors to age in place at the lowest possible cost to themselves and the state. ADOH encourages and awards funds to affordable housing developments both new construction and rehabilitation that supports the goal of "aging in place." This philosophy is also part of our partnerships with other state agencies, i.e., DES, ADHS.

Strategy L: Public Housing Authority (PHA) provides tenant-based Section 8 rental assistance, and administers multi-family Section 8 project based funds on behalf of Housing and Urban Development (HUD). The ADOH operates the Arizona PHA which has oversight and monitoring responsibilities for 115 subsidized properties, representing over 8,083 units throughout the state of Arizona. The Housing Choice Voucher Program is available only in Yavapai County through the Arizona PHA. The wait list is currently closed for the state's allotment of 89 vouchers. For Yavapai County, 35 VASH (Veteran Affairs Supportive Housing) were awarded to Arizona PHA in 2009, 25 in 2011 and another 10 VASH in June 2013 for a total of 70.

Strategy R: Seek opportunities to provide funding for the rehabilitation of existing senior ADOH projects. ADOH administers its funding programs to promote rehabilitation of existing senior housing projects, including HUD 202 projects.

Strategy U: Determine the feasibility of establishing a Handyman Program to assist seniors in maintaining their homes. ADOH continues to promote collaboration between service providers to maximize use of funds to provide housing and services for the elderly. Through its work with local service providers, ADOH does explore programs that assist seniors in maintaining their homes.

Arizona Department of Public Safety

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population. Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population.

The Arizona Department of Public Safety is a Mature Worker Friendly Certified Employer and continued to extend its support of the initiatives and guiding philosophy of Aging 2020 regarding Arizona's aging population. In 2015, the Department remained committed to having a work force that was inclusive and supportive of senior workers.

Arizona Department of Transportation

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services. Objective 1.1: Provide information and promote understanding of options, benefits and available services through a range of multi-media formats.

Strategy A: Enhance information systems to improve access to information related to senior health issues. Collaborate with partners to provide resource information through websites, printed material and community outreach presentations.

Strategic Highway Safety Plan and age-related task force leadership team work continues aimed at keeping older drivers on the road as long as possible as safely as possible.

Objective 1.2: Facilitate an interagency approach towards a comprehensive transit system that allows older adults to remain as independent as possible. Strategy A:

Collaborate with other agencies to coordinate transportation resources to effectively meet the needs of older adults.

Strategic Highway Safety Plan member agencies and partners met to identify strategies. SHSP strategies include: increasing awareness about and availability of alternative transportation options. Action steps: establish a broad-based coalition to plan for addressing older driver transportation needs.

ADOT's reporting document for physicians who identify a patient who has compromised driving ability is offered online. Report is directed to MVD's Medical Review Program. Physician determination is adopted by Medical Review; may include driver restrictions such as no night driving or no highway driving.

Arizona Division of Veteran's Services

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services. Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats.

Strategy J: Additional Veterans Benefits Counselors will need to be added.

ADVS continues to work to provide services to all veterans in the state within one-hour driving distance. There are seventeen offices in the state, and veteran's benefits counselors also travel to all fifteen counties in Arizona.

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population. Objective 2.3 Educate businesses, providers, and other private entities about the value and the needs of senior Arizonans. Strategy E: Inform health care and attendant care providers of available Fiduciary Division services and market itself as a community resource. Fiduciary division continues to look for ways to grow the number of clients and educate veterans about their services.

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional and professional workforce. Objective 5.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona. Strategy E: Fine tune plans to staff the state Veteran Homes in Phoenix, Tucson, and to be opened in Yuma.

The Tucson Veteran Home opened in November 2012. This 120 bed facility is able to serve the needs of Southern Arizona Veterans. Positions in both homes are filled as needed. Plans include the future development of a State Veteran Home in Yuma.

Strategy F: Achieve and maintain a manageable staff-to-client ratio within levels acceptable to the Arizona Supreme Court and as allowed by available funding. Staffing in the Fiduciary Division continues to conform to levels acceptable to the Arizona Supreme Court. Their 11 employees serve approximately 200 veterans.

Strategy H: Expand agreements with nursing schools to provide practicum experience in a long-term care setting for its students, resulting in effective recruiting of personnel for the nursing department at each State Veteran Home in the State. Agreements are maintained with Maricopa County Community Colleges and Arizona State University, who continue to use the Arizona State Veteran Home for nursing student clinical experience.

Objective 5.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce. Strategy H: Provide outreach to and recruit newly discharged military personnel as part of their discharge planning. Work with military bases to match the military occupations of those being discharged with the vacancies available at the State of Arizona. The Veterans Education and Training Approving Agency Division (VETAA) continues to conduct monthly Education Briefings at Luke Air Force Base for those who are eligible for Montgomery GI Bill benefits. ADVS staff an office at the Elijah Wong Veterans Service Center near Luke Air Force Base to provide counseling and assistance regarding the Troops to Teachers program.

Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner. Objective 6.2 Develop program and approaches to close the gaps in the state's current aging services infrastructure and delivery system. Strategy R: Investigate the opportunities of additional facilities in the state to serve its veteran population. Include focus on long-term care needs of veterans and their spouse who have Alzheimer's or other forms of dementia or mental illness. Future plans include the development of a Veterans Home in Yuma. ADVS continues to work to serve the needs of the veteran population, particularly those with dementia comorbid with other conditions. The Phoenix Home implemented the "Namaste" program, which is a person-centered approach to advanced dementia care, where veteran and members are provided with aromatherapy, hand massage, gentle touch and soothing music. A specific caregiver is assigned to meet these veterans' needs. In addition, the dementia community includes an ongoing program of activities designed to challenge veterans and create feelings of engagement and success. The Tucson Veteran Home was completed in Fall 2012. Future plans include the development of the State Veteran Home in Yuma in 2018.

Objective 6.3 Create working partnerships across state agencies and with private entities to improve the state's ability to develop the business and service infrastructure necessary to meet the needs of seniors. Strategy S: Increase collaboration with other entities to provide career counseling to veterans.

ADVS continue to partner with local colleges to develop "Veteran Supportive Campuses." These campuses must be eligible for the GI Bill and have a student veteran club. Campuses are asked to do a survey to identify the needs and issues of military students. In addition, awareness training, orientation programs for student veterans, peer support and outreach are also recommended.

Goal 8: Promote effective and responsive management for all aging services. Objective 8.1 Leverage federal funds and use creative financing strategies to provide the necessary resources to address the needs of the growing aging population. Strategy W: Continue to work to develop Veteran Cemeteries throughout the State. The Southern Arizona Veterans Memorial Cemetery in Sierra Vista has been completed and future plan include a cemetery in Marana and at Camp Navajo in Spring/Summer 2016.

Arizona Health Care Cost Containment System

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services. Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats. Strategy B: Review and revise the AHCCCS Website to ensure its suitability for an aging population.

AHCCCS continues to make improvements to its website in order to ensure optional access for AHCCCS Arizona Long Term Care System/ALTCS members. AHCCCS is also beginning the process to develop an ALTCS health plan report card that will provide information to ALTCS members as a resource when selecting an ALTCS Contractor.

Objective 1.3: Ensure access to health care for seniors of all socio-economic levels. Strategy D: Improve access to care by allowing prospective AHCCCS members to have home and community based services covered three months prior to the Medicaid application and also during the period between application and eligibility. AHCCCS also requires Acute Contractors/Health Plans to provide home and community based services when a member enrolled with the Acute health plan has submitted an ALTCS application in coordination with the member's anticipated ALTCS Contractor/health plan in order to allow the member to remain in the community.

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population. Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population. Strategy A: Require direct care workers to meet minimum competencies to provide care.

AHCCCS mandates that Direct Care Workers (DCWs) are required to have demonstrated proficiency against a standard set of competencies, aimed at ensuring that DCWs have the knowledge and skills needed to provide quality care to members. This policy is the result of a multi-year effort, involving the participation of agency and community stakeholders as well as ALTCS members.

Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities. Objective 3.2 Provide resources and services to promote healthy lifestyles, resulting in compressed morbidity and reduced mortality from preventable and chronic diseases. Strategy B: Expand disease management programs designed for chronic conditions to include those at all stages of the disease process.

AHCCCS has aligned its performance measures with those of the Centers for Medicare and Medicaid Services (CMS). Annually the measures are reviewed to ensure that both process and outcome measurements are utilized to evaluate how the system is performing. The CMS Core Measure set includes measures related to chronic disease, prevention, wellness and systems outcomes measures such as utilization of emergency departments and inpatient stays. The adult measures of access to care, prevention and early detection of breast, cervical and colorectal cancer are included in the measure set.

Goal 4: Increase the safety and well-being of older Arizonans. Objective 4.1: Promote new and existing strategies to improve community safety for older adults. Strategy A: Notify state regulatory agencies of notifications or reports of abuse, neglect, exploitation, unexpected death as well as care below standards and take appropriate actions with the provider.

AHCCCS requires Contractors/Health Plans to conduct on-site health and safety checks of AHCCCS members in home and community based settings as well as facilities when allegations of abuse, neglect exploitation, unexpected death or unsafe environment are identified. Results of these onsite quality monitoring visits are shared with various regulatory agencies that are charged with ensuring health and safety in licensed settings. AHCCCS or its Contractors/Health Plans may stay on site until assured that members are healthy and safe, may require corrective actions be implemented, transition members to a healthy and safe environment that meets the member's needs, may place a bed hold, or suspend or terminate a provider based on health and safety concerns.

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional and professional workforce. Objective 5.2 Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona. Strategy B: Expand the use of physician extenders in underserved areas, such as nurse practitioners and physician assistants.

AHCCCS regulations provide for the appropriate use of physician extenders including nurse practitioners and physician assistants.

Goal 7: Promote quality of care in all aging services. Objective 7.1 Ensure the highest quality of care through active monitoring, assessment, and training. Strategy A: Require ALTCS Contractors to submit an Annual Network Development and Management plan that describes strategies for improvement.

ALTCS Contractors/Health Plans are required, by contract, to develop and maintain a Network Development and Management Plan (NDMP) that ensure the adequacy and sufficiency of the Plan's provider network. The Plan is evaluated and updated annually. Additionally, AHCCCS adopted minimum network standards, and ALTCS Contractors/Health Plans are required to submit quarterly network summaries of all providers and demonstrate that they meet standards in each service area. Recurring gaps must be addressed and explained in the annual NDMP. AHCCCS is evaluating

policy change to include requirements for ALTCS Contractors to identify network capacity issues including the identification of the root cause of capacity issue. When the capacity issue is a result of gaps in workforce or labor capacity, the ALTCS Contractor shall identify opportunities and implement interventions to address the workforce and labor capacity issues. Additionally, ALTCS Contractors required to prevent potential network capacity issues by projecting future network capacity needs based upon various factors (i.e. population growth of the aging population).

Arizona Office of Tourism

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population. Objective 2.1: Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them.

Ongoing strategies include addressing aging visitors to the state through the call center, website, imaging and information.

Governor's Advisory Council on Aging/Governor's Office on Aging

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services. Objective 1.1: Provide information and promote understanding of options, benefits and available services through a range of multi-media formats.

The Governor's Advisory Council on Aging (GACA) promoted the March 2015 relaunch of the DES Division of Aging AZ Links website that provides a statewide access point for information on available services including an updated screening tool. Members of the various GACA committees were provided with updated information on the statewide resource. The Governor's Office on Aging arranged for the Aging 2020 partners to receive a demonstration of the website in advance of the relaunch.

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population. Objective 2.3: Educate and prepare the public and private sectors about the value and needs of older Arizonans. Strategy F: To coordinate conferences, seminars and educational presentations that bring together key players to explore, discuss, and create heightened awareness of age-related issues, form new partnerships, and expand the participant's knowledge of available resources.

In 2015, the Governor's Advisory Council on Aging (GACA) worked to strengthen partnership with aging-related organizations as part of their action plan in support of this strategy. GACA voted to sponsor the Maricopa Association of Governments (MAG) May 6, 2015 *Going Places* conference and supported the Governor's Office on Aging's partnership in the June 12, 2015 Arizona Alzheimer's Consortium Conference in Mesa, Arizona. In addition, GACA voted to sponsor the Arizona Association of Area Agencies on Aging (AZ4A) May 19-20, 2016 conference in Flagstaff, Arizona.

Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population. Strategy Q: Promote awareness and provide education on the varying phases of aging to address the phases. The [Arizona Alzheimer's State Plan: A Framework for Action](#) recommendations, released in September 2015, include preparing the workforce to better serve the needs of an aging population with a specific focus on persons with Alzheimer's disease and related disorders. The Governor's Office on Aging continues to participate as one of four Planning Group partners for the Task Force.

Goal 4: Increase the safety and well-being of older Arizonans. Objective 4.1: Promote new and existing strategies to improve community safety for older adults. Strategy B: Promote medical review programs that promote early intervention for those with compromised driving ability; find a method of ensuring that senior drivers have the physiological skills to continue operating a vehicle safely.

In 2015, GACA established a transportation subcommittee of the Aging in Community Committee that collected information and best practices on transportation options and mobility management for special populations around the state. The ADOT Liaison participated in the subcommittee and provided updates on efforts to simplify the procedure for direct reporting of at risk-drivers by physicians and law enforcement to the Medical Review Program, the State highway safety plan and the age-related coalition.

Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in culturally appropriate, timely and cost effective manner. Objective 6.3: Create working partnerships across state agencies and with private entities to improve the state's ability to develop the business and service infrastructure necessary to meet the needs of seniors. Strategy I: Ensure continued collaboration between State agencies and community partners by identifying and implementing programs and services that address evolving issues affecting older adults.

The transition to the 2015-2018 State Plan on Aging is intended to ensure continued collaboration between State agencies and the most efficient effort to address issues affecting older Arizonans. As we begin this transition, we're pleased to be one of few states if not the only state to widely engage state agencies in the State Plan on Aging.