



**PCCOA**  
Aging well for life

# **End of Fiscal Year 2021 Report**

# Table of Contents

<b>Overview</b> .....	<b>1</b>
<b>Inclusion, Diversity, Equity, &amp; Accessibility</b> .....	<b>2</b>
<b>PCOA Partnerships</b> .....	<b>3</b>
Community Support .....	3
Partners in Service.....	3
<b>PCOA Services Overview</b> .....	<b>4</b>
<b>PCOA Community Outreach &amp; Education Initiatives</b> .....	<b>5</b>
Never Too Late .....	6
PCOA Voices .....	6
COVID-19 and PCOA .....	6
<b>PCOA Helpline</b> .....	<b>8</b>
<b>Case Management</b> .....	<b>9</b>
Care Transitions .....	10
Intensive Case Management.....	10
<b>In-Home Services</b> .....	<b>11</b>
Attendant Care, Housekeeping, & Shopping .....	12
Emergency Alert Services .....	12
<b>Nutrition Services</b> .....	<b>13</b>
Pima Meals on Wheels .....	13
Restaurant Meals Program.....	13
Congregate Meals .....	14
<b>Family Caregiver Support Services</b> .....	<b>15</b>
Family Caregiver Support Program.....	15
Family Caregiver Support Groups.....	16
Respite & Adult Day Care .....	16
<b>Home Repair &amp; Adaptation</b> .....	<b>18</b>
<b>Advocacy &amp; Benefits</b> .....	<b>19</b>
Rights & Benefits .....	19
Long-Term Care Ombuds Program .....	21

Medicare Services.....	23
<b>Community Initiatives .....</b>	<b>24</b>
End of Life Initiatives.....	24
LGBTQI+ Initiatives.....	26
Neighbors Care Alliance.....	27
Senior Companion Program.....	29
<b>Healthy Aging .....</b>	<b>30</b>
EnhanceFitness .....	31
Bingocize.....	32
A Matter of Balance .....	33
Chronic Condition Management.....	34
Aging Mastery Program.....	35
BeMedSmart.....	36
<b>Dementia Capable Southern Arizona .....</b>	<b>37</b>
<b>Veteran Independence Plus of Southern Arizona .....</b>	<b>38</b>
<b>Workforce Development .....</b>	<b>39</b>
PimaCare At Home .....	39
CareGiver Training Institute.....	41

## Tables

Table 1. FY 2021 Service and Event Units and Number Served.....	4
Table 2. Top Five Helpline Information, Assistance, & Referral Categories .....	8
Table 3. Helpline Client Demographics .....	9
Table 4. In-Home Services Demographics.....	11
Table 5. Congregate Meals & Meals on Wheels Demographics .....	14
Table 6. Family Caregiver Support Program Information & Assistance Demographics .....	16
Table 7. Respite and Adult Day Care Demographics .....	18
Table 8. Home Repair & Adaptation Demographics .....	19
Table 9. Rights & Benefits Program Information & Assistance Demographics .....	20
Table 10. Medicare Services Demographics .....	23
Table 11. End of Life Referral Demographics .....	25
Table 12. Senior Companion Program Demographics .....	29
Table 13. EnhanceFitness Demographics & Health.....	32
Table 14. Chronic Pain Self-Management Program Demographics & Health.....	35
Table 15. Aging Mastery Program Demographics & Health .....	36

Table 16. PCAH Client & DCW Demographics .....	40
Table 17. CGTI Student Demographics and Completion Rates.....	43

## Figures

Figure 1. FY 2021 Expenditures to Contracted Service Providers per \$1K .....	3
Figure 2. Number of Helpline Client Calls by FY.....	9
Figure 3. Case Management Hours of Service by FY.....	10
Figure 4. In-Home Service Units per 1000 by FY.....	12
Figure 5. Emergency Alert Services Units by FY.....	12
Figure 6. Total Meals per 1000 by FY .....	13
Figure 7. Family Caregiver Support Program & KARE Contacts by FY .....	15
Figure 8. Number of Respite & Adult Day Care Hours per 1000 by FY.....	17
Figure 9. Number of Rights & Benefits Contacts by FY .....	20
Figure 10. Facility Complaints Resolved by the Long-Term Care Ombuds Program by FY .....	22
Figure 11. End of Life Initiatives Outreach by FY 2021 Quarter .....	24
Figure 12. A Matter of Balance Average Pre-Post Fall Risk Assessment Scores .....	33

# **Pima Council on Aging End of Fiscal Year 2021 Report**

## **Overview**

Pima Council on Aging (PCOA) is a 501(c)3 non-profit organization with a mission to promote dignity and respect for aging, and to advocate for independence in the lives of Pima County's older adults and their families. Established in 1967, PCOA is the designated Area Agency on Aging (AAA) under the Older Americans Act (OAA), and as such, is responsible for planning, advocacy, and provision of services to people over the age of 60 and their caregivers in Pima County.

PCOA offers a wider variety of services, including home and community-based services, nutrition programming, evidenced-based health promotion programming, family caregiver support services, and Long-Term Care Ombuds services. In addition to these services, common to AAAs across the nation, PCOA provides community-based services focused on end-of life-care, the Senior Companion program, a community-based mutual aid program called Neighbors Care Alliance, Visibility Matters, and other LGBTQ+ training initiatives, Dementia Capable Southern Arizona, Veterans Independence Plus, and other programs funded through the generosity of donors, private or corporate donors, or other governmental grants.

PCOA is a parent company to two subsidiary companies. PimaCare at Home (PCAH) joined PCOA's family of non-profit companies in 2011 as an in-home care company that contracts with the Arizona Long-Term Care System. In 2020, the CareGiver Training Institute (CGTI) also joined PCOA's family of non-profit companies to help train qualified direct care workers in Pima County.

As a 501(c)3 organization, PCOA has an 18-member Board of Directors that oversees the governance operations for PCOA and PCAH. The CGTI is separately incorporated and has its own Board of Directors, appointed by PCOA.

As the AAA, in compliance with the OAA, PCOA has an Advisory Council. The Advisory Council regularly reviews programs, contract compliance, and financial records for business operations relating to work done by the AAA. The Chair of the Advisory Council is an Ex Officio member of PCOA's Board of Directors and regularly reports to the Executive Committee and Board of Directors. The Board of Directors hires a President and Chief Executive Officer who oversees business and program operations for PCOA.

This report highlights the programs and services offered by PCOA and in collaboration with community partners throughout FY 2021

## **Inclusion, Diversity, Equity, & Accessibility**

In June 2020, PCOA made a commitment to clients, volunteers, staff, and the broader community to become more inclusive, diverse, equitable, and accessible to people in Pima County, especially those who identify in a marginalized community or a community of color.

In August 2020, PCOA began working with Visceral Change, a consulting firm specializing in diversity, equity, and inclusion work in non-profit settings. To understand where to focus efforts, PCOA partnered with Visceral Change to conduct an internal and external evaluation of PCOA's overall inclusion, diversity, equity, and accessibility. This evaluation consisted of four components:

1. 15 focused interviews of staff from across all levels of the organization
2. An all-staff survey available to every member of PCOA's staff and Board of Directors
3. An in depth review of PCOA's HR materials, policies, and procedures
4. An in-depth review of PCOA's external communications (i.e., social media, marketing, website, etc.)

The findings were delivered to PCOA in two reports: the first focusing on PCOA's administrative capacity and external marketing, and the second on workplace culture as identified by staff. In addition to these reports, Visceral Change led three trainings to PCOA staff. Two trainings, Addressing Bias in the Workplace and Microaggressions, were delivered to all PCOA staff members in spring of 2021. The third training, Diversifying Your Hiring, was delivered to PCOA's 30 person management team.

Based on data collected from this initial process, PCOA has determined that over the next year, it will work to create an inclusion, diversity, equity, and accessibility committee and develop strategies to increase diversity in the organization's leadership, adapt services and programs, and integrate this work into the greater fabric of PCOA's culture.

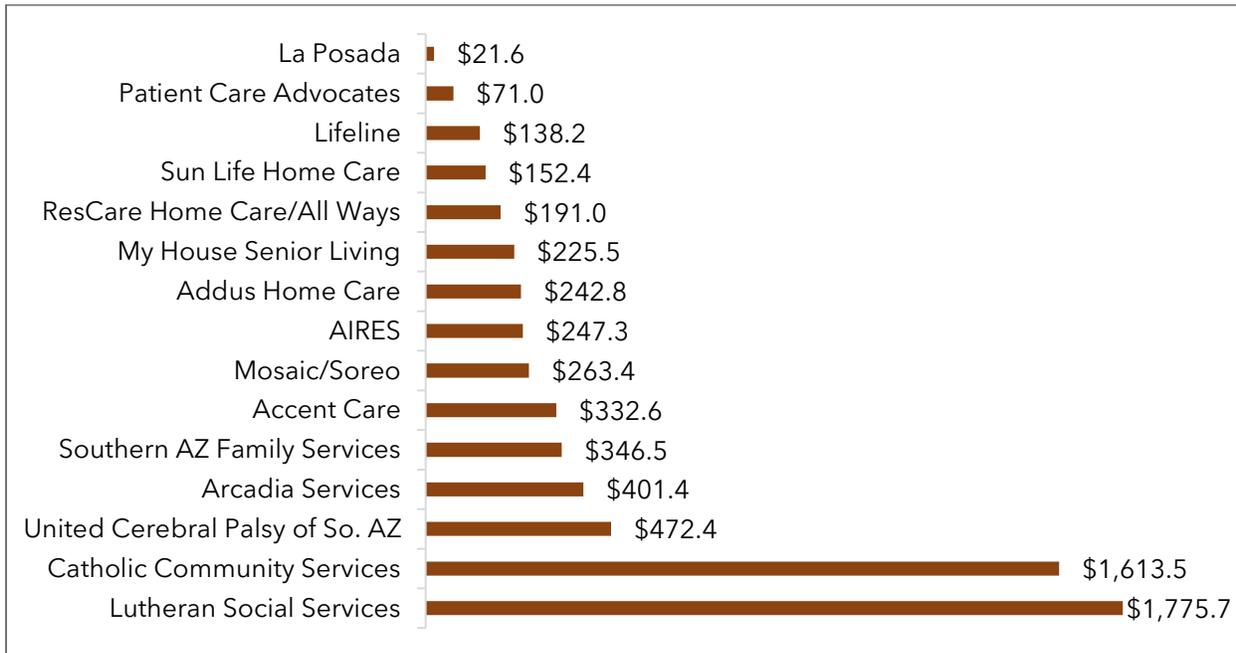
# PCOA Partnerships

PCOA has led the way to improve the experience of aging in Pima County, and this work is only possible with the generous support of funders, donors, and volunteers.

## Community Support

PCOA receives significant support from corporations, foundations, and individuals through a variety of fundraising programs. These include an annual Gala, sponsorship programs, grants, and individual giving programs. In FY 2021, as in the previous year, the Gala was cancelled due to the spread of COVID-19 in Pima County. Though suspending our major fundraising event had the potential to substantially reduce our ability to raise funds, we instead received overwhelming support from our community to help us meet the needs of older adults during this challenging period. Donors and funders were especially generous in contributing more than \$140,000 to our Client Emergency Funds to allow us to meet immediate needs for assistance related to health, housing, and safety for vulnerable older adults.

Figure 1. FY 2021 Expenditures to Contracted Service Providers per \$1K



## Partners in Service

PCOA plans, develops, administers, funds, and monitors a non-medical home and community-based delivery system of nutrition and supportive services. Figure 1 lists

the agencies that PCOA contracts with to provide these services and programs. These contracts totaled almost five million dollars for FY 2021.

## PCOA Services Overview

Table 1 provides an at-a-glance overview of the number of clients<sup>1</sup> served and units of service for PCOA service-delivery programs over FY 2021. The following sections provide a more detailed analysis of the programs and services listed below.

Table 1. FY 2021 Service and Event Units and Number Served

Service	Total Individuals	Units of Service
PCOA Helpline	15,663	25,149 contacts
Home Repair & Adaptation	673	984 service fulfillments
Case Management	1,609	14,431 hours
In-Home Services		
Shopping Services	426	8,596 hours
Attendant Care	759	124,389 hours
Housekeeping	357	18,427 hours
Philips Lifeline/Emergency Alert Service	594	5,386 monthly uses
Nutrition Services		
Home Delivered Meals		419,049 meals
Meals on Wheels	1,885*	322,824 meals
Restaurant Meals	--	96,225 meals
Congregate Meals/Grab-n-Go	844	99,370 meals
Family Caregiver Support Services		
Family Caregiver Support	575	1,232 contacts
Information & Assistance		
KARE Information & Assistance	7**	82 hours
Family Caregiver Peer Support	74	222 hours
KARE Peer Support	14**	284 hours
Caregiver Respite & Adult Day Care	104	17,557 hours
Respite, In-Home	95	15,613 hours
Respite, Friends & Neighbors	9	1,522 hours
Adult Day Care	2	422 hours
Rights & Benefits		
Rights & Benefits Information & Assistance	1,507	5,938 contacts
Arizona Long Term Care System Information		
Sessions	131	12 sessions
Elder Law Legal Clinics	174	32 clinics
Legal Services	97	352 hours
Personal Budgeting Assistance	41 clients/ 16 volunteers	294 hours

Total individual counts are unduplicated unless otherwise specified. \*MoW only. \*\*Average; not unduplicated. \*\*\*Not unduplicated. Table 1 continues next page.

<sup>1</sup> The terms client, participants, and people will be used interchangeably.

Table 1. FY 2021 Service and Event Units and Number Served (continued)

Service	Total Individuals	Units of Service
Medicare Services		
SHIP Counseling	2,563 cases***/ 17 volunteers	852 hours
Understanding <i>Medicare</i>	191	23 presentations
Low Income Subsidies	37	--
Medicare Savings Programs	242	--
Senior Medicare Patrol Presentations	331 attendees 98 clients/ 21 volunteers	26 presentations
Assistance		43 hours
Long Term Care Ombudsman	--	1,050 resolved complaints 1,206 facility contacts 27 resident/family council meetings
End of Life Initiatives	129 referrals	29 Advance Directive completions
<i>Death &amp; Taxes</i>	12	1 5-part series
<i>A Traveler's Guide to Geriatrica Book Talk</i>	60	1 meeting
LGBTQI+ Initiatives		
<i>Visibility Matters</i>	250	10 trainings
Senior Companion Program	37 clients/ 17 volunteers	15,470 volunteer hours 3,387 training hours
Bingocize	3 completed/ 3 enrolled	1 10-course series
EnhanceFitness	33 enrolled/ 33 completed	--
A Matter of Balance	18 completed/ 19 enrolled	1 8-course series
Chronic Pain Self-Management Program	7 completed/ 10 enrolled	1 6-course series
Aging Mastery Program	27 completed/ 30 enrolled	2 10-course series
BeMedSmart		
BeMedSmart Coalition Meetings	--	10 meetings
BeMedSmart Community Presentations	218	24 sessions
BeMedSmart WISE Workshops (Spanish)	--	1 workshop

Total individual counts are unduplicated unless otherwise specified. \*MoW only. \*\*Average; not unduplicated. \*\*\*Not unduplicated.

## PCOA Community Outreach & Education Initiatives

In addition to the numerous educational and outreach activities that PCOA programs host, the agency reaches out to the community through different mediums and strategic outreach. Below describes some ongoing and new efforts carried out by PCOA over FY 2021.

## **Never Too Late**

Since 1967, PCOA has regularly published the *Never Too Late* newspaper to keep the community informed about services, upcoming events, and issues relevant for older adults and their families. This free publication has historically been distributed in libraries, community centers, and other public spaces frequented by older adults. From April to October 2020, PCOA suspended printing of the newspaper since these venues were closed due to the pandemic. In addition, medical offices, and assisted living communities to which PCOA normally distributed, removed all print materials from their lobbies to reduce high-touch surfaces.

As an alternative to the print version of *Never Too Late*, PCOA distributed a digital version. Realizing that not all older people have access or literacy to use technology, PCOA prioritized finding new ways to make print copies available. A new distribution plan, implemented beginning November 2020, made *Never Too Late* available in six Tucson area grocery stores as well as delivery to four mobile home parks. Additionally, *Never Too Late* was included with the first meal delivery of the month for all Pima Meals on Wheels participants, and in March 2021 the Green Valley and Arivaca food banks were added. As time evolves, PCOA will continue to expand distribution to locations such as libraries and community centers.

## **PCOA Voices**

With COVID-19 developing in Pima County, and older adults being the most vulnerable and at risk of severe infection, PCOA began to develop new ways to communicate with clients and the public. In the spring of 2020, PCOA launched a vlog entitled *PCOA Voices* with PCOA's Vice President of Programs & Services at the host. *PCOA Voices* was a ten-episode series in which the host would interview various staff members, community members, and aging issues advocates to highlight new innovations in the aging space. In addition, there were caregiver tips and quick exercises that viewers could learn and do from their homes. Each episode was streamed live on Facebook and Vimeo and viewers could write in to ask questions in real time. Staff monitored both comment streams and gave viewers information regarding programs, services, and resources they could call if they were in need. *PCOA Voices* ran through October 2021.

## **COVID-19 and PCOA**

The COVID-19 pandemic changed the way that older adults live, and subsequently the way that PCOA has conducted business and provided programs and services. At the beginning of the pandemic, approximately 80% of PCOA's workforce went to

work from home to reduce the spread of COVID-19 in PCOA facilities. Both PCOA locations initially closed to the public, however the Marian Lupu building did resume providing some level of service with health precautions in place as soon as it was determined safe to do so. The impetus behind this decision was the recognition that not all older adults could receive assistance by phone or other technology for a variety of reasons.

Providing up-to-date, quality, and unbiased information is at the forefront of PCOA's mission. During the pandemic, PCOA added a COVID-19 Information page to its website with up-to-date and relevant information about PCOA services, community supports, data and information from public health entities, and resources for testing and vaccinations. In addition, a new COVID-related category was added to PCOA's online resource directory to ensure that the community had access to resources that could help them stay safe and well. PCOA's website became a repository for video content created by staff for a variety of purposes, ranging from education about Medicare and COVID-19-related scams and fraud, to exercise tips to help people remain active at home.

The top priority for PCOA has always been to care for older adults and their caregivers relying on services, especially within the Community Services System. In FY 2021, PCOA continued to operate grab 'n' go meal locations rather than congregate meals and to provide meals through its innovative restaurant meals program, both of which are discussed later in this report. PCOA staff worked diligently throughout the organization to adapt services to meet the needs of older adults, including offering virtual or telephonic services, and obtaining the necessary protective equipment to work with clients in person when needed.

### ***COVID-19 Vaccines***

In mid-December 2020, the Centers for Disease Control and Prevention gave the first emergency use authorization of a COVID-19 vaccine, subsequently kicking off vaccination efforts in Pima County. PCOA and its statewide partners worked with the Governor's Office, the Arizona Department of Health Services, and the Department of Economic Security to ensure Area Agency on Aging and in home supportive services staff were prioritized alongside health care workers in group 1A. PCOA's President & CEO sits on the Pima County Health Department Ethics Committee and PCOA staff meet regularly with staff from the Pima County Health Department. Through a partnership with Tucson Medical Center, SunTran, and Pima County Health Department, all PCOA clients had the opportunity to receive both doses of their

COVID-19 vaccine. To date, nearly 90% of Pima County's older population is fully vaccinated, due in part to these efforts.

### ***PCOA's 'Take YOUR Shot' Campaign***

In late May, PCOA joined forces with Arizona Center for Empowerment, the Pima County Health Department, the United Way of Tucson and Southern Arizona, and the Community Foundation for Southern Arizona to launch the *Take YOUR Shot* campaign. In FY 2021, this partnership canvassed 13,743 doors and made 7,567 phone calls to people eligible for the vaccine in low vaccine uptake areas. Alongside the door-to-door outreach campaign, PCOA launched a robust media campaign in English and Spanish resulting in over 130,000 digital impressions, 525 TV and cable advertisements, 251 radio slots, 20 print advertisements, and 187 Facebook story views through Arizona Bilingual. PCOA will continue this campaign in FY 2022.

## **PCOA Helpline**

PCOA's Helpline is typically the point of entry for people contacting the agency. Helpline staff serve two primary functions: (1) to provide information and referrals to services both within PCOA and out in the community, and (2) to conduct intake screenings for various case managed services through the Community Services System, PCOA's in-home services program.

PCOA Helpline staff gather basic information about the caller and the issue or question they are calling about. Staff members are then able to refer the caller to the services PCOA provides directly, or to other agencies and programs in the community that may be able to address their need.

Table 2. Top Five Helpline Information, Assistance, & Referral Categories

<b>Referral</b>	<b>Count</b>	<b>Percent</b>
Home Environment, Personal, & Psychosocial Needs	9,628	36%
Health Care & Medical Assistance	3,495	13%
Rights, Benefits, & Advocacy	3,456	13%
Community Services & Assistance	2,750	10%
Housing Information & Assistance	2,135	8%

Helpline Staff assist people with a diverse range of concerns. While most contacts are in the form of telephone calls, people can also walk-in, schedule appointments, and reach out by email or Facebook. During FY 2021, Helpline staff provided 28,884 sources of information, assistance, and referral across 25,149

contacts. Table 2 lists the top five information, assistance, and referral categories based on reasons individuals contact the Helpline. These account for approximately 80% of all Helpline requests.

Approximately 15,663 people contacted PCOA’s Helpline during FY 2021 (see

Figure 2. Number of Helpline Client Calls by FY

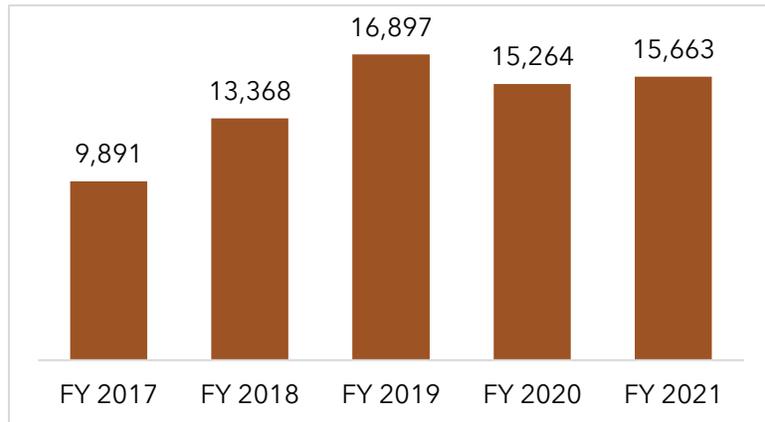


Figure 2); and some contacted PCOA more than once. Table 3 provides a demographic overview of the people contacting the Helpline.

Table 3. Helpline Client Demographics

Percent		Percent	
<b>Gender</b>		<b>Race</b>	
Female	49%	White	29%
Male	23%	Black/African American	1%
Unknown	28%	Asian	*
<b>Age</b>		Hawaiian/Other Pacific Islander	*
<55 years	1%	Native American/Alaska Native	*
55 to 64 years	7%	Other (includes multiracial)	7%
65 to 74 years	17%	Unknown	62%
75 to 84 years	14%	<b>Hispanic/Latinx</b>	
85 to 94 years	7%	Yes	10%
95+ years	1%	No	35%
Unknown	51%	Unknown	54%

\*Less than 1 percent. Totals may sum to more than 100% due to rounding.

## Case Management

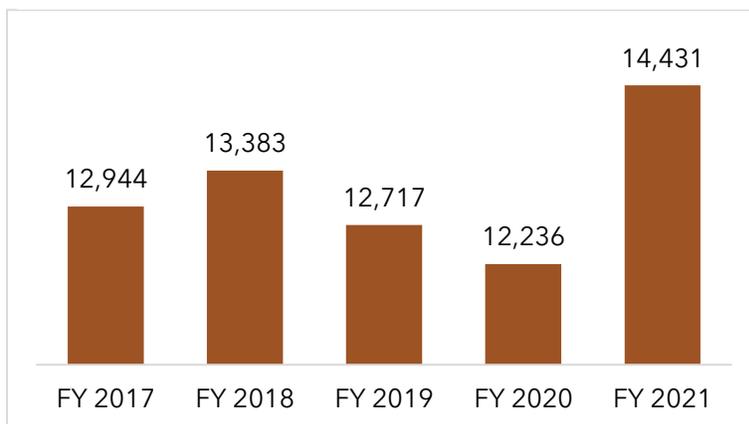
Case Management is offered to adults aged 60 and older and eligible adults with disabilities. After an initial screening and determination of program eligibility by PCOA Helpline staff, case managers make in-home visits to complete a thorough assessment of needs, develop a service plan, and authorize the services to be delivered. Case managers provide ongoing information and service referrals, as well as conduct home safety audits and monitor service plans to amend services as

needed. Due to COVID-19, case managers halted in-home visits, and checked in with clients via telephone.

Services are delivered in Spanish and English. For adults needing language translation, case managers have access to *CyraCom*, a phone and

video interpretation service, offering translation for a variety of languages including Russian, Bosnian, Vietnamese, and American Sign Language. It is also not uncommon for family members and friends to provide translation.

Figure 3. Case Management Hours of Service by FY



Case management clients are typically surveyed twice per year by mail: after service reauthorization and after a mid-year check-in. Nearly 98% of all respondents believed the services they received through case management made it easier for them to remain at home, and that they were treated respectfully by their case manager. During FY 2021 (see Figure 3), case management assisted 1,609 clients for a total of 14,431 hours.

### Care Transitions

PCOA provides Care Transition services for individuals being discharged from hospital and nursing homes. The goal of this program is to provide support, connection, and education as individuals experience changes in their medical situation and care needs. PCOA has contracted with Mercy Care Plan to provide this service to medically high risk ALTCS enrollees, and during FY 2021, 30 individuals received Care Transition assistance. During FY, PCOA received COVID-19 CARES Act funding and began the Bridges of Care program to provide this post-acute care service to individuals affected by COVID-19, either those recovering or at higher risk of infection. PCOA is currently partnered with two rehabilitation facilities, Devon Gables and Encompass, for referrals and service provision beginning in March 2021. During FY 2021, Bridges of Care provided services to 16 individuals.

### Intensive Case Management

Across FY 2021, PCOA continued to partner with Adult Protective Services (APS) to provide Intensive Case Management for clients over 60 years reported to APS for self-neglect. This collaborative program is aimed at addressing urgent needs with a

service period of less than 90 days, by putting longer term solutions in place for safety. Common challenges faced by individuals receiving Intensive Case Management include housing insecurity, hoarding behaviors, and unsafe home environments. Many of the individuals referred by APS, need assistance with ADLs and IADLs and, depending on individual need, are both screened and enrolled in the PCOA Community Services System or assisted with the ALTCS application process. Twenty-nine individuals received Intensive Case Management during FY 2021. In June 2020, staff from PCOA and APS presented information about the Intensive Case Management program at the N4A conference, highlighting the development of the collaboration, benefits of partnership between the two agencies, and client success stories.

## In-Home Services

PCOA offers in-home supportive services for people who have difficulty performing activities of daily living, such as dressing, bathing, toileting, cooking, cleaning, and other activities that allow them to remain in their homes independently with dignity and respect. Typical services offered are attendant care, housekeeping, shopping, and emergency alert services. In-home supportive services are managed for each person through PCOA’s Case Management department. Among the 1,609 clients who received case management during FY 2021, 1,297 received at least one in-home supportive service. Table 4 describes these individuals.

Table 4. In-Home Services Demographics

	Percent		Percent
<b>Gender</b>		<b>Race</b>	
Female	75%	Asian	1%
Male	25%	Native American/Alaskan Native	1%
Unknown	*	Black/African American	6%
<b>Age</b>		Native Hawaiian/Pacific Islander	*
<55 years	2%	White	88%
55 to 64 years	11%	Other (includes multiracial)	3%
65 to 74 years	33%	Unknown	1%
75 to 84 years	31%	<b>Hispanic/Latinx</b>	
85+ years	22%	Yes	24%
Unknown	*	No	72%
<b>Lives Alone</b>		Unknown	3%
Yes	75%	<b>Has One or More Chronic Conditions</b>	
No	25%	Yes	97%
Other	*	No	*
Unknown	*	Unknown	3%

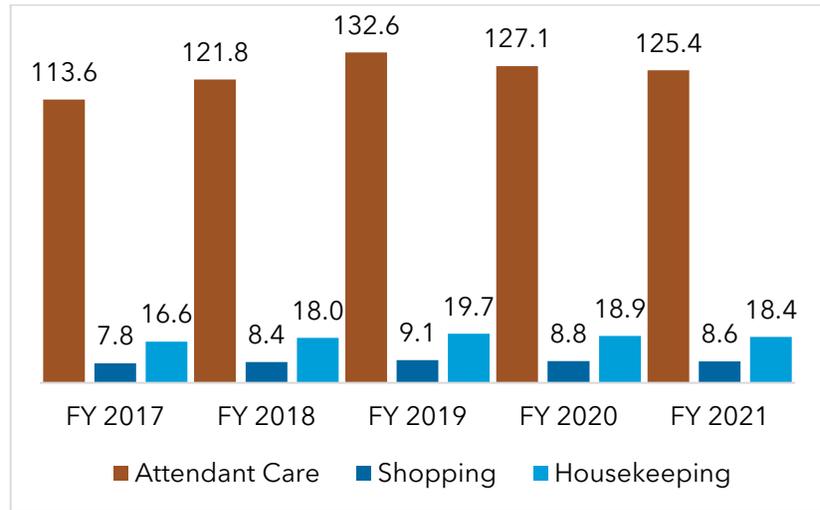
\*Less than 1%. Totals may sum to more than 100% due to rounding.

### Attendant Care, Housekeeping, & Shopping

For adults who may need more assistance basic daily tasks to remain in their home, PCOA contracts with service providers to provide attendant and homemaker services. Housekeeping and shopping services focus on help with activities related to routine household maintenance and shopping for groceries.

Attendant care addresses assistance with personal grooming and hygiene and may also include in-home housekeeping. During FY 2021, 759 clients received 124,389 hours of attendant care; whereas 426 clients received a combined 8,596 hours of shopping and 357 clients received a combined 18,427 hours of housekeeping.

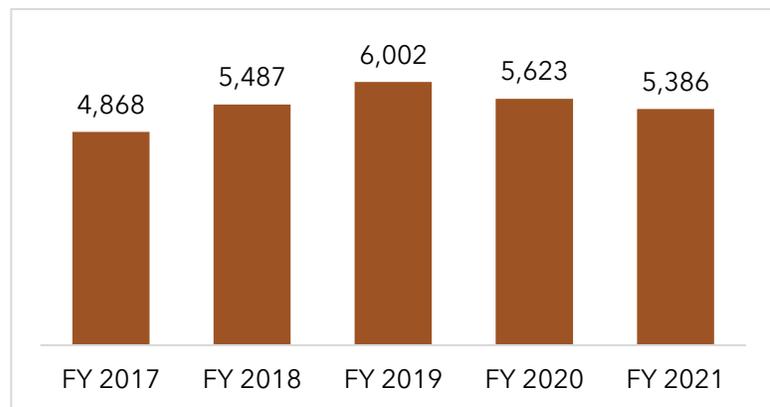
Figure 4. In-Home Service Units per 1000 by FY



### Emergency Alert Services

PCOA contracts with Phillips Lifeline to provide 24-hour electronic emergency response and home safe wireless system that can be installed in the client’s home. More than 90% of Lifeline users that responded to the satisfaction survey reported that they were satisfied with the service and that it allowed

Figure 5. Emergency Alert Services Units by FY



them to feel safer and more independent in their home. During FY 2021, 594 clients were authorized to use the Emergency Alert Services for a combined monthly total of 5,386 monthly uses (see Figure 5).

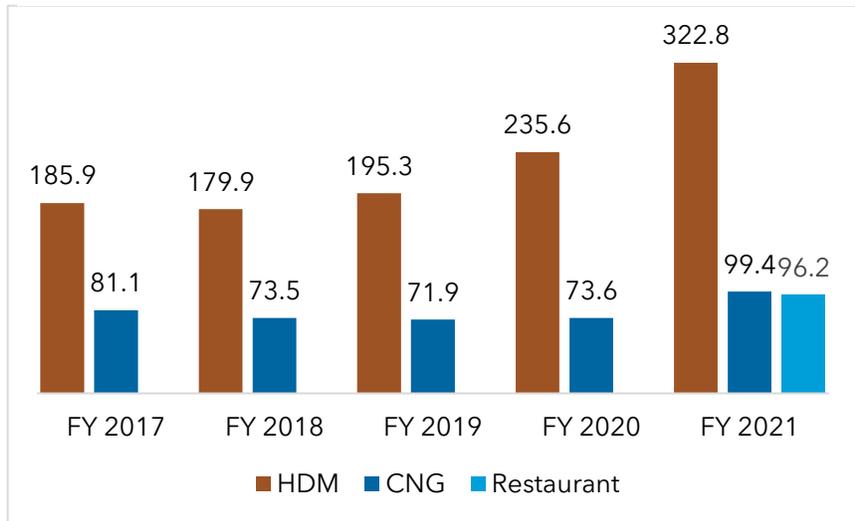
## Nutrition Services

PCOA provides both home-delivered meals through Pima Meals on Wheels and Congregate Meals at local community centers to older adults across Pima County. All meals adhere to the US Department of Agriculture’s *Dietary Guidelines for Americans* and meet at least one-third of the *Dietary Reference Intakes* standards. Figure 6 highlights the number of meals served across the different PCOA nutrition programs; and Table 5 provides demographic information on Pima Meals on Wheels and Congregate/Grab ‘n’ Go Meals clients.

### Pima Meals on Wheels

Case managers conduct an assessment to determine eligibility for Pima Meals on Wheels, PCOA’s home-delivered meals program. Clients are homebound and unable to prepare nutritious meals because of health or physical limitations, and they may have no one to

Figure 6. Total Meals per 1000 by FY



assist them. PCOA contracts with two community-based providers - Lutheran Social Services of the Southwest and Catholic Community Services of Southern Arizona - to deliver meals prepared by the Food Bank of Southern Arizona Caridad Kitchen. Meals are delivered throughout the greater Tucson area, Green Valley, Sahuarita, Marana, and Ajo. During FY 2021, Pima Meals on Wheels delivered more than 300,000 meals throughout Pima County to approximately 1,885 adults.

### Restaurant Meals Program

In May 2020, PCOA introduced a Restaurant Meals Program with the intent of providing a nutritious meal to older people residing in low-income apartment complexes as an adaptation to better serve people during the COVID-19 pandemic. Thirteen low-income apartment complexes participated in the program in FY 2021, self-identifying their residents in need. To prepare meals, PCOA contracted with two local kitchens: Stay Naked Kitchen and the Café at the Tucson Jewish Community Center. During FY 2021, the Restaurant Meals Program grew from six apartment

Table 5. Congregate Meals & Meals on Wheels Demographics

	<b>CNG</b>	<b>HDM</b>		<b>CNG</b>	<b>HDM</b>
	<b>Percent</b>	<b>Percent</b>		<b>Percent</b>	<b>Percent</b>
<b>Gender</b>			<b>Race</b>		
Female	56%	59%	White	89%	85%
Male	44%	39%	Black/African American	6%	6%
Unknown	*	1%	Asian	1%	1%
<b>Age</b>			Native Hawaiian/Pacific Islander	*	*
<55 years	2%	1%	Native American/Alaska Native	1%	1%
55 to 64 years	11%	10%	Other (includes multiracial)	3%	3%
65 to 74 years	33%	32%	Unknown	1%	4%
75 to 84 years	30%	31%	<b>Hispanic/Latinx</b>		
85+ years	23%	25%	Yes	25%	22%
Unknown	*	*	No	72%	74%
<b>Lives Alone</b>			Unknown	3%	5%
Yes	48%	66%	<b>Has One or More Chronic Conditions</b>		
No	36%	32%	Yes	23%	95%
Other	2%	*	No	34%	1%
Unknown	15%	2%	Unknown	42%	4%

\*Less than 1%. Totals may sum to more than 100% due to rounding.

complexes serving 150 individuals, to 13 apartment complexes serving 279 individuals, on average. Due to the urgency of the pandemic and the temporary nature of this program, demographics for the Restaurant Meals Program participants are not available. In total, the Restaurant Meals Program delivered 96,225 meals.

### **Congregate Meals**

Congregate meals are provided in 12 community centers throughout Pima County, including the greater Tucson area, Green Valley, and Ajo. The Congregate Meals Program has the following objectives: (1) to enhance participant nutritional status, (2) to maintain participant mental and physical wellness, (3) to reduce participant social isolation and, (4) to increase or maintain participant self-sufficiency. These sites serve as neighborhood focal points, providing opportunities for interaction with peers, assessments, and referral to other services as needed and health promotion programs.

Due to COVID-19 and as a safety precaution, meal sites were converted from congregate meals in March 2020 to a grab 'n' go service delivery. The grab 'n' go service delivery format continued through the duration of FY 2021. While transport to and from meal sites is customary, adults were responsible for finding transportation to pick up lunches throughout FY 2021, and arrangements were made to deliver

meals to those who needed assistance. During FY 2021, PCOA provided 99,429 grab 'n' go meals to 843 unduplicated individuals.

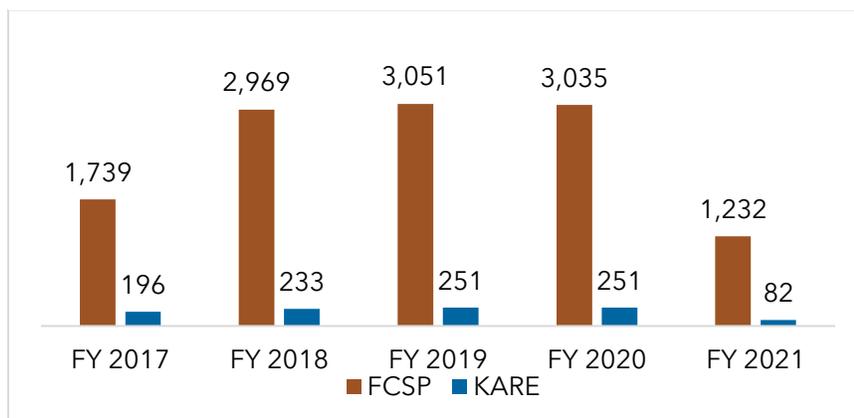
## Family Caregiver Support Services

### Family Caregiver Support Program

The Family Caregiver Support Program supports, supplements, and enhances the role of unpaid family caregivers providing care for their older family members in Pima County. The Family Caregiver Support Program provides both direct and contracted services. Direct services include one-on-one individual and family consultation, information and resources, caregiver support groups, and respite to allow caregivers time to address their own needs. Support for grandparents raising grandchildren is provided through a contract with KARE (Kinship and Adoption Resource and Education) Family Center for grandparents who are age 55 and older providing care for grandchildren under the age of 18.

Figure 7 highlights the number of contacts per fiscal year for both Family Caregiver Support Program and KARE Information & Assistance. This report shows an overall reduction in the number of clients served by the Family Caregiver Support

Figure 7. Family Caregiver Support Program & KARE Contacts by FY



Program. Though the numbers reflected are accurate, it is important to note that discrepancy from year to year can be attributed to a few short-term scenarios. Some of the variation may be related to fewer inquiries about support groups due to COVID-19 restrictions. The Family Caregiver Support Program experienced staff turnover, and this coupled with a switch to a new service reporting system at the beginning of FY 2021 account for a great deal of the difference from FY 2020.

Satisfaction surveys were sent to Family Caregiver Support Program clients with documented email addresses, with 17% responding. Among those respondents, more than 85% were satisfied with the information and assistance they received.

Table 6 describes the approximately 575 individuals that Family Caregiver Support Program staff worked with providing general caregiving information, referral, and assistance over 1,232 contacts. The KARE Family Center provided 222 hours of information and assistance to an average of seven grandparents per month.

Table 6. Family Caregiver Support Program Information & Assistance Demographics

<b>Percent</b>		<b>Percent</b>	
<b>Gender</b>		<b>Race/Ethnicity</b>	
Female	64%	White	38%
Male	27%	Black/African American	1%
Unknown	10%	Asian	1%
<b>Age</b>		Native American/Alaska Native	*
<55 years	2%	Other (includes multiracial)	7%
55 to 64 years	9%	Unknown	53%
65 to 74 years	18%	<b>Hispanic/Latinx</b>	
75 to 84 years	23%	Yes	9%
85 to 94 years	16%	No	50%
95+ years	2%	Unknown	42%
Unknown	30%		

\*Less than 1%. Totals may sum to more than 100% due to rounding.

### **Family Caregiver Support Groups**

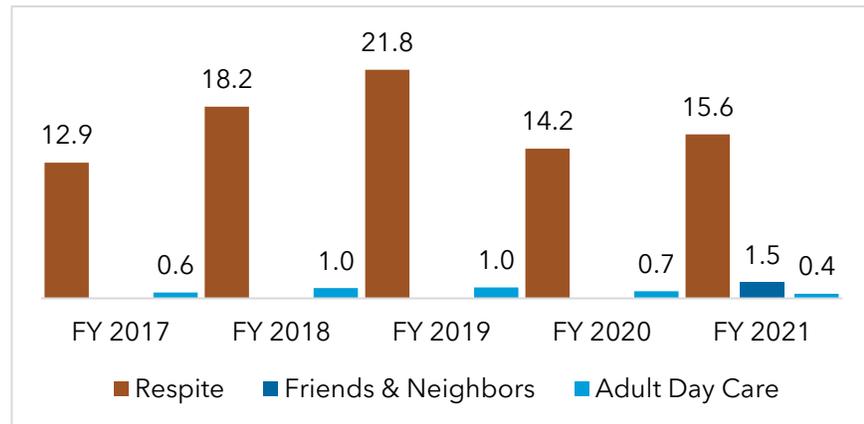
The Family Caregiver Support Program facilitates peer support groups for family caregivers to share their experiences and learn from one another. While groups are typically held in locations around the greater Tucson area, COVID-19 necessitated a shift to virtual support groups by Zoom. Efforts were made to begin in-person and hybrid groups as vaccines became more widely available in Pima County, following proper safety protocols recommended by the Centers for Disease Control and Prevention. During FY 2021, approximately 74 caregivers attended peer support groups by Zoom, for a combined 222 hours. PCOA contracts with the KARE Family Center to offer peer support for grandparents raising grandchildren, and during FY 2021, 284 hours of peer support were provided virtually to an average of 14 grandparents per month.

### **Respite & Adult Day Care**

In-home respite offers time away and relief for family caregivers in the residential location of the care recipient. Caregivers can choose between a contracted direct care worker or a friend or neighbor to provide care.

During FY 2021, PCOA introduced a consumer-directed Friends and Neighbors Respite Program, supporting short-term relief to family caregivers. As opposed to traditional respite care (i.e., care provided by a contracted in-home

Figure 8. Number of Respite & Adult Day Care Hours per 1000 by FY



care agency), PCOA's Friends and Neighbors Program allows older adults and their caregivers to choose a friend or a neighbor who will provide their care. This consumer-directed model allows the caregiver to set the schedule and standards of care and helps to address the current shortage of direct care workers. Adult day care provides supervised social and health-related services to adults receiving at-home care in a group setting as a form of respite for family caregivers.

During FY 2021, 104 unduplicated family caregivers received 17,557 hours of respite service including:

- 422 hours/2 care recipients in adult day care
- 1,522 hours/9 care recipients Friends and Neighbors Respite, and
- 15,613 hours/95 care recipients in traditional respite care.

Figure 8 depicts the number of respite hours delivered to caregivers across the last five fiscal years. Table 7 characterizes the 104 caregivers receiving traditional or Friends and Neighbors respite and adult day care.

Table 7. Respite and Adult Day Care Demographics

	<b>Respite</b>	<b>F&amp;N</b>	<b>ADC</b>		<b>Respite</b>	<b>F&amp;N</b>	<b>ADC</b>
	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>		<b>Percent</b>	<b>Percent</b>	<b>Percent</b>
<b>Gender</b>				<b>Race</b>			
Female	72%	89%	100%	Asian	2%	22%	--
Male	28%	11%	--	Native American/Alaska Native	1%	--	--
				Black/African American	2%	11%	--
<b>Age</b>				White	91%	67%	100%
<55 years	7%	22%	--	Other (includes multiracial)	3%	--	--
55 to 64 years	24%	44%	--	Unknown	1%	--	--
65 to 74 years	37%	22%	100%				
75 to 84 years	19%	11%	--	<b>Hispanic/Latinx</b>			
85+ years	12%	--	--	Yes	22%	--	--
Unknown	1%	--	--	No	77%	100%	100%
				Unknown	1%	--	--

Totals may sum to more than 100% due to rounding. F&N (Friends & Neighbors). ADC (Adult Daycare).

## Home Repair & Adaptation

PCOA offers home repair, adaptation, and modification program for homeowners aged 60 and older in Pima County. The program concentrates on correcting health and safety hazards, improving accessibility, and routine maintenance services that assist clients to remain independent in their own homes. PCOA contracts with Community Home Repair Projects of Arizona, and works with nearly 30 vendors for repairs, adaptations, and cooler and heater maintenance for clients.

Approximately half of the assistance provided through Home Repair & Adaptation is for evaporative cooler maintenance and repairs; and approximately 22% includes various plumbing repairs, including water heater replacements. The remainder is a variety of other repairs and maintenance.

During FY 2021, PCOA received a donation of 10 water heaters from Southwest Gas Corporation to assist individuals. PCOA contracted for 984 service jobs for 673 individuals. A satisfaction survey was sent to all participants with a verified service. Among the 217 individuals that responded, more than 95% felt that the home repair service received enhanced their feeling of independence and safety in their home.

Table 8 characterizes the individuals that received home repairs and adaptations from PCOA during FY 2021.

Table 8. Home Repair & Adaptation Demographics

	<b>Percent</b>		<b>Percent</b>
<b>Gender</b>		<b>Race</b>	
Female	75%	Native American/Alaska Native	1%
Male	24%	Black/African American	3%
Unknown	2%	White	68%
<b>Age</b>		Other (includes multiracial)	6%
55 to 64 years	12%	Unknown	22%
65 to 74 years	39%	<b>Hispanic/Latinx</b>	
75 to 84 years	34%	Yes	39%
85 to 94 years	13%	No	46%
95+ years	2%	Unknown	15%
<b>Lives Alone</b>		<b>Has One or More Chronic Conditions</b>	
Yes	54%	Yes	48%
No	27%	Unknown	62%
Unknown	19%		

Totals may sum to more than 100% due to rounding.

## **Advocacy & Benefits**

### **Rights & Benefits**

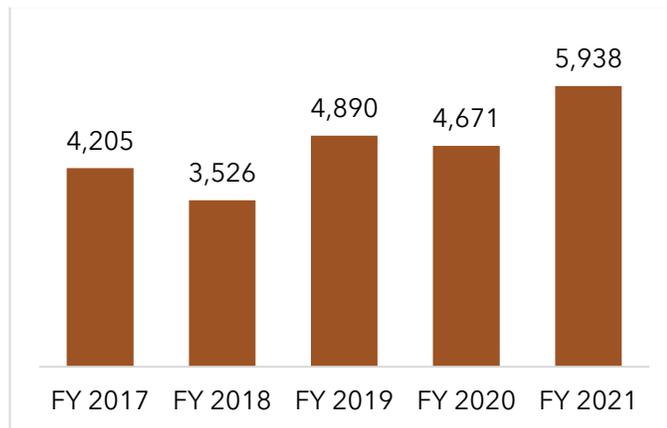
The Rights & Benefits program aids and advocates for adults 60 years of age and older for a wide variety of issues such as:

- Taxes and property tax credit
- ALTCS
- AHCCCS
- Housing and landlord/tenant Issues
- Consumer Fraud
- Debts
- Legal services
- Reporting financial, physical, and emotional abuse
- Benefits enrollment

Like other PCOA programs, the COVID-19 pandemic required adaptation for day-to-day Rights & Benefits programming. Typically, Rights & Benefits staff provide services at community sites throughout Pima County on a regularly scheduled basis to improve access to services. These third party locations are provided in partnership to

PCOA. Out of an abundance of caution, and to follow local safety guidance, PCOA condensed in-person service offerings to only PCOA buildings during the pandemic. As a result, most of the client assistance was conducted by telephone except for in extenuating circumstances.

Figure 9. Number of Rights & Benefits Contacts by FY



Among clients that completed Rights & Benefits client satisfaction surveys, more than 85% felt that the information and assistance helped them resolve their concerns, and 95% were satisfied overall with the information and assistance that they received. During FY 2021, Rights & Benefits made 5,938 contacts to approximately 1,507 individuals (see Figure 9). Table 9 describes the 1,507 individuals that Rights & Benefits staff worked with providing general information, assistance, or referrals to other Rights & Benefits services such as legal clinics. Additionally, Rights & Benefits held monthly ALTCS information sessions, which were attended by 131 individuals.

Table 9. Rights & Benefits Program Information & Assistance Demographics

Percent		Percent	
<b>Gender</b>		<b>Race/Ethnicity</b>	
Female	66%	White	51%
Male	30%	Black/African American	2%
Unknown	4%	Asian	*
<b>Age</b>		Native American/Alaska Native	1%
<65 years	14%	Other (includes multiracial)	10%
65 to 74 years	38%	Unknown	36%
75 to 84 years	26%	<b>Hispanic/Latinx</b>	
85+ years	16%	Yes	17%
Unknown	7%	No	61%
<b>Lives Alone</b>		Unknown	22%
Yes	38%	<b>One or More Chronic Conditions</b>	
No	19%	Yes	26%
Unknown	42%	No	6%
		Unknown	69%

\*Less than 1%. Totals may sum to more than 100% due to rounding.

### ***Legal Services***

Southern Arizona Legal Aid and Step Up to Justice provide low-income residents of Pima County with representation for civil legal problems. Clients are referred to legal assistance providers by Rights & Benefits staff. Legal assistance providers are prohibited from consulting on fee-generating and criminal cases per regulatory statutes. Due to the COVID-19 pandemic, consultations were conducted via telephone rather than in person. During FY 2021, legal assistance providers contracted by PCOA provided 352 hours of service to 97 clients.

### ***Elder Law Legal Clinics***

Local elder law attorneys, many of whom are from the Tucson Chapter of the National Academy of Elder Law Attorneys, volunteer time for the PCOA Elder Law Legal Clinics which are held two to three times per month. The clinics were established to allow people 60 and older to see an attorney for thirty minutes at no charge. Requests for donations are solicited, but they are voluntary. Attorneys provide advice and information only, and may consult on issues such as wills, living trusts, guardianship or conservatorship, powers of attorney, or probate. COVID-19 necessitated holding consultations by telephone. During FY 2021, assistance was provided to 174 people through 32 Elder Law Legal Clinics.

### ***Personal Budgeting Assistance***

Personal Budgeting Assistance matches trained volunteers with older adults who are identified by PCOA and other agencies as needing assistance with personal financial management activities such as budgeting, checkbook balancing, and completing forms. Requests for Personal Budgeting Assistance come through PCOA's Helpline. Approximately 16 volunteers assisted 41 clients over 294 hours.

### ***Long-Term Care Ombuds Program***

Long-term care ombuds are trained and certified staff and volunteers who advocate for residents in long-term care facilities in Pima County, which include 26 skilled nursing facilities and 332 board and care facilities (i.e., assisted living facilities, adult care homes, adult foster homes). The Long-Term Care Ombuds Program seeks to:

- Resolve complaints made by or for residents of long-term care facilities.
- Educate consumers and long-term care providers about residents' rights and good care practices.
- Provide information to the public on long-term care facilities and services, residents' rights.

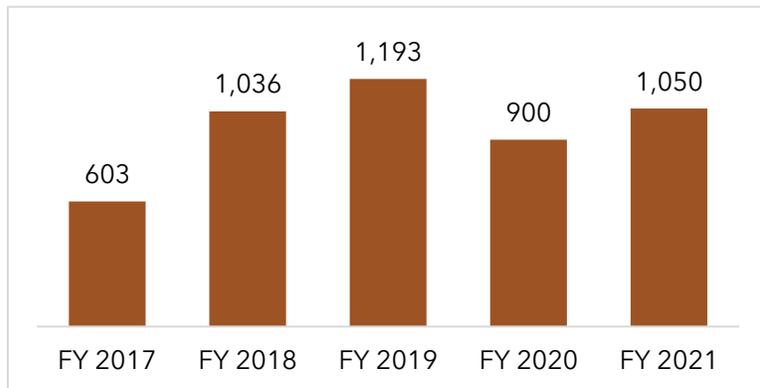
- Advocate for residents' rights and quality care in long-term care facilities.
- Promote the development of family and resident councils.

As with many PCOA programs, the COVID-19 pandemic necessitated a shift in engaging with long-term care facilities and their residents:

- From March 2020 to July 2020, due to an order from the Arizona Governor, ombuds were only allowed to conduct virtual and phone visits with the residents and facilities.
- Beginning in July 2020, ombuds were permitted to do window and in-person visits to skilled nursing facilities that did not have active COVID-19 cases and could only visit one facility per day in addition to virtual and phone visits.
- Starting August 2020, Ombuds were allowed to visit in-person and inside of all COVID-free long-term care facilities. The Long-Term Care Ombuds Program also continued virtual and window or outdoor visits.
- As of March 2021, Ombuds were allowed inside all facilities.

During FY 2021, the Long-Term Care Ombuds Program was awarded funds through the CARES Act, under Title VII. With these funds, the Long-Term Care Ombuds Program gifted 90 digital tablets to various long-term care facilities. Facility staff expressed appreciation, noting that they had needed

Figure 10. Facility Complaints Resolved by the Long-Term Care Ombuds Program by FY



more tablets and with up-to-date technology. The tablets were reported to have had a positive impact and served multiple purposes for residents, namely, to connect with friends and family as well as attend virtual medical appointments.

Over FY 2021, the Long-Term Care Ombuds Program achieved the following: 1,050 complaints resolved, 1,206 visits to long-term care facilities (64% skilled nursing facilities, 36% board and care homes), and 27 resident/family council meetings attended across 14 facilities.

## Medicare Services

PCOA provides information and assistance for a variety of issues related to Medicare access. Specifically, this program encompasses State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol and Medicare Improvements for Patients and Providers Act (MIPPA) programming.

### ***State Health Insurance Assistance Program***

As part of SHIP, trained staff and volunteers provide unbiased and fact-based information and counseling in the following areas:

- Medicare eligibility, enrollment timelines and procedures, and how to avoid late enrollment penalties
- Medicare, Medicare Advantage, Medicare Supplemental, and Medicare Prescription Drug Plan options
- Financial assistance with Medicare Part B premiums and prescription drug costs
- Medicare compatibility with other insurance
- Billing, appeals, and complaints

### ***Senior Medicare Patrol***

Senior Medicare Patrol empowers and assists Medicare beneficiaries, their families, and caregivers to prevent, detect, and report Medicare fraud, errors, and abuse. When Medicare fraud or abuse is suspected, PCOA’s Medicare staff works one-on-one with beneficiaries to make referrals to the appropriate state and federal agencies for further investigation. Senior Medicare Patrol engages in outreach and education through event tabling and group presentations.

Table 10. Medicare Services Demographics

<b>Percent</b>		<b>Percent</b>	
<b>Gender</b>		<b>Race</b>	
Female	64%	White	67%
Male	33%	Black/African American	2%
Unknown	3%	Asian	1%
<b>Age</b>		Native American/Alaska Native	1%
<65 years	27%	Other (includes multiracial)	11%
65 to 74 years	41%	Unknown	67%
75 to 84 years	23%	<b>Hispanic/Latinx</b>	
85+ years	17%	Yes	11%
Unknown	6%	No	77%
		Unknown	12%

Totals may sum to more than 100% due to rounding.

During FY 2021, 5 staff and 17 volunteers assisted 2,563 SHIP cases; and volunteers gave 852 hours of their time. Additionally, SHIP held 23 Medicare presentations, attended by 191 individuals. Thirty-seven people received low-income subsidies to assist with prescription costs and 242 individuals with Medicare savings for Parts A and B deductibles, co-pays, and other related costs.

Senior Medicare Patrol held 26 presentations attended by 331 individuals. Twenty-one volunteers assisted 98 individuals with advocacy and assistance over 43 hours. Table 10 provides a demographic overview of the individuals who had contact with Medicare Services department during FY 2021.

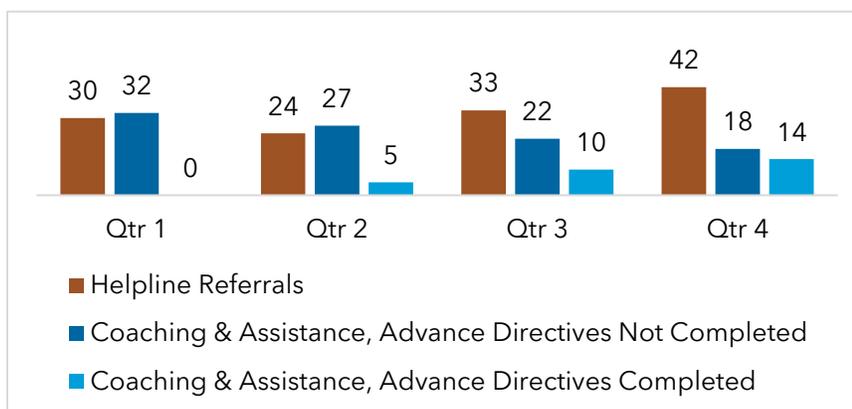
## Community Initiatives

In 2021, PCOA developed a new department to reflect the growing number of community initiatives programs at PCOA. The Community Initiatives department provides organizational and strategic direction for the following programs, some of which are highlighted in this report: End of Life Initiatives, LGBTQI+ Initiatives, Neighbors Care Alliance, and Senior Companion Program. PCOA received funding in 2021 to develop and implement a Home Sharing program, which will roll out as FY 2022 advances.

### End of Life Initiatives

The End of Life Initiatives program provides bilingual (Spanish and English) advance care planning guidance and assistance to adults and their family members; and is supported by the Arizona End of Life Care Partnership anchored at the United Way of Tucson and Southern Arizona. Additionally, support and assistance are also made available to PCOA staff and family members.

Figure 11. End of Life Initiatives Outreach by FY 2021 Quarter



The End of Life Initiatives program engaged in the following activities over FY 2021 (see Figure 11 for referrals and coaching numbers):

- One-on-one coaching by phone or in-person (with safety protocols) to help individuals understand their options, discuss wishes with important people in their lives, and formalize end of life decisions.
- Family conversation facilitation to assist families in understanding, support, and honoring their family member’s end of life decisions.
- Community education providing group instruction about end of life care planning through engaging and interactive presentations that can be tailored to meet audience need.

Table 11 describes the approximately 149 individuals that were referred to the End of Life Initiatives program by PCOA’s Helpline over FY 2021.

Table 11. End of Life Referral Demographics

<b>Percent</b>		<b>Percent</b>	
<b>Gender</b>		<b>Race</b>	
Female	69%	White	47%
Male	25%	Black/African American	2%
Unknown	6%	Asian	1%
<b>Age</b>		Native American/Alaska Native	1%
<65 years	14%	Other (includes multiracial)	7%
65 to 74 years	30%	Unknown	45%
75 to 84 years	23%	<b>Hispanic/Latinx</b>	
85+ years	18%	Yes	15%
Unknown	15%	No	53%
		Unknown	32%

Totals may sum to more than 100% due to rounding.

Beyond the consultations with clients and PCOA staff, end of life topics were shared with the community on a regular basis. *Never Too Late* featured monthly articles by the End of Life Initiatives Program discussing and providing resources on end of life matters. Further, the End of Life Initiatives Program engaged social media through weekly posts connecting community members with local- and national-level information and resources.

In spring of 2021, the End of Life Initiatives program held *Death and Taxes*, a five-part series and step-by-step guide to planning for one’s end of life and legacy. The initial series was presented to more than a dozen individuals and was subsequently shared

on the PCOA End of Life website ([endoflife.pcoa.org](http://endoflife.pcoa.org)) in 30-minute video segments for community access.

The End of Life Initiatives program developed a workshop titled *Let's Talk about Living and Dying*. This interactive training provides basic information about end of life care planning and assists people in considering the importance of advance directives, making intentional healthcare choices, picking a person to advocate for wishes, and building a legacy. Over FY 2022, this training will be made available upon request and to active adult communities and community programs, at large.

Also, during FY 2021, the End of Life Initiatives Program Coordinator facilitated a book talk for *A Traveler's Guide to Geriatrics* with Dr. Marilyn Heins. The book provides - blending humor and facts - an examination of the journey to and through older age. The book talk, attended by nearly 60 people, emphasized the importance of intentional aging and proactive planning—especially as it relates to one's healthcare wishes and estate.

PCOA applied for and received a small research grant with Pennsylvania State University known as *Project Talk*. The Project Talk goal is to identify and further best practices in providing end of life education to Latinx communities.

### **LGBTQI+ Initiatives**

The vast majority of LGBTQI+ older adults have lived through discrimination, social stigma, and the effects of prejudice, both past and present, including a history of being labeled as criminals, sinners, and mentally ill. For some, this fear and social stigma has disrupted their lives, connections with their families of origin, lifetime earnings, and their opportunities to save for retirement. It has also made many of them apprehensive of health care professionals and aging service providers. During FY 2021, the LGBTQI+ Initiatives program received grant funding from the Alliance Fund to develop a new series of trainings called *Visibility Matters*. The goal of *Visibility Matters* is to offer engaging, no-cost trainings to help community service providers ensure that older LGBTQI+ adults receive care and assistance in a safe space for them to come out as well as to be better equipped in addressing the needs and concerns of older LGBTQI+ people. LGBTQI+ Initiatives presented *Visibility Matters* through ten Zoom trainings, reaching approximately 250 individuals both within PCOA and in the greater community.

Additionally, the David and Lura Lovell Foundation provided funding to expand the scope of the End of Life Initiatives work to incorporate end of life care topics into the *Visibility Matters* training. To that end, the LGBTQI+ Initiatives Community Liaison provides leadership in the Arizona End of Life Care Partnership Work Group on incorporation of cultural humility and sensitivity in end of life care planning with LGBTQI+ older adults and in general. LGBTQI+ Initiatives is also collaborating with the newly established Dementia Capable Southern Arizona to incorporate dementia-related issues into *Visibility Matters* and to ensure that education around Alzheimer's disease and related dementias includes discussion around LGBTQI+ care needs.

### **Neighbors Care Alliance**

The Neighbors Care Alliance is a network of neighborhood volunteer programs with a shared mission of helping older adults thrive safely in their homes for as long as possible. The programs serve specific geographic areas, and each is independently organized. PCOA serves as the program administrator and provides tools to build infrastructure, volunteer training, opportunities for networking, access to community resources, and mileage reimbursement.

Volunteers support older adults through a variety of services which can include, transportation to medical appointments and shopping, running errands, meal delivery, phone calls and visits, light house and yard work, and caregiver respite. Neighbors connecting to neighbors reduces the social isolation many older adults face while helping to meet day-to-day needs.

Additionally, some volunteers receive mileage reimbursement from the Regional Transportation Authority in Pima County. Programs are in various City of Tucson neighborhoods and defined residential communities, as well as outlying areas across Pima County including Catalina, Vail, Corona de Tucson, Green Valley, Robles Junction (Three Points) and Tucson Estates. Neighbors Care Alliance programs and who they serve include the following:

- 29th Street Community Assistance Network - Older adults (55+) and adults with disabilities living within the boundaries of 22nd Street and Golf Links Road, and Country Club Road and Craycroft Road.
- Carefree Village Helpers - Older adults residing in Carefree Village Mobile Home Community and Mobile Home Park. 4100 N. Romero Road, 85705.
- Casitas Cares (on hiatus as of April 2021) - Resident of Casitas de Castilian, 120-condominium community near Oracle Road and Roller Coaster Road.

- Civano Living & Aging in Community - Older adults residing in Civano.
- Colonia Verde Neighbor to Neighbor - 169-home community northeast of Sabino Canyon Road and Tanque Verde Road.
- Corona Cares - Older adults residing in Corona de Tucson Fire District between Dawn Road on the north and Ocotillo View Road on the south, Houghton Road on the west and Wentworth Road on the east.
- Eastside Neighbors Volunteer Program - Older adults (55+) residing between Grant Road/Tanque Verde Road on the north and Irvington on the south, and Swan Road on the west and Houghton Road on the east. Services available in Spanish.
- Iskashitaa Refugee Network - Older adult refugees throughout Pima County. Harvesting and gleaning unwanted produce and distributing to community partners and residents.
- IMPACT of Southern Arizona - Meal delivery and transportation for older adults residing in northwest Pima County including Oro Valley, Marana, and Catalina.
- Interfaith Community Services - Older adults and people with disabilities in 28 zip code areas of Pima County.
- Junction Connection (Robles Junction) - Transportation (primarily) for older adults residing in Robles Junction between Milewide Road and Britten Ranch Road and Coleman Road to Kinney Road.
- Lend A Hand - Older adults in Campus Farm, Limberlost, Rillito Bend, Mountain View, Richland Heights East, Richland Heights West, Winterhaven, Hedrick Acres, Mountain/1st, Samos, Campbell/Grant, and Jefferson Park Neighborhoods.
- Mobile Meals of Southern Arizona - Special diet meals for homebound individuals in Tucson, Green Valley, and Sahuarita.
- Old Fort Lowell Live-At-Home - Older adults and adults with disabilities residing within the boundaries of the Old Fort Lowell Neighborhood, which encompasses the area of Swan Road to the Pantano Wash and the Rillito River to Glenn Road.
- Park West Neighbors Helping Neighbors - Older adults and adults with disabilities residing in the Park West Mobile Home Community at 3003 West Broadway Boulevard.
- ReSources in Vail - Greater Vail Community Resources - Older adults residing in the Vail School District - Irvington Road on the north and Sahuarita Road on the south, South Wilmot on the west, Pima County border on the east.
- Southern Arizona Senior Pride Community Cares Program - Tucson - Older adults in the LGBTQ community generally within the Tucson City Limits.

- Sunrise Neighborhood Assistance Program (SNAP) - Older adults residing between River Road and Sunrise Drive and Craycroft Road and Kolb Road.
- Tucson Estates Neighbors Helping Neighbors - Older adults residing in the Tucson Estates Community which is east of Kinney Road and west of Sarasota Boulevard.
- Valley Assistance Services - Older adults (55+) and adults with disabilities residing in Sahuarita, Green Valley, Amado, Arivaca, Tubac, and Tumacacori.

Over FY 2021, 8,176 volunteers assisted 10,840 clients over 82,023 hours. This approximates to eight hours of service per client monthly. Based on data from January 2021 through June 2021, 58% of all volunteer hours were spent on driving activities (e.g., meal delivery, grocery shopping), whereas of the remaining time, 49% of that time was spent engaged in friendly phone calls and visits. Due to COVID-19, fewer home visits and assistance like yard work were provided. Across FY 2021, volunteers drove approximately 217,831 miles transporting or running errands for clients. Nearly 70% of all volunteer trips were for meal delivery, and nearly one-fifth were medical-related.

### Senior Companion Program

The Senior Companion Program is a federally funded AmeriCorps Seniors program that matches trained volunteers (i.e., Senior Companions) with older adults needing assistance and friendship that may have difficulty with daily living tasks, such as shopping or paying bills. Senior Companion Program volunteers keep older adults independent longer and provide respite to family caregivers. Senior Companion volunteers report better health and longevity having served their community. PCOA works with six community partners to determine each adult’s needs.

Table 12. Senior Companion Program Demographics

<b>Percent</b>		<b>Percent</b>	
<b>Gender</b>		<b>Race/Ethnicity</b>	
Female	81%	Native American/Alaska Native	27%
Male	19%	Hispanic/Latinx	8%
<b>Age</b>		Black/African American	3%
<65 years	11%	White	59%
65 to 74 years	27%	Unknown	3%
75 to 84 years	22%		
85+years	29%		
Unknown	14%		

Totals may sum to more than 100% due to rounding.

The program started operating under PCOA in November 2018 with the first group of volunteers and PCOA is still in the process of recruiting more volunteers to build the program to its full capacity of 37 volunteers working 20 hours a week and serving 3 to 5 clients each. The Senior Companion Program aims to help as many Pima County residents as possible by increasing the impact of existing community partners – such as the Pascua Yaqui Tribe and Tohono O’odham Nation – serving older adults in Tucson and outlying areas. Other community partners include Jewish Family and Children Services, La Frontera, Lutheran Social Services of the Southwest, Southern Arizona Veteran’s Health Care System, and St. Luke’s Home.

Senior Companion Program clients who completed the annual survey felt that they were: (1) less lonely and had more social connection (79%), (2) able to do at least some of things they need or want to do (88%), and (3) more satisfied with life (79%). Table 12 describes the 37 adults who spent time with a Senior Companion.

Volunteer training was offered virtually, due to the COVID-19 pandemic, with the support of the community partners. Additional training was also provided virtually by Interfaith Community Services, The University of Arizona, and Tucson Medical Center.

The Senior Companion Program collaborated with other AmeriCorps Seniors grantees (i.e., Interfaith Community Services, The University of Arizona, and Northern Arizona University) on the Southern Arizona National Days of Service Committee. This committee is supported by the Tucson Mayor's office to combine resources and efforts for planning National Days of Service projects. During FY 2021, the Southern Arizona Days of Service Committee collaborated on volunteer recognition, community service projects, and training opportunities.

PCOA’s Senior Companion Program worked with the Pascua Yaqui Tribe and the Tohono O’odham Nation to provide greeting cards for their home delivered meal recipients, reaching approximately 800 individuals per month. Senior Companion Program continues to reach out to the community through virtual community presentations and *Never Too Late*.

## **Healthy Aging**

The Katie Dusenberry Healthy Aging Center, now known as The Katie, provides a variety of health education and physical activity courses for older adults. Many of the

courses are evidenced-based which means they have been demonstrated over time to yield meaningful outcomes among most enrollees.

### **EnhanceFitness**

EnhanceFitness is an evidence-based community exercise and falls prevention program. The program is taught in one-hour sessions three times per week, with focus on strength, endurance, balance, and flexibility exercises. PCOA maintains a license with Project Enhance developed by Sound Generations in partnership with the University of Washington & Kaiser Permanente. PCOA has a Master Trainer and Site Coordinator on staff, who provides New Instructor Training workshops as requested EnhanceFitness instructors are thoroughly trained and meet the qualifying requirements to teach these classes. While PCOA partners with typically partners with agencies to host classes at locations throughout Tucson, all EnhanceFitness classes were held virtually during FY 2021.

The evidence-based protocol did not lend itself to a virtual format, thus classes were cancelled at the beginning of the COVID-19 pandemic. During FY 2020, EnhanceFitness instructors recorded some videos with health information, and placed them on YouTube. The PCOA Healthy Tidbits videos were initially well received by EnhanceFitness students and the general community, and these continued into FY 2021.

In September 2020, the EnhanceFitness protocol was officially adapted for a virtual format, and the first online course was held at PCOA in January 2021. While attendance for the online format was lower than the typical in-person format, students indicated that they were eager for in-person or even hybrid formats to begin. PCOA will adjust the programming as the pandemic situation improves.

EnhanceFitness includes evaluation of four parameters of physical fitness at the start of the exercise program, at 4-month intervals, then annually. The evaluation protocol uses four of the assessments from the Senior Fitness Test developed by Rikli & Jones (2013). The smaller class enrollment did not provide an adequate sample size to test for change, thus numbers will not be reported for FY 2021. The assessment protocol includes the following:

- **Chair Stands:** The number of times the participant can stand from a sitting position in 30 seconds. It is a measurement of lower body strength and lower body range of motion around the hip and knee joints.

- Arm Curls (Bicep Curl): The number of times the participant can move handheld weights from an extended position at the side of the body to the shoulders in 30 seconds. It is a measurement of upper body strength and range of motion around the elbow as well as shoulder stability.
- Up and Go: The amount of time to stand from a seated position to walk around a cone placed 8 feet in front of the chair then return to the seated position. It is a measurement of dynamic balance, power, and speed.
- 2 Minute step in place (optional test): Test of endurance. Cardiovascular endurance is directly related to independence and ability to walk, travel, and perform tasks of everyday living as well as recreational activities.

During FY 2021, 33 students attended EnhanceFitness classes. Table 13 provides demographic and health information on these students.

Table 13. EnhanceFitness Demographics & Health

	Percent		Percent
<b>Gender</b>		<b>Hispanic/Latinx</b>	
Female	76%	Yes	15%
Male	21%	No	52%
Unknown	3%	Unknown	33%
<b>Age</b>		<b>Chronic Conditions**</b>	
65 to 74 years	39%	Arthritis	59%
75 to 84 years	27%	Hypertension	35%
Unknown	33%	Cancer	6%
<b>Race</b>		Depression	6%
White	48%	Diabetes	6%
Other	12%	Lung Disease	6%
Unknown	39%	No conditions	18%

Denominator is 33 unless otherwise indicated. Totals may sum to more than 100% due to rounding. \*Denominator is 17. \*\*Respondents could choose all that apply.

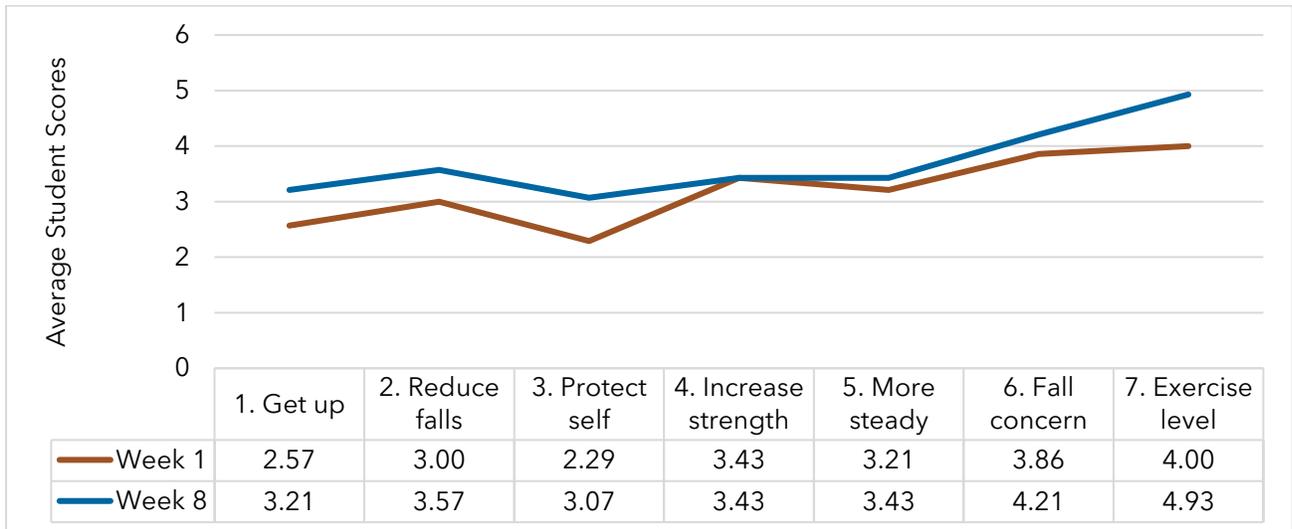
### Bingocize

Bingocize was introduced to PCOA in early 2021 and was initially piloted with staff volunteers. It is an evidence-based program combining exercise and health information with bingo, with added social benefits. Groups of participants for one hour twice per week for 10 weeks. Each session consists of health education questions and exercises covering range of motion, balance, muscle strengthening, and endurance. During FY 2021, three students attended and completed one 10-week series.

## A Matter of Balance

For adults 65 and older, the rate of deaths due to falling increased by 30%, from approximately 45 deaths per 100,000 in 2007 to roughly 61 per 100,000 in 2016 (Centers for Disease Control, 2017). At this rate, that would equate to seven fall deaths every hour by 2030. A nationally-representative sample of adults 65 years of age and older found, after adjusting for age, sex, and other covariates, that fear of falling increased with any vision impairment, which is common among older adults (Ehrlich, Hassan, & Stagg, 2018). For adults with or without vision impairment, the risk of activity reduction increased with a fear of falling. Activity reduction leads to loss of muscle strength and compromised social interaction. A Matter of Balance classes address the increased risk of falling through emphasizing practical coping strategies through behavioral and environmental modifications. Trained facilitators conduct eight two-hour sessions, with baseline and follow-up assessments given at the first and last class, respectively. COVID-19 required suspending A Matter of Balance courses from March 2020 to March 2021 as instructor training had to be developed to adapt the evidenced-based curriculum to an online format. Classes resumed in April 2021.

Figure 12. A Matter of Balance Average Pre-Post Fall Risk Assessment Scores



1. I can find a way to get up if I fall. (1 = not at all, 4 = very sure)
2. I can find a way to reduce falls. (1 = not at all, 4 = very sure)
3. I can protect myself if I fall. (1 = not at all, 4 = very sure)
4. I can increase my physical strength. (1 = not at all, 4 = very sure)
5. I can become steady on my feet. (1 = not at all, 4 = very sure)
6. Concerns about falling interfered with normal social activities (1 = extremely, 5 = not at all)
7. Amount of walking or exercising now. (1 = no exercise, 6 = moderate exercise 3+ times/week)

Nineteen students enrolled in the eight-week A Matter of Balance course in April 2021, and of those, 18 completed at least five of the eight courses. Figure 12 highlights the self-reported changes from baseline to follow-up assessment. Students on average, showed improvements in self-reported fall risk and prevention measures; however, students maintained their strength levels between the two time points.

### **Chronic Condition Management**

PCOA provides a series of evidenced-based programs to educate adults on strategies for living with and enhancing quality of life with various chronic conditions. All workshops are 2.5 hours and are delivered once per week for six weeks, except for Workplace Chronic Disease Self-Management Program, which is one hour, twice per week for six weeks. These four programs are led by a master trainer and six trained volunteers. All programs were developed by Stanford University and are currently licensed and managed by the Self-Management Resource Center:

1. Chronic Disease Self-Management Program - provides information and practical skills to assist individuals with the confidence and motivation they need to manage the daily challenges of living with a chronic health condition and/or being a caregiver for an individual with a chronic health condition
2. Workplace Chronic Disease Self-Management Program - adaptation of the Chronic Disease Self-Management Program for workplace settings; includes emphases on work-life balance and stress management
3. Diabetes Self-Management Program - provides information and practical techniques to assist individuals and their caregivers who live with the daily challenges of type 2 diabetes
4. Chronic Pain Self-Management Program - developed for people with a primary or secondary diagnosis of chronic pain and their caregiver. The participants learn techniques to deal with problems such as frustration, fatigue, isolation, and poor sleep; appropriate exercise for maintaining and improving strength, flexibility, and endurance; appropriate use of medications; communicating effectively with family, friends, and health professionals; nutrition; pacing activity and rest, and, how to evaluate new treatments.

The COVID-19 pandemic restricted the capacity to hold all four programs over FY 2021, and as a result, only the Chronic Pain Self-Management Program was held remotely beginning in April 2021. Ten students enrolled in the six-week series, and seven students completed the course. Table 14 provides demographic and health description of the students.

Table 14. Chronic Pain Self-Management Program Demographics & Health

	Percent		Percent
<b>Gender</b>		<b>Chronic Conditions*</b>	
Female	80%	Chronic Pain	40%
Male	20%	Hypertension	40%
<b>Age</b>		Depression/Anxiety	30%
<60 years	27%	Breathing Difficulty/Lung Disease	30%
60 to 74 years	64%	Osteoporosis	20%
75 to 84 years	9%	Arthritis	20%
<b>Lives Alone</b>		Cancer	10%
Yes	45%	Other	10%
No	55%		
<b>Race</b>			
White	100%		
<b>Hispanic/Latinx</b>	0%		

Totals may sum to more than 100% due to rounding. \*Respondents could choose all that apply.

### **Aging Mastery Program**

The Aging Mastery Program is a comprehensive 10-week curriculum covering a variety of topics surrounding healthy aging: aging, exercise, sleep, nutrition, financial wellness, end of life planning, relationships, medication management, and falls prevention. The program combines classes with expert speakers, group discussion, and goal setting to help older adults gain new skills to make small, meaningful changes in their lives. PCOA offers the program under license with the National Council on Aging (NCOA).

Due to COVID-19, PCOA and the NCOA discontinued in-person courses, mid curriculum, in March 2020, and resumed with a remote format in July 2020. PCOA continued with the virtual format during FY 2021 with two series offered in the fall and spring, respectively. As COVID-19 begins to attenuate, and it is safe to do so, PCOA will increase the number of sessions and hold them in-person.

Each week a community expert presented materials on the weekly topic and engaged students in interactive learning activities. All students were asked to complete two surveys - one at the beginning and one at the end of the series. The data provide metrics for program planning at the local and national levels. Collectively, students enrolled in both courses rated the quality of the programming as excellent (90%), and that it helped health (81%) and quality of life (76%). Overall, 90% of the students completed the Aging Mastery Program series during FY 2021.

Table 15 highlights the demographic and health profiles of the students enrolled in the fall and spring courses.

Table 15. Aging Mastery Program Demographics & Health

	Percent		Percent
<b>Gender</b>		<b>Chronic Condition Prevalence*</b>	
Female	72%	Hypertension	41%
Male	28%	Arthritis	38%
<b>Age</b>	71 years (avg)	High Cholesterol	34%
<65 years	14%	Depression/Anxiety	31%
65 to 74 years	45%	Obesity	28%
75+ years	41%	Osteoporosis	24%
<b>Race</b>		Heart Disease	21%
Black	3%	Diabetes	21%
Native Hawaiian/Pacific Islander	7%	Cancer/Cancer Survivor	14%
White	86%	Lung Disease	10%
Unknown	3%	Other	21%
<b>Hispanic/Latinx</b>	0%	None	3%

Totals may sum to more than 100% due to rounding. \*Respondents could choose all that apply.

### BeMedSmart

PCOA was awarded a Substance Abuse Block Grant from Arizona Complete Health (formerly Cenpatico Integrated Care) in 2015. The Substance Abuse Block Grant, administered statewide by the Arizona Health Care Cost Containment System, supports a variety of substance abuse services, including prevention programs such as BeMedSmart.

The program was developed to meet a community need for medication misuse prevention for older adults in Pima County. Its primary goal is to educate older adults about the importance of safe use, storage, and disposal of all medications to prevent overdose deaths in the general population, including pets.

BeMedSmart prevention educators address this goal by convening monthly coalition meetings, giving presentations, and facilitating evidenced-based workshops throughout the community. Program staff collaborate with various community partners, participate in stakeholder meetings, and in statewide prevention collaboratives. These collaborative partnerships collect data for developing local and state prevention program strategies and activities.

The BeMedSmart Coalition is comprised of older adults and many cross-sectoral community partners, and collectively they develop a logic model mapping program inputs, interventions, and outcomes:

- Tucson Police Department
- University of Arizona
- Portable Practical Educational Preparation, Inc.,
- Community Prevention Coalition
- Tucson Electric Power
- AARP
- Neighbors Care Alliance
- Arizona Air National Guard
- Soreo Hospice
- Tucson Medical Center
- Pima County Health Department
- Pasqua Yaqui Tribe
- HOPE
- La Frontera
- CODAC
- Community Medical Services
- La Frontera

This was the final fiscal year for PCOA’s involvement in BeMedSmart. During FY 2021, the results of various program data collection efforts resulted in increased awareness of the importance of communication with providers about medications and usage, safer storage, and location of community drop-off locations.

## **Dementia Capable Southern Arizona**

Dementia Capable Southern Arizona seeks to create a dementia-friendly community in which adults with dementia can thrive by increasing community-based understanding of Alzheimer’s disease and related dementias. This community collaborative effort supports adults with dementia and their caregivers through coordination of resources, community education, and supporting policy change.

The greater aim of Dementia Capable Southern Arizona is to increase the identification of adults with Alzheimer’s disease and related dementias and make referrals to appropriate resources. Partnerships include the following programs and initiatives:

- The United Way of Tucson and Southern Arizona
- ELDER Alliance
- Arizona End of Life Care Partnership
- The University of Arizona Center of Aging
- Intermountain Centers for Human Development
- Casa de la Luz Hospice
- Posada Life Community Services
- Alzheimer’s Association Desert Southwest Chapter
- Tucson Collaborative Community Care
- Interfaith Community Services

Dementia Capable Southern Arizona spent most of the 2020-2021 FY in the planning stage with the US Administration for Community Living to build a strong foundation for a community wide effort anchored at PCOA. During this planning phase, Dementia Capable Southern Arizona created a workplan, evaluation plan, and budget. Additionally, the program established a team consisting of a Program Director, Community Education Specialist, and two Certified Options Counselors. Further, Dementia Capable Southern Arizona began work with US Administration on Aging on the development of a Dementia Friendly Community Plan to ensure that our community is equipped to support people living with Alzheimer’s disease and related dementias and their caregivers.

The Dementia Action Team of the ELDER Alliance was established and meets monthly with continued attendance of more than 20 individuals. The meetings bring project partners and community partners to the table, and several work groups were created focusing on creating a Dementia Friendly Community, marketing and communication, and community education.

In June 2021, the Community Education Specialist created a training on dementia screening tools so that PCOA staff and external partners can screen individuals for early signs of cognitive decline. These screening tools are imperative as they offer the ability for early detection and intervention with Alzheimer’s disease and related dementias.

## **Veteran Independence Plus of Southern Arizona**

Through a partnership with PCOA and Southern Arizona VA Health Care System (SAVAHCS), the Veteran Independence Plus of Southern Arizona (VIP of SAz) program provides a person-centered, Veteran-directed approach to help Veteran’s achieve their goals through services, in-home and community supports. To be eligible, a Veteran must

first be enrolled for services with the Veterans Health Administration, have a primary care team at the SAVAHCS, meet the eligibility criteria for the Veteran Directed Services, and receive a referral from the SAVAHCS to VIP of SAz. The program allows for Veteran choice, control, flexibility, and freedom in planning their own long-term services and supports.

The opportunity to receive home and community-based services is designed to avoid placement in or return home from a skilled nursing or other long-term care facility. Under the VIP of SAz program, the Veteran, and their representative (if applicable), manage a flexible budget; determining for themselves what combination of services and items will best meet their personal care needs; hire their own personal care assistants/caregivers; and purchase items or services to live safely and independently in the community. A qualified VIP Coach from VIP of SAz supports the Veteran by providing options, referrals, long-term supports, and services designed to meet community challenges, reduce caregiver burn-out, and improve the Veteran's community-based outcomes and achievement of their goals.

During the 2020-2021 FY, VIP of SAz enrolled eight new Veterans in the program and served a total of 12 veterans.

## **Workforce Development**

### **PimaCare At Home**

PCAH is the non-medical in-home care agency of PCOA. PCAH serves residents of Pima County in need of in-home care services which are referred to by ALTCS, PCOA's Community Services System, and fee-for-service clients. PCAH provides age inclusive care for individuals needing respite, short term, and long-term care, support for long distance caregivers, and Alzheimer's and dementia care. Supervisors work directly with the clients and families to create a personalized care plan tailored to meet the needs of the clients. The Direct Care Workers (DCWs) are matched with the clients and provide support with personal care, light housekeeping, medication reminders, accompaniment, companionship, laundry assistance and meal preparation according to the care plan.

PCAH faced many challenges and changes during the 2020-2021 FY related to the COVID-19 pandemic. DCWs and clients were provided personal protective equipment (PPE) recommended per the CDC to continue providing services safely. Even with the provision of PPE, external challenges with compromised immune systems, childcare needs due to school closures, becoming the primary caregiver for an adult in their home, and several other barriers made it challenging for DCW's to continue providing services. Several clients opted to stop services pending more information on COVID-19 and vaccination availability for

themselves and Direct Care Workers. These clients who opted out of PCAH services sought assistance from family and friends both in the community and out of state. PCAH continued to accept new clients requesting services. Procedure to start services and conduct in person visits were changed to be completed over the phone which at times the severity of client's condition or home were not accurately reported.

Table 16. PCAH Client & DCW Demographics

	<b>Percent</b>
<b><u>Client</u></b>	
<b>Gender</b>	
Female	51%
Male	48%
Other	2%
<b>Age</b>	
<55 years	20%
55 to 64 years	13%
65 to 74 years	18%
75 to 84 years	25%
85+ years	25%
<b>Primary Language</b>	
English	80%
Spanish	18%
Russian	3%
<b><u>DCW</u></b>	
<b>Gender</b>	
Female	87%
Male	12%
Other	1%
<b>Age</b>	
<40 years	17%
40 to 49 years	17%
50 to 59 years	29%
60 to 69 years	24%
70 to 79 years	12%

Totals may sum to more than 100% due to rounding.

While recruitment and retention of DCWs has been an ongoing national challenge, COVID-19 presented additional obstacles in the effort to hire and retain DCWs. All interviewing and training were conducted either by telephone or Zoom, while onboarding was conducted in-person with PPE and social distancing. Understanding that isolation and loneliness increased for both clients and DCW's during this time, PCAH worked with an intern to identify and implement measures that increased connection and reduced loneliness for both clients and DCW's. DCWs expressed frustration over the lack of person-to-person

communication but were appreciative of the increased and regular contact via phone, email, text, and mail. As the burden of COVID-19 waned, training was expanded to include a combination of online and in-person training. PCAH continues to actively recruit DCWs given the statewide staffing shortage and high client demand for home-based long-term care. Table 16 provides demographic information on the 80 PCAH clients and 75 DCWs. In FY 2021, DCWs 72,241 hours of direct service.

### **CareGiver Training Institute**

CGTI has been providing training programs in Tucson for nearly twenty years, and has trained thousands of certified nursing assistants, certified caregivers, and assisted living managers. PCOA acquired CGTI in April 2020, and its mission is to be the leader in healthcare education through elevating standards in training, inspiring excellence in students, and positively impacting the community.

COVID-19 necessitated some halts and shifts in programming. In navigating the 2020-2021 FY, CGTI did the following:

- Classes were halted for approximately 4 months in 2020.
- Class lectures were shifted to remote learning as of July 2020.
- In-person skills learning was conducted in full PPE (i.e., isolation gown, face shield, face mask). In May 2021, CGTI shifted to face masks only as vaccine access expanded.
- Investments in technology including new laptops for student computer lab.
- Graduations were halted.

At beginning of remote/hybrid learning, the Assisted Living Manager training was placed on hold when the instructor resigned. As of 2021, CGTI hired a new instructor who served as an Executive Director of a local assisted living community and who has over 25 years' teaching experience. The Assisted Living Manager training resumed in March 2021 and was held virtually. The Assisted Living Manager training has now returned to in person learning.

CGTI could play a critical role in the workforce development and is exploring additional partnerships to make programs available to specific populations - for example, those with developmental disabilities. CGTI is also exploring options for expanding course offerings to include other types of entry-level healthcare training.

As COVID-19 continues to attenuate, CGTI will soon be offering expanded learning options, including daytime, evening, and weekend courses to better meet the needs of our students and help address some barriers to learning.

### ***Industry Partner Program***

During the 2020-2021 FY, CGTI redesigned the Industry Partner Program, reinforcing the focus on student support and excellence. The program provides an opportunity for students to connect with community care partners who have demonstrated a commitment to high quality patient care and positive employment experience. This connection provides an opportunity to mutually learn from one another through job fairs, agency sponsorships, and features in *Never Too Late*. This relationship allows outstanding community partners to have access to a highly skilled and trained long-term care workforce in Southern Arizona.

### ***Expanded Skills Lab***

In 2020, PCOA and CGTI received funding from the support of the Margaret E. Mooney Foundation to boost CGTI and expand learning opportunities for students. Two full skills labs with eight student stations and an instructor station each were developed. The configuration of the labs allowed for distance and airflow as safety precautions. Additionally, the low student to instructor ratio allowed for significant individual instruction. To provide simulations for care provision in different care contexts, the skills labs included both hospital and residential beds. Through the lab expansion and as a safety precaution, students were provided with their own medical mannequin. Prior to the COVID-19 pandemic, students would share a mannequin or practice on each other. The mannequins provide a range of learning experiences and include geriatric models that mimic the thinner skin of older people, as well as models with an array of medical issues, and blood pressure arms for student practice.

### ***Student Outcomes***

Of the 144 students enrolled in CGTI training programs (i.e., Caregiver [CG], Nursing Assistant [CNA], Assisted Living Manager [ALM]), 91% successfully completed the curricula. Table 17 provides information on the students enrolled in the different CGTI curricula.

Table 17. CGTI Student Demographics and Completion Rates

	<b>CG</b>	<b>CNA</b>	<b>ALM*</b>
	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>
<b>Number Completed/Enrolled (% Graduated)</b>	71/77 (92%)	49/56 (88%)	11/11 (100%)
<b>Gender</b>			
Female	80%	82%	100%
Male	13%	13%	--
Unknown	7%	5%	--
<b>Age Range</b>	18 to 61 years	19 to 63 years	26 to 68 years
<b>Race</b>			
Asian	2%	7%	20%
Native American/Alaska Native	4%	2%	--
Black	16%	16%	30%
White	42%	41%	40%
Multiracial	13%	18%	10%
Unknown	22%	16%	--
<b>Hispanic/Latinx</b>			
Yes	44%	42%	30%
No	27%	38%	70%
Unknown	29%	20%	--
<b>Educational Background</b>			
Some High School	5%	4%	--
High School Diploma/GED	55%	55%	30%
Vocational Degree/Some College	21%	20%	30%
College Degree	12%	11%	40%
Unknown	7%	11%	--

Totals may sum to more than 100% due to rounding. \*Includes students in 2021, 2020 data not available.