

Pima Council on Aging

Annual Report FY2008-09

Our mission is to promote dignity and respect for aging, and to advocate for independence in the lives of Pima County's older adults and their families, now and for generations to come.



Pima Council on Aging, Inc.
Area Agency on Aging, Region II

Serving older adults
and their families living
in cities and towns
across Pima County

Promoting Dignity and Respect for Aging Caring for People and Community

Pima Council on Aging advocates, plans, coordinates, funds, develops and delivers home-and community-based aging services for older adults; and, provides supportive assistance, accurate information and local resource connections for family caregivers.

PCOA is dedicated to improving the lives of older adults by providing appropriate *advocacy*, accurate *information*, and timely *assistance*, access to affordable direct services and *funding* to the Community Services System, a local network of human service agencies.

Advocacy

With public policy: PCOA staff listens—through daily contact with individuals and organizations across the economic and social spectrum.

PCOA speaks: as a respected authority on behalf of the needs of older adults before federal, state and local policy makers.

PCOA empowers: elders are given information to speak effectively on their own behalf through Forums. Newsletters. Fact Sheets. Expert Speakers.

PCOA empowers people and advocates for elders who require help to solve problems with health care and benefit programs, housing, consumer fraud, personal finance management, Medicare, and many other issues.

Assistance

With more than 1,000 active volunteers, we enable older adults to take an active role in supporting the larger community and each other.

The **Council of Senior Citizen Organizations (COSCO)** encourages all older adults to have an educated response to a host of community issues.

Members of our **Retired and Senior Volunteer Program (RSVP)** serve families, children and elders in hospitals, museums, through law

enforcement agencies, and scores of nonprofit and community agencies—more than 80 in all.

Neighbors Care Alliance Program volunteers enable older adults to remain at home living independently. Neighbor-to-neighbor grassroots groups in many different neighborhoods provide home visits, shopping, transportation for health care visits and more.

Through the **Ambassador Program**, more than 100 neighborhood-based, trained volunteers provide information to older adults and their caregivers in over 220 locations across Pima County.

Services

As the **Area Agency on Aging, Region II (Pima County)**, PCOA is the umbrella agency for aging issues that affect the lives of Pima County's older residents and their families. PCOA also funds key home- and community-based services with other local agencies which provide specific services to older adults and their caregivers. Agencies include: Arizona's Children Association; Casa De Esperanza, Inc.; Catholic Community Services; City of Tucson, Community & Housing Services; Community Home Repair Projects of Southern Arizona; City of Tucson Parks & Recreation Department; Pima Health System; Pima County Health Department;

The Salvation Army; Southern Arizona Legal Aid; Tucson International Alliance of Refugee Communities; and Tucson Urban League.

PCOA offers high-quality, affordable service consultations, by appointment on weekdays, at the PCOA main office at 8467 E. Broadway and in two community offices located on the Northwest Side and in Green Valley: Interfaith Community Services at 2820 W. Ina Rd. and the Pima Community College Performing Arts Bldg. at 1250 W. Continental Rd. Among the PCOA Services:

Pima Meals on Wheels deliver thousands of meals helping older adults stay nourished in their homes.

Congregate Meals help older adults socialize and be nourished.

Home Repair and Renovation for low-income elders maintain safer homes.

Transportation assistance means greater mobility with rides to and from congregate meal centers.

Elder Care Specialists assist older adults and their families.

Family Caregiver Support includes groups, one-to-one counseling, and training for family caregivers.

Respite Services help family caregivers take a break.

Case Management coordinates and monitors in-home care plans.

Emergency Alert provides emergency response electronic alert services.

Housekeeping and Personal Care supports independence in the home.

Nursing Clinics dispense health education, blood pressure screenings, and medication management.

Mature Worker Connection job placement and referral service connects experienced workers 50+ with employers across Pima County.

Medicare/Insurance Benefits Assistance held group and one-to-one counseling for hundreds of individuals to fully understand Medicare options.

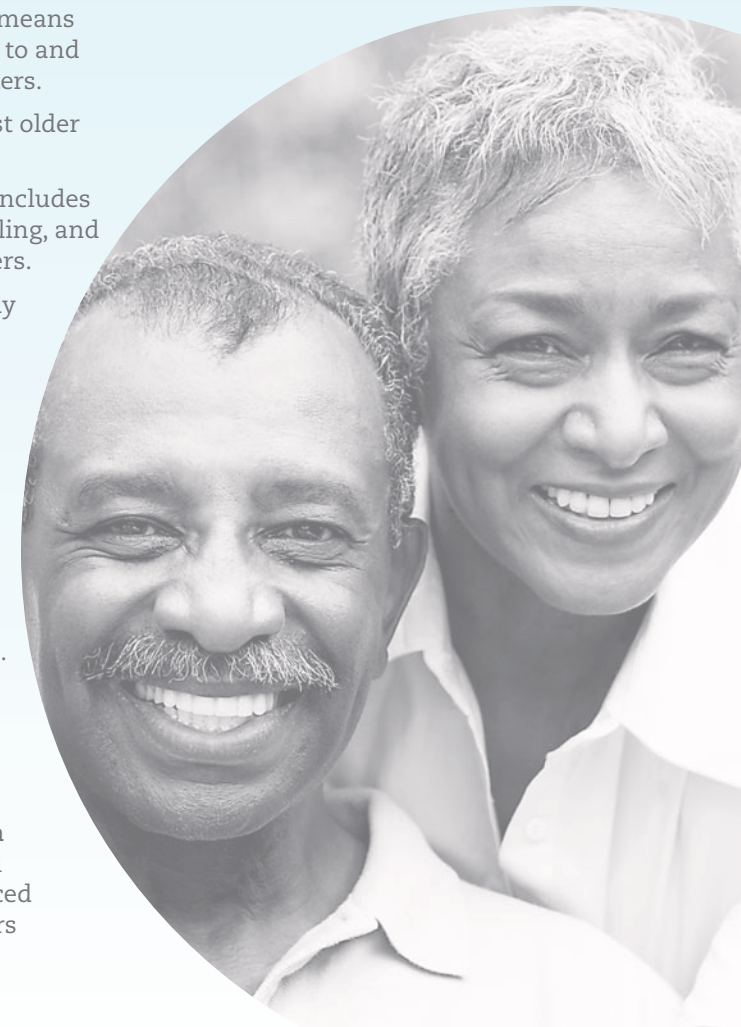
Long Term Care Ombudsmen are frontline advocates for the resident rights of those who are living in elder care facilities.

Legal Assistance helps elders' access legal services.

Budgeting Assistance provides assistance with bill paying and management of resources.

Ombudsman Services help older adults resolve complex issues with agencies, businesses and government.

Grandparents Raising Grandchildren support groups, information and assistance for grandparents responsible for raising their grandchildren.



Generations of Service Who We Are

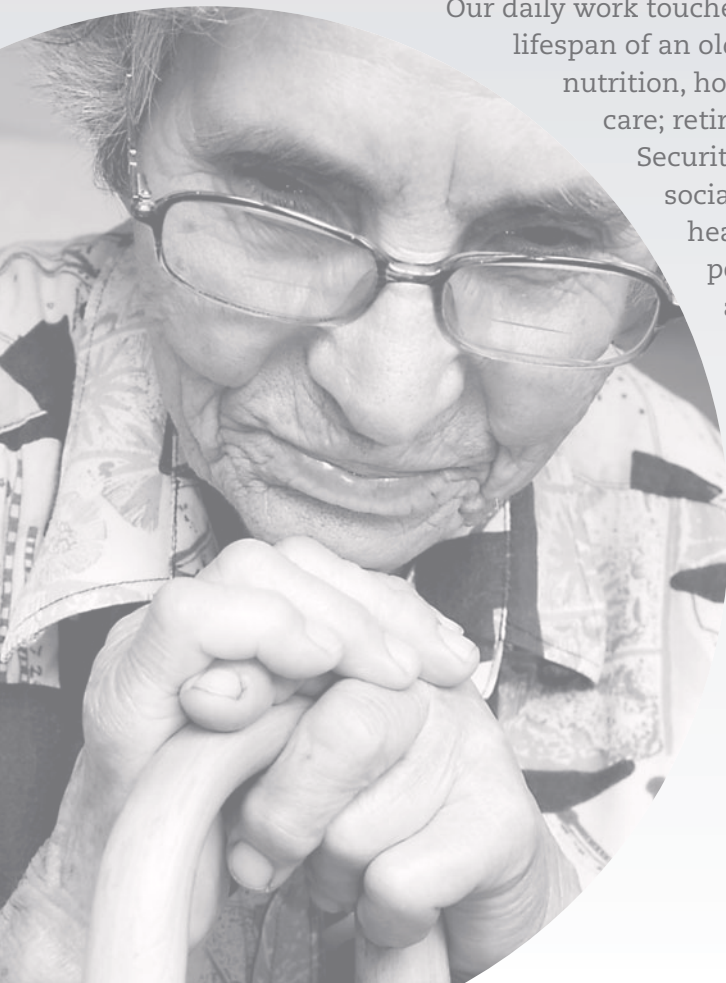
PCOA has led the way on behalf of older adults in our community for over 40 years. Pima Council on Aging (PCOA) is an Arizona nonprofit corporation created by and for the people of Pima County.

Established in 1967, Pima Council on Aging has been and continues to be ahead of its time. PCOA was the first Council on Aging in the State of Arizona and served as the model for the national network of Area Agencies on Aging. PCOA is one of eight Area Agencies on Aging across the state today.

In its role as a designated Area Agency on Aging (AAA), PCOA is responsible for planning, coordinating, and funding of vital aging services to assist older persons and their family caregivers to make informed decisions that allow them to live at home or choose a viable option; preserve independence by accepting needed help; receive accurate information and counsel on a range of aging issues of concern.

PCOA is a membership-supported organization open to any individual or group interested in our purpose to promote dignity and respect for aging, and advocate for independence in the lives of all older adults and their caregivers.

Our daily work touches many aspects of the lifespan of an older person including nutrition, housing and long term care; retirement and Social Security; health promotion, socialization, behavioral health, and Medicare; personal finances, legal assistance, employment and volunteerism.



The Lives We Touch Why We Serve

Services provided by Pima Council on Aging, Inc. funding with community partners. July 1, 2008 through June 30, 2009

Services Provided	Units Delivered	Individuals Served
PCOA Helpline/Intake	12,225 client contacts	8,367
Home Delivered Meals	255,880 meals	1,597
Congregate Meals	99,041 meals	2,012
Transportation	26,545 one-way rides	145
Minor Home Repair	794 repairs	300
Major Home Repair	1,014 repairs	437
Legal Services	505.1 hours	247
Lifeline	4,807 hours	536
Case Management	26,688 hours	1,901
Housekeeping	53,841 hours	1,219
Personal Care	38,734 hours	411
Nursing Clinics	2,357 client contacts	379
<i>Caregiver Support</i>		
Grandparents Raising Grandchildren		
Information & Assistance	2,615 client contacts	338
Support Groups	4,768 hours	239
<i>Elderly Support</i>		
Information & Referral	2,307 client contacts	1,350
Training	21 classes	73
Family Facilitation for Elderly	19 hours	14
Support Groups for Elderly	1,235 hours	159
Supplemental Services	46 jobs	26
Respite	16,230 hours	85
Ombudsman	5,643 client contacts	3,229
Medicare/Insurance Counseling	5,070 client contacts	2,445
Personal Budgeting Assistance	2,568 volunteer hours	130
Long Term Care Advocates Program	16,016 resident contacts 833 complaint resolutions	
Retired/Senior Volunteer Program	94,855 volunteer hours	495
Mature Worker Connection	240 job seekers (96 placed) 7,994 job seeker intake contacts	240
Ambassadors Volunteer Program	3,541 volunteer hours	156
Neighbors Care & Alliance Programs	71,232 staff hours	2,104
Distribution of Donated Products	20,066 products	325
<i>Health Promotion Program – Living Well</i>		
Enhance Fitness	3 classes 3 x week	89
A Matter of Balance	18 classes	189
Chronic Disease Self Management Program	18 classes	126
Behavioral Health–Suicide Prevention Trainings	24 classes	265

A Caring Community

Who Gives Support

Partnerships with organizations from all sectors of the community and the generosity of thousands of individuals, businesses, clubs, and foundations in 2008-09 enabled PCOA to excel. We acknowledge and thank everyone for their outstanding services, in-kind donations and sustained charitable support. Among them:

\$250-\$499

John & Laura Almquist
Nancy Alexander
Jack L. & Nancy Allen
Gene & Alice Amado
Melissa Amado
Frank & Mary Lou Aries
Sandra Barton
Basha's Inc.
Mike & Dr. Pelagie Beeson
Andrew Benavidez
Bruce S. & Donna Beyer
Allan D. & Yvonne Bogutz
Dr. & Mrs. Daniel Boone
Gail Brandt
James J. Britt III
Julie Bubul
Donald G. Buchholz
Roger & Ellen Caldwell
Donna Carender
Diana P. & Jerry Cederquist
Melvin Cohen
Contact One Call Center
Mr. & Mrs. George Cunningham Jr.
Mr. & Mrs. Frederick Dahl
Armando Delgado
Dr. Ludwig M. Deppisch
Margaret Des Portes
Devon Gables Health Care Center
Robert Dohrmann
Sherall Donovan
Rush Dougherty
Nancy Dowling
Patricia Dunkel
Catherine Dunlap
Dorothy H. Finley
Augustine Garcia
Barbara Goldstein
Thomas & Candace Grogan
Handmaker Jewish Geriatric Center
Paul Hanson
Joseph S. Hardy
Edward Hecht
Chris & Donna Helms
Constance Howard
Darrel D. & Mary Hund
Leslie Hunter

Richard W. Keiler & Tommilee Philips
Jeanne Koch
Mariam Kurtz
Barbara Lancaster
Lawrence D. & Glenda M. Leach
Kent Linaman
Roy D. Loewenstein & Alana Y. Stubbs
Humberto & Czarina Lopez
Marian Lupu
James Lydiard
Jean Maldonado
Kenneth Marsh & Penny Simms
Joe Maurer
Kate McMillan JD
Cynthia C. Meyer
Mr. & Mrs. Wayne L. Meyer
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One Hundred Palms
Tom Pashos
Bob & Judy Patrick
Dr. Jessie V. Pergrin
Arthur S. & Elizabeth L. Piper
Jane Ragle
Katherine B. Rambo
Janel Rasmussen
Raytheon Family Group
Diana S. Rigamonti
Patricia C. Roediger
Bernadette A. Ruiz
Stuart Scherger
Maria Serrano
Mr. & Mrs. Robert E. Shelton
Bruce Simon
Soreo Select
Corinne Stinson
Jan Sturges
Edwina Swope
Lawrence V. & Donna J. Tagg
Miles & Angie Theurich
David E. Allard & Ines C. Tilghman
Tucson Airport Authority Employees
Janet Turner
Udall Senior Club
Dr. David Updegraff
Colleen Vangelder
Billy Joe & Sue Varney
Robert Vogelei
Dr. & Mrs. Tony Vuturo
Ken Zehm

\$500-\$999

Wendy H. Aldrich
Michele L. Abruzzo
Pat & C. Briggs Ackert
Bolchalk Frey Marketing
Thomas J. & Marilyn B. Carey

Casa De La Luz, LLC
Cascades of Tucson
Joan Kaye & Bob Gauthorn
Valerie Davison
John Donahue
Donal Drayne
Eastside Seniors Club
Michael Fowler
John & Teri Geiger
Eric & Karen Gustafson
Julia H. Harms
Rodger Jacoby
L. Jean Kendall
William Robert Kirkpatrick
Lapre Scali & Co Ins. Ser LLC
Althea McClure
Brian McGuigan
Jim & Connie Murphy
Barbara Norrander
Kim Oden
Charles & Susan Ott
Jonathan W. Reich
Phyllis J. Rigg
William & Alice Roe
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Yolanda Saldade
Carl & Mabel E. Shurtz Foundation
Sigma Phi Gamma
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Maurine Z. Snyder
Mark & Barbara L. Sterling
James & Gail G. Underwood
Everett & Lee Wyers
Margaret Zube
Virginia Zuelow, CFP

\$1000-\$4999

Wheeler T. & Charlyne E. Abbett
Arizona Dept of Corrections
AZ Public Service
Bayada Nurses
Mary Ellen Beaurain
Catholic Social Services
Jim Click Family Foundation
Paul & June Converse
Cox Communications
Donald & Joan Diamond
Darryl & Mary Ann Dobras
Virginia S. Edmonds
Martha Elkind
Fellowship Square Tucson
The Fountains at La Cholla
Lorraine M. Hamilton
Mary Harbour
Holualoa Arizona, Inc.
Richard & Susan Imwalle
Kenneth Jaeger
Dr. Anna Jolivet
Knisely Family Foundation, held at
Community Foundation of Southern
Arizona
La Frontera Center, Inc.
Charles E. & Barbara G. Lamb

Lamb Family Advised Fund Held at
Community Foundation of Southern
Arizona
Dr. Alan I. Levenson
Neil Matthew
Irv & Terry Mindes
National Bank of Arizona
Susan Nuhn
Raskob Kambourian Financial
Advisors Ltd
Dr. Thaddeus Regulinski
Seymour & Elinor Reichlin
Patrice M. Ryan
Drs. John & Helen Schaefer
Secure Horizon by United HealthCare
Mariano R. Soto
Southern Arizona Federal Women's
Program, Inter-agency Council
Sundt Foundation
Tucson Medical Center
Tohono O'odham Gaming Enterprise
Town of Oro Valley
Valley Services Inc.
Vantage West Credit Union
Wal-Mart Foundation

\$5000-\$9999

Blue Cross Blue Shield of Arizona
Calistri Family Foundation, administered
by the Lohse Family
Carondelet Health Network
Community Partnership of Southern
Arizona
Marshall Foundation
Cole Quilliam & Robin Klaehn Quilliam
Southwest Gas Corporation
Tohono O'odham Nation
Tucson Electric Power

\$10000 and Greater

The Eugene C. & Wiletta F. Denton
Family Foundation
William & Mary Ross Foundation
Eliot T. Spaulding Foundation
The Stocker Foundation
Tucson Junior League of Tucson
Richard & Delores Van Norman Trust

In-Kind

Arizona Lithographers
Arizona Public Media
Chase Bank
City of Tucson, Parks & Recreation
Film Creations, Ltd.
Godat Design
Loews Ventana Canyon Resort and Hotel
Med-Tech Systems
Pima County Adult Probation Department
Southwest Gas Corporation
Tucson Lifestyle Magazine
Tucson Newspapers
Villa Feliz Flowers
Jean Voyt

Financials and Funding

How We Do It

Pima Council on Aging, Inc. and Council on Aging Foundation
Fiscal Year Ending June 30, 2009

Combined Statement of Activities

Revenues and Support

Government Grants	\$ 7,076,606	89%
United Way of Tucson and Southern Arizona	226,000	3%
Contributions— Fundraising and Donations	431,476	5%
Membership Dues	72,456	1%
Investment Income	3,037	0%
Miscellaneous	166,098	2%
Total Revenues and Support	\$ 7,975,673	100%

Expenses

Program Services

Area Agency on Aging Services	\$ 5,925,437	74%
Retired & Senior Volunteer Program	147,620	2%
Senior Community Services Employment	174,081	2%
Mature Worker Connection	150,020	2%
Volunteer Transit Program	250,000	3%
Ambassadors/Neighbors Care Alliance	178,774	2%
Other Programs	27,766	0%
Total Program Services	6,853,698	85%

Support Services

Administration	823,870	10%
Fundraising	310,579	5%
Total Support Services	1,134,449	15%

Total Expenses	\$ 7,988,147	100%
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Major Funding Provided By

Older Americans Act – U.S. Department of Health and Human Services
Arizona Department of Economic Security, Division of Aging & Adult Services
Arizona Department of Health Services
City of Tucson
Pima County Government
United Way of Tucson and Southern Arizona
Pima Association of Governments/Regional Transportation Authority
Community Partnership of Southern Arizona
Arizona Long Term Care System (ALTCS) through Pima Health System (PHS)
Corporation for National and Community Service through
Senior Corps/Retired and Senior Volunteer Program
Centers for Medicare and Medicaid Services through Arizona DES/DAAS
Family foundations and donor-advised funds
Corporate foundations and business contributions
Individual support through PCOA annual memberships
Estate giving through bequests, wills and other planned gifts
Event sponsorships and underwriting support of PCOA annual campaigns

Community Subcontracted Agencies

Arizona's Children Association
Casa De Esperanza, Inc.
Catholic Community Services
City of Tucson, Community & Housing Services
Community Home Repair Projects of Southern Arizona
City of Tucson Parks & Recreation Department
Pima Health System
Pima County Health Department
The Salvation Army
Southern Arizona Legal Aid
Tucson International Alliance of Refugee Communities
Tucson Urban League



PCOA People

Leading the Way

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