

Pima Council on Aging

Annual Report FY2009-10

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 Res Caring for People and Com

Pima Council on Aging 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, the local network of human service agencies.

Advocacy

PCOA empowers adults of all ages to be active advocates for elders, helping elders who require help to solve problems with health care and benefit programs, housing, consumer fraud, elder abuse, personal financial management, Medicare, Social security, and many other issues.

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 and their family caregivers are given accurate information to speak effectively on their own behalf, through Forums, Fact Sheets, Newsletters, and Expert speakers.

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 the **Retired and Senior Volunteer Program (RSVP)**, serve elders, families and children in many different community settings—more than 80 in all.

Neighbors Care Alliance Program volunteers enable older adults to remain at home independently. These

grassroots groups provide home visits, shopping, transportation for health care visits, and more.

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

Services

As the **Area Agency on Aging (AAA), 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 home-and-community-based services with allied local agencies.

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 and Recreation Department; Lutheran Social Services of the Southwest; Pima Health System; Pima County Health Department; 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 **main office at 8467 E. Broadway in Tucson** and at two community offices located on the Northwest Side and in Green Valley: **Ellie Towne Flowing Wells Community Center at 1660 W. Ruthrauff Rd. in Tucson**, and the **PCC Performing Arts Building at 1250 W. Continental Rd. in Green Valley**.

pect for Aging munity

PCOA services include:

Pima Meals on Wheels delivers a thousand meals a day, helping older adults stay nourished in their homes.

Congregate Meals offer affordable meals at 12 local centers on weekdays to help older adults be nourished and socialize.

Home Repair and Renovation helps 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 and caregivers.

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 plan.

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 medications management.

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

Medicare/Insurance Benefits Assistance specialists meet with individuals and groups and also provide consumer alerts to prevent Medicare

fraud, error and abuse, and hold annual Medicare Update seminars for the public to learn about navigating Medicare and plan 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.

Elder Rights Services, formerly known as Ombudsmen Services, help adults resolve complex issues with agencies, businesses, and government.

Health Promotion – Living Well is a series of three evidence-based health promotion programs for adults 60+ about managing one's personal health, staying fit, and maintaining or improving quality of life.



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 older 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 information 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.



The Lives We Touch

Why We Serve

Services provided by Pima Council on Aging, Inc. funding with community partners.
July 1, 2009 through June 30, 2010

Services Provided	Units Delivered	Individuals Served
PCOA Helpline/Intake	11,486 client contacts	7,954
Home Delivered Meals	227,267 meals	1,511
Congregate Meals	95,140 meals	2,016
General Transportation	22,441 one-way rides	108
Minor Home Repair	680 repairs	296
Major Home Repair	516 repairs	350
Legal Services	473.1 hours	246
Lifeline	5,147 hours	532
<i>Caregiver Support</i>		
Information & Referral	2,507 client contacts	1,330
Grandparents Raising Grandchildren Information & Assistance	4,922 client contacts	390
Support Groups	5,628 hours	351
<i>Elderly Support</i>		
Training	4 classes	19
Family Facilitation for Elderly	12 hours	10
Support Groups for Elderly	1,309 hours	153
Supplemental Services	53 jobs	31
Respite	14,667 hours	76
Case management	25,037 hours	1,707
Housekeeping	29,096 hours	904
Personal Care	11,340 hours	201
Attendant Care	99,352 hours	755
Nursing Clinics	2,719 client contacts	459
Elder Rights & Benefits (formerly Ombudsman)	4,727 client contacts	2,520
Medicare/Insurance Counseling	6,090 client contacts	3,959
Personal Budgeting Assistance	1,447.65 volunteer hours	119
Long Term Care – Ombudsman	1,403 complaint resolutions	NA
Retired/Senior Volunteer Program	87,057 volunteer hours	442
Mature Worker Connection	237 job seekers (112 placed) 6,006 job seeker contacts	122 NA
Ambassadors Volunteer Program	3,554 volunteer hours 24,329 community contacts	163
Neighbor's Care & Alliance Programs	56,376 volunteer hours	1,958
Distribution of Donated Products	21,663 products	354
<i>Health Promotion Program – Living Well</i>		
Enhance Fitness	8 classes (3 x week on-going)	218
A Matter of Balance	24 classes	256
Chronic Disease Self Management Program	11 classes	89
Behavioral Health–Suicide Prevention Trainings	10 classes	80

Individuals could be receiving one or more services

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 2009-10 enabled PCOA to excel. We acknowledge and thank everyone for their outstanding services, in-kind donations and sustained charitable support. Among them:

\$250 - \$499

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Debra Adams
Eric & Sheree Anderson
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Valley Services, Inc.
Vantage West Credit Union
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Wells Fargo Advisors
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Nancy & Harold Willingham Charitable Fund

\$5000 - \$9999

Richard Brand Trust
Community Partnership of Southern Arizona
Horizon Moving Systems
Tucson Electric Power
Sun City Vistoso Community
Bridgeway Health Solutions
University Medical Center
The Graesser Foundation
Southwest Gas Corporation
Lloyd E. Stanley Family Trust
The Eugene C. & Willetta F. Denton Family
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\$10,000 and Greater

CareMore Medical Enterprises
Freeport-McMoran Copper & Gold
Brian & Maxine Goldstein
Blue Cross Blue Shield – Arizona
Community Foundation for Southern Arizona
Eliot Spalding Foundation
Richard & Dolores Van Norman Trust

In-Kind

Arizona Daily Star
Arizona Lithographers
Arizona Public Media
Dave Audelo & Ginger Irwin
Clear Channel
Wyatt Daily
Film Creations, Ltd.
Fleming & Curti PLC
Godat Design
Greco Painting, Inc.
ITCAP
JMT Construction
Journal Broadcast Group – Tucson
Loews Ventana Canyon
Lori Lieber Graphic Design, Inc.
Med-Tech Systems, Inc.
Personally Delivered
Mr. & Mrs. Kenneth Pyle
Brian and Alene Schwartz
Sir Speedy
Southwest Gas Corporation
St. Patrick Termite and Pest Control
Tucson Lifestyle Magazine
Villa Feliz Flowers
Wachovia Securities
Wells Fargo Advisors

Financials and Funding

How We Do It

Pima Council on Aging, Inc. and Pima Council on Aging Foundation
Fiscal Year Ending June 30, 2010

Combined Statement of Activities

Revenues and Support

Government Grant	\$ 7,315,004	91%
United Way of Tucson and Southern Arizona	125,000	2%
Contributions-Fundraising and Donations	451,080	6%
Membership Dues	73,825	1%
Investment Income	24,805	0%
Miscellaneous	38,183	0%
Total Revenues and Support	\$ 8,027,897	100%

Expenses

Program Services

Area Agency on Aging Services	\$ 6,131,444	75%
Retired & Senior Volunteer Program	141,137	2%
Senior Community Services Employment	227,257	3%
Mature Worker Connection	147,966	2%
Volunteer Transit Program	190,223	2%
Ambassadors/Neighbors Care Alliance	179,209	2%
Other Programs	23,201	0%
Total Program Services	\$ 7,040,437	86%

Support Services

Administration	807,875	10%
Fundraising	306,492	4%
Total Support Services	1,114,367	14%
Total Expenses	\$ 8,154,804	100%

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
Lutheran Social Services
of the Southwest
Pima Health System
Pima County Health
Department
Southern Arizona
Legal Aid
Tucson International
Alliance of Refugee
Communities
Tucson Urban League



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Leading the Way

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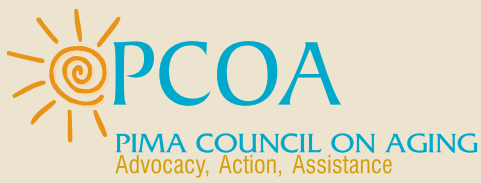
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