Dear Friends and Supporters,

This has been a wonderful year of growth and opportunity for PCOA, and we are grateful for your help in making much good work possible.

• Last fall, we developed a new partnership with Community Food Bank of Southern Arizona to serve fresh, locally sourced meals through our Pima Meals on Wheels and at community lunch programs around the county.
• During the past year we provided more than 250,000 meals with our partners Catholic Community Services and Lutheran Social Services of the Southwest.
• PCOA is now the information connection for the End of Life Care Partnership in our community and assists people in completing their advanced care plans in English and Spanish, planning that is so critical to ensuring that each person’s wishes are honored.

• We continued to successfully advocate for the rights and needs of older people and their families.
• PCOA’s leadership of statewide advocacy efforts with the Arizona Legislature helped secure an increase in funding for critical in-home supportive services for the third year in a row, and we played a key part in gaining the largest increase in federal Older Americans Act funds we’ve seen in recent memory.

This is just a small sampling of the work PCOA has done in our community and the successes you have helped to make possible this year.

Through both our advocacy work and our services, PCOA is dedicated to helping older people to live long and healthy lives, remain engaged and find meaning, and enjoy the best quality of life possible. Thank you for standing alongside us in our work to help our community age well.

In gratitude,

Robert Bell
Chair

W. Mark Clark
President & CEO
PIMA COUNCIL ON AGING IMPACT
FISCAL YEAR JULY 2017 - JUNE 2018

253,429 meals
179,918 served through Pima Meals on Wheels and 73,511 through lunch sites

1,258 repairs
to the homes of low-income older people

1,893 family caregivers received support services

2,260 people helped with End of Life Care Planning

1,064 people in our Healthy Living program

1,036 resolutions local long-term care resident complaints resolved

19,169 individuals

167,729 hours of in-home service provided

650 people kept safe with emergency alert systems

13,368 Helpline contacts

1,036 resolutions local long-term care resident complaints resolved

3,214 people helped to navigate Medicare

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MEALS PROGRAMS

253,429 meals
179,918 served through Pima Meals on Wheels
and 73,511 at community lunch sites

MARK

“Boredom is the enemy,” says Mark. “I’m out of my house every day doing things in the community.” Most of those days are spent volunteering with and attending the Community Lunch Program at Casa Community Center in Green Valley. Each day, Mark brings food over from the kitchen, sets up the silverware, glasses and plates and helps in whatever way he can.

Five years ago, Mark and his wife moved here to take care of his mother-in-law. When his wife passed away unexpectedly four months later, Mark, who is legally blind, was not yet well integrated into the community and needed a new purpose and a place to belong. His mother-in-law introduced Mark to the Community Lunch Program.

Mark’s story is filled with unexpected challenges but he has met them all with a positive attitude, humor and determination. The purpose and community he has found as part of the lunch program have made Green Valley his home.
In her career as a social worker, Kay knew about and recommended PCOA to many people, “but I never thought of myself as someone who needed help,” she says.

“After talking with Sandy (at PCOA), I realized that I was a caregiver and I needed to keep myself healthy so that I could be there for Sharon.” With the help of PCOA’s Caregiver Services staff, encouragement from a support group, and a community of friends and family, Kay was able to be there for her wife, Sharon, until she passed away peacefully in their home nearly two years ago.

When she retired, Kay pictured a different life, one where she and Sharon would grow old together, a life filled with travel and companionship. Now, Kay is volunteering her time to help other people find the community and support that carried her through Sharon’s passing and continue to give her life meaning.
MAVIS

At 90, Mavis lives alone in central Tucson, nearby her daughter and son-in-law, Sue and Tom. Mavis is legally blind and weak due to an ongoing health condition.

Sue and Tom are devoted to Mavis and were doing their best to care for her, making daily visits and helping with shopping, bill paying, and housekeeping. Sue was also helping her mom with bathing but was afraid that there was little she could do to assist if Mavis began to fall. In their mid-60s themselves, Sue and Tom were becoming exhausted and overwhelmed, so they called PCOA to see what help was available.

PCOA now provides a professional caregiver who visits Mavis three times a week to help with bathing and housekeeping. We also installed a Lifeline device so that Mavis can call for help if she should fall. Sue tells us she now has peace of mind that her mother is safe. She and Tom still shop for her mom and take care of the things they feel should stay in the family, like bills and budget management, but they are so grateful and relieved for the help. Sue shares that now when she visits her mom a few times a week, she is able to enjoy their time together and even has the energy to take Mavis on outings to visit friends.
Financial Overview 2017-2018

Total Revenues $12,451,179
Total Expenses $12,432,902

EXPENSES
- Program $11,031,418
- Administrative $969,421
- Fundraising $432,063

REVENUES
- Government & Other Agency Contracts - $11,079,914
- Federal & State 75%
- Health plan contracts 19.5%
- Other contracts .5%
- City of Tucson 2%
- Pima County 3%
- Other contracts 19.5%

Private Revenue - $1,371,265
- United Way of Tucson and Southern Arizona 12%
- Contributions & memberships 64%
- Investment income 8%
- Earned income 5%
- Program income & fees 5%
- Miscellaneous 6%

Total Revenues $12,451,179
Total Expenses $12,432,902

89% 8% 4%
<table>
<thead>
<tr>
<th></th>
<th>6/30/2018 Pre-Audit</th>
<th>6/30/2017 Audited</th>
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<tr>
<td>TOTAL ASSETS</td>
<td>$8,360,925</td>
<td>$8,137,461</td>
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<td>LESS TOTAL LIABILITIES</td>
<td>$2,259,779</td>
<td>$2,035,186</td>
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<tr>
<td>TOTAL NET ASSETS</td>
<td>$6,101,146</td>
<td>$6,102,275</td>
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### Community Impact

- **Home & Community Based Services**: $3 Million
- **Meals Programs**: $2 Million
- **Homecare Services PimaCare at Home**: $1.9 Million
- **Case Management**: $1 Million
- **Family Caregivers**: $0.8 Million
- **Home Repair & Adaptation**: $0.3 Million
- **Medicare Counseling & Healthy Living Programs**: $0.4 Million
- **Community Education & Other Programs**: $1.7 Million

**Program Expenses**: $11 Million

Read the full annual audited financial statements at pcoa.org.
WALTER

Walter purchased a car from a dealership and experienced a host of issues - from the vehicle arriving long after it was promised, to mechanical problems, to poor customer service. He eventually returned the car and bought a different vehicle from another dealership. When he tried to cancel extras and service plans he had purchased for the first car, he got nowhere, and the dealership stopped returning his calls.

Walter came to speak with a PCOA Client Services Specialist during the weekly office hours held at Ellie Towne Community Center. She was able to help him file a complaint with the Attorney General’s Office and the Better Business Bureau. In the end, we were able to help Walter get back $6,200 - all but $200 of what he had spent.

He was very thankful for the assistance he received in helping him claim the refund to which he was entitled.
TONY AND MARY

After a doctor’s appointment, Tony headed out to the car while his wife Mary checked out. Walking across the parking lot alone in the rain, he began to feel very unwell, dizzy and faint. Without any nearby support, Tony remembered what he had learned in his A Matter of Balance fall prevention workshops. He got down on all fours, rolled onto his side, and was able to prevent a fall. Two helpful strangers assisted Tony to his car and waited with him until Mary arrived.

Mary shares the rest of the story saying, “I took Tony right to the doctor’s office. Wet, but not hurt. Was he embarrassed? A little bit. Was he happy that he dealt with the situation successfully? A lot!”

They were so grateful that Tony had walked away from this potentially dangerous situation with his health intact, because of the knowledge he gained through A Matter of Balance.
PCOA is here to help with reliable information about resources and services for older people and their families in Pima County.

Our Helpline is staffed by experienced, certified information and referral specialists who can help with just about any question or issue related to older people in Pima County. Staff listen to each caller’s concerns and provide them with information about available options, and may refer them to a program offered by PCOA or other community partners. They take each individual situation into account and help identify resources to meet each need. Many of the resources are also available on our website.
Our Caring Community

In 2017-2018, the generosity of caring donors and members made life-changing services possible for thousands of people. Thank you for helping older adults in Pima County live healthier, happier, more independent lives.

$25,000 and up
Tucson Electric Power
National Council on Aging
Estate of Richard Brand
Estate of John M. Gilbert

$10,000 - $24,999
Allwell from Health Net
Casa de la Luz Hospice
Eliot Spalding Foundation
Andy and Agnes Poore
Quail Park of Oro Valley
Tucson Medical Center
Donna R. Vining
Susan Von Kersburg

$5,000 - $9,999
Anonymous
Blue Cross Blue Shield of Arizona
Broadway Proper
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Jack Challem Trust
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Mercy Care Plan
Dorothy Olson
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Bayada Home Health Care
Blue Cross Blue Shield of Arizona Advantage
Carchedi Estate Sales and Appraisals
Care1st Health Plan Arizona
Casa de la Luz Foundation
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“For me, PCOA was a lifesaver.”
– Karen, family caregiver

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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.

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