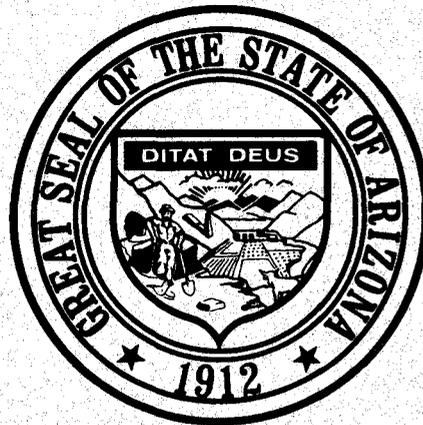
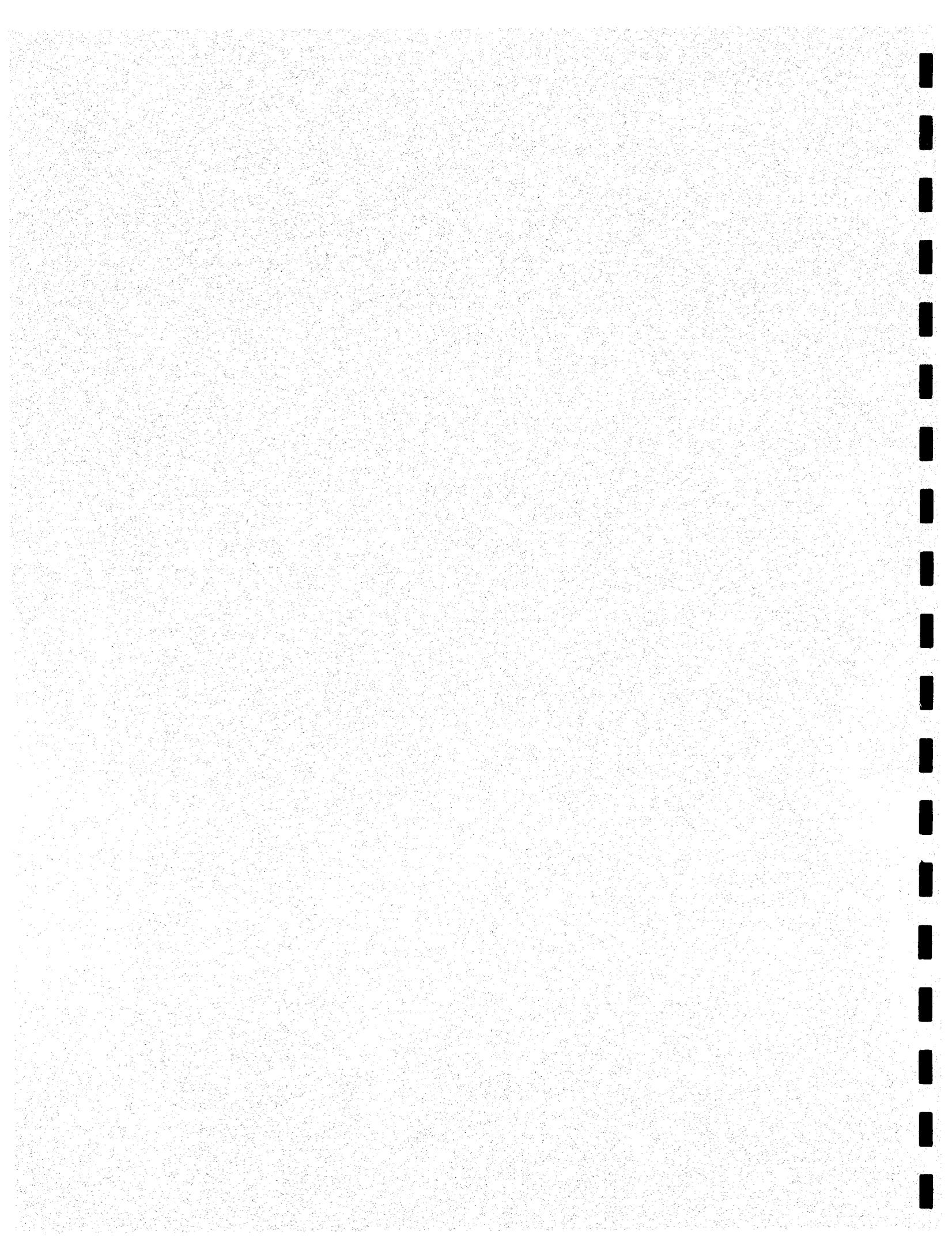


**GOVERNOR'S ADVISORY
COUNCIL ON AGING**



**UPDATE
1997-98**





GOVERNOR'S ADVISORY COUNCIL ON AGING

COUNCIL MEMBERS 1998

Dixie M. Jessen, Chairperson

Conrad Berry
Rio Rico, AZ

John T. Boyer, M.D.
Tucson, AZ

A. Paul Blunt
Scottsdale, AZ

Dosia Carlson, Ph.D.
Phoenix, AZ

Kermit Clark, Sr.
Tempe, AZ

Diane Daychild, M.S.W.
Scottsdale, AZ

Arnold Jeffers
Tucson, AZ

Dixie M. Jessen, R.N.
Phoenix, AZ

Gloria Moraga
Mesa, AZ

Patrick Nugent
Kingman, AZ

Barbara O'Dell
Tucson, AZ

Dorothy Powell
Casa Grande, AZ

Dorothy Staskey, Ph.D.
Flagstaff, AZ

John Templin, J.D.
Sun City West

Mary L. Walsh
Sierra Vista, AZ

Honorary Member

Gwen Bedford
Phoenix, AZ

Ex-Officio Members

Elvera Anselmo
Office of the Attorney General

Henry Blanco
Aging and Adult Administration

Steve H. Gelbart
Arizona Dept. of Insurance

Jane L. Lange
Arizona Dept. of Health Services

Alan Schafer
AHCCCS/ALTCS

Staff

Anne Lindemann
Executive Director

Lupe Solis
Program Specialist

Maggie Dembowski
Program Specialist

Helen Perez
Administrative Secretary

Betty Reder
Administrative Secretary

ARIZONA STATE LIBRARY
ARCHIVES & PUBLIC RECORDS

FEB 11 2005

INTRODUCTION

As we approach the new millenium, awareness of the growing demographics and the changing outlook in the world of "aging" pose new and exciting challenges. Attitudes and perspectives prevalent in the 1960s, 70s and 80s, changed considerably in the mid-90s, as the first baby boomers reached their fifties. The aging outlook will be markedly different as this cohort reaches their late fifties and sixties. Their numbers alone demand innovative channels to meet new needs and wants. To maximize its staff and resources, the Governor's Advisory Council on Aging relies heavily on collaborations that help increase its reach and strengthen its influence.

For nearly two decades, the Council has strived to find solutions to issues facing aging constituents in Arizona. This report covers Council activities during 1997 and 1998.



GOVERNOR'S ADVISORY COUNCIL ON AGING
1991-2000 • A DECADE OF PREPARATION

Although many issues occupied the Council's time during this period, chief among them were: elder abuse and exploitation, home and community-based services, caregiver support, behavioral health funding for older adults, new trends in grandparents roles and issues surrounding long term care needs, including end-of-life issues.

Although keen to prepare for trends and challenges facing the aging community in the near future, the Council constantly responds to crises in the aging field and to day-to-day problems encountered by the elderly as they age.

To find better and more effective ways to promote the well-being and quality of life of older adults in their later years, the Council undertakes the following activities: advocacy, legislation development, information dissemination, promotion of public understanding, interventions, fact finding and program development. The Council conducts all of these activities keeping in mind its mandate as official advocate for the elderly in this state.

PROGRAM DEVELOPMENT

Arizona continues to be one of the fastest growing states in the nation. 1998 Census Bureau projections indicate that 643,754 people over the age of 65 live in Arizona.

The expected increase in numbers of elderly (a doubling of the 55+ population by 2020) residing in the state causes continuous growth in service demands. Throughout both the 1997 and the 1998 legislative sessions the Council led the charge to obtain additional appropriations for programs experiencing insufficient funding.

In 1997, and again in 1998, the Council was instrumental in obtaining the Governor's and the Legislature's support to forestall deep cuts to the home and community-based services program administered by the Area Agencies on Aging in Arizona. The resulting appropriations forestalled service stoppages which would have been necessary as a result of both federal cuts in Social Services Block Grants, Title XX, and an increasing demand for services.

Following a one-year pilot program of respite care for caregivers in Maricopa County the Council spearheaded a legislative proposal to institutionalize the program. In 1997, HB 2460 (Chapter 162) provided a \$185,000 appropriation to expand the program statewide. This program continues to provide much-needed relief for caregivers who take care of their loved ones at home, and forestalls expensive, premature institutionalization.

Arizona's retiree growth has been aided by the efforts of the Department of Commerce Arizona Office of Senior Living (now the Arizona Office of Senior Industries Development), whose sole aim is to attract wealthy retirees to the state. While recognizing and applauding their efforts, the Governor's Council is concerned about the consequent need to build up and reinforce the service infrastructure to meet demand, especially in rural areas of the state.

The recent boom in construction of upscale retirement communities and assisted-living facilities in the state is a case in point. Their presence testifies to the long-term vision of developers and others in the housing industry. While the building boom illustrates their outlook, the proliferation also highlights the fact that many Arizona retirees are not able to afford high-priced accommodations and need housing alternatives. Even those who retire with sufficient incomes quickly expend their resources when faced with acute health crises or long-term care costs, and end up requiring partial or full governmental assistance and community services.

In 1997, the Council developed a request for an endowment fund for aging services out of Tobacco Tax Funds. Although unsuccessful, the Council's effort was aided by Rep. Susan Gerard's initiative to include a \$500,000 appropriation for aging services out of Tobacco Tax Funds. By June 30, 1998 the program, which provides adaptive equipment to seniors and other services not covered by other programs, had served over 737 persons statewide. The Area Agencies consider this appropriation one of the most cost-effective and innovative means to assist seniors in need.

To better help Arizona prepare for the upcoming demographic explosion, and to sensitize policy makers to the needs and wants of current and future residents, the Council proposed to the Arizona Town Hall Board that it host a meeting focused on aging issues.

In May 1998, the Town Hall hosted their first forum on aging issues, "Meeting the Challenges and Opportunities of Arizona's Growing Senior Population" in Prescott, Arizona. The Council's executive director and many prominent Arizonans attended. Their deliberations are encapsulated in the 72nd Arizona Town Hall Report dated May 3-6, 1998, and encompass long term care, financial security, health care, Social Security, Medicare and other state and federal issues and programs.

It is the Council's hope that their recommendations for state action will serve as a guideline for future policy development in Arizona. The consensus is that Arizona needs to move fast in order to ensure an available, affordable, comprehensive array of aging services. Forward action is necessary if we are to avoid the problems faced by other retirement havens in the late 1980s and early 90s.

The Council works closely with the Governor's Office, the Legislature, the aging services network (including the Area Agencies on Aging statewide) and the Aging and Adult Administration of the Department of Economic Security. Other agencies with whom the Council interacts on a regular basis include the Departments of Health Services, Transportation, Insurance, and the Arizona Health Care Cost Containment System (AHCCCS). The Council often develops or joins ad hoc coalitions in efforts to resolve mutual issues.

Throughout 1997 and 1998, the Council concentrated in areas which are fast becoming of paramount importance to older Arizonans.

HEALTHY AGING

In celebration of the United Nations Proclamation of 1999 as International Year of Older Persons, and in keeping with stated goals of the National Institute of Aging to promote healthy aging, the Council developed plans for a year-long fitness and physical activity program for senior individuals. The program, "Arizona Senior Fitness 2000," is designed to promote daily physical activity for individuals at whatever their level of capacity. To date, the program has 1400 participants, 80 facilities and over 75 coordinators statewide. In collaboration with Senior Olympics, the program will participate in their Parade of Athletes. Arizona Senior Fitness 2000 will host program awards at the Governor's Conference on Aging in May 2000.



HEALTH CARE

The Council's executive director and various Council members actively participated in the Department of Health Services Task Force charged with revising and enacting rules and regulations for a consolidation of residential care facilities licenses into a universal assisted-living license. The Task Force's efforts resulted in passage of Senate Bill 1237 (Chapter 178). The consolidation clarified licensing requirements and has enabled facilities to offer appropriate services for residents as they age in place.

The Council also provided input to the Governor's Blue Ribbon HMO Task Force, which developed SB 1321 (Chapter 251) instituting insurance portability rights, and SB 1098 (Chapter 100) which instituted an appeals process for members of health maintenance organizations.

In 1998 the Council collaborated with the Alzheimer's Association chapters and others in the state to obtain passage of a \$1.2 million appropriation for Alzheimer's disease research. The appropriation included in HB 2354 (Chapter 245) is a dollar for dollar match through private grants. The bill established the Arizona Center for Alzheimer's Research to bring together major research groups and universities working this vital research area in the state.

ELDER ABUSE

Financial abuse and exploitation at the hands of unscrupulous operators, who entice seniors to participate in mail order fraud through deceptive advertisements and victimize them through embezzlements and scams, continue to be of grave concern to the Council. Arizona is one of the foremost states in the nation in strategizing to eradicate financial exploitation and abuse of the elderly.

During the 1998 legislative session, the elder abuse statutes were strengthened in response to the *Arizona Republic* series, "Homes

Without Hope,” detailing abuses in care group homes. SB 1050 (Chapter 161) is an extensive vulnerable adult protection bill that increased penalties and required fingerprinting and criminal record checks for owners and employees of nursing care and residential care institutions and home health agencies.

During the 1996 legislative session psychological and verbal abuse of the elderly had been defined in HB 2053 (Chapter 357), in order to indict abusers and strengthen public response to elder abuse, especially in care facilities.

In addition, SB 1050 established a Central Abuse registry under the Office of the Attorney General. The bill also contained appropriations for a centralized intake line for Adult Protective Services complaints with extended hours of operation, and a 24-hour, seven-day a week, elder resource referral line. The statewide toll-free phone line became fully operational in January 1999. It is operated by the Area Agencies on Aging.

Through collaborations with the Arizona Office of the Attorney General, the Area Agencies on Aging, Adult Protective Services, AARP, and many other organizations, the Council continues to explore ways to deter and eradicate elder abuse of any kind. We are active participants in the Maricopa County-based Maricopa Elder Abuse Prevention Alliance (MEAPA). Staff continues to support MEAPA’s efforts to develop temporary, emergency placements for elder abuse victims, and effective, appropriate protocols for review of elder abuse case handling and procedures.

To foster awareness statewide the Council supports development of local elder abuse coalitions. Jointly with Arizona’s Attorney General’s Office of Elder Affairs, the Council actively promoted the development and met regularly with local task forces on elder abuse in Santa Cruz and Pima counties.

With Council support the Pima County Task Force, staffed by the Tucson Office of the Attorney General, staged a very successful

training session for law enforcement officials in early 1998. The Council presented a one-day Financial Abuse and Exploitation Conference in October 1998 in Rio Rico. This conference was co-sponsored by the Santa Cruz Elder Abuse Task Force, staffed by the Santa Cruz County Public Fiduciary Office. Over 100 field professionals in the field of aging participated. The model for this conference was piloted in Sierra Vista in late 1997. Requests for the elder abuse presentations continue to come in, and the Council will continue to sponsor these workshops as long as needed.

Financial Exploitation conferences with over 500 participants in attendance continued to be held in late 1997 and in 1998 in Sierra Vista, Payson, Flagstaff, and Rio Rico. These conferences were planned in cooperation with local advocacy groups and with the assistance of the local Area Agency on Aging.

During the 1997 legislative session the Council supported the Supreme Court's efforts to create a private fiduciary fund from monies collected through registration fees. HB 2023 (Chapter 180) appropriated \$50,000 to the Supreme Court to investigate claims of private fiduciary misconduct and to institute fiduciary training.

In 1998 the Legislature provided funding to the Supreme Court to re-establish an elder law telephone hotline statewide. The \$100,000 appropriation was contained in HB 2618 (Chapter 207).

BEHAVIORAL HEALTH

Suicide among the elderly has been a serious concern in Arizona for a long time. In 1994, the Council presented the first-ever public discussion on the causes of elderly suicide and explored community responsibility in a conference entitled, "Shadows in Life: Suicide Among the Elderly." Shortly thereafter, the Office of Older Adult Health at the Department of Health Services organized a Suicide Prevention Task Force which was chaired by a Council staff member.

The Task Force developed a best practice curriculum for primary care practitioners and health care professionals. The Task Force also presented three continuing education workshops in Prescott, Bullhead City and the Globe/Miami area.

The Task Force curriculum became the basis for a "Depression in the Elderly" workshop piloted by the Council in Sierra Vista in December of 1997. Local health care professionals and planning agencies, including local Area Health Education Centers participated. An October 1998 conference in Flagstaff was geared to a mainly Native American audience of professionals in the field of aging.

The goal is to sensitize professionals working with the elderly to recognize behavioral changes and symptoms of depression, and to utilize appropriate responses and interventions. To date, over 700 people statewide have attended these workshops.

PROGRAM REVIEW

Throughout late Spring and early Summer 1997 the Council reviewed and made program recommendations on the formulation of the three-year State Plan on Aging by the Department of Economic Security Aging and Adult Administration (our state's Unit on Aging). Over the summer Council members presided over statewide public hearings to gather community input in Yuma, Bisbee, Casa Grande, Sun City, Phoenix, and Window Rock.

This document is updated and renewed in three-year planning cycles and the process will be repeated in Spring 2000. The Council renewed a reporting format to review the progress of activities detailed in the Plan in late 1998 and early 1999.

END OF LIFE

In June 1997 Governor Symington issued Executive Order 97-8, creating the Commission on Aging and End-of-Life issues. This action was in response to a United States Supreme Court decision which made the question of physician-assisted suicide a matter for each state to decide. The Commission, although independent of the Council, is chaired by Anne Lindeman, Executive Director, and staffed by her executive secretary.

During a six-month review process, the Commission heard testimony from numerous health care professionals, affected patients and community advocates. Recommendations developed as a result of their deliberations are presented in a full report dated December 31, 1997.

The Commission's recommendations, centered around promotion of programs such as hospice, and the development of protocols which will ensure quality of care at the end of life and preservation of the individual's right to make decisions. Other areas of review included the education and training of physicians in geriatric care and pain management, promotion of advance directives, and exploration of finance options to provide both needed education and training of health care professions, and to uphold the needs of the dying patient.

Given the importance of their task, the Commission's life was extended to implement the recommendations. Their first task was the development of a grant request to the Robert Wood Johnson Foundation for their End-of-Life initiatives.

Although unsuccessful in this effort, the Commission continues to pursue other funding resources and alternatives to implement the proposal. The Commission continues to meet bimonthly throughout 1998 and early 1999. The Council upholds the Commission's work and supports its mission.

GRANDPARENTS CONCERNS

In every generation, grandparents have been taking care of grandchildren. In the late 1980s and the 90s a new trend has been emerging. More and more grandparents are becoming primary caregivers for their grandchildren. Nationally over 4 million people are solely responsible for their grandchildren. The reasons are many: death, illness, drug abuse, or economic hardship. Whatever the reason, these older adults are facing an unexpected situation at a time when most were looking forward to their "golden years."

Grandparents often live in one person households. Thus, when they assume additional responsibility, many face undue physical and mental stress and financial constraints. They list legal, economic, health care, training and education, and communication problems as primary concerns. In response to the growing incidence of these situations the Council created a Task Force on Grandparent Concerns. The Task Force is a joint effort with Center DOAR, a local social services agency which has been a leader in focusing attention to these situations and developing networking support groups for grandparents. The Task Force is made up of professionals in the field and grandparents who faithfully attend meetings from as far away as Kingman, Arizona.

The Task Force recommendations were presented to the Council in a report dated September 1998. In response, the Council developed a bill to make it easier for grandparents to register their grandchildren in school, when in process of obtaining legal custody. HB 2614, School Residence; Non-Parents (now Chapter 46), introduced by Representative Lou Ann Preble, passed in the 1999 legislative session.

At the request of the Task Force, the Council also supported HB 2417 (now Chapter 251), to create a subsidized permanent guardianship program in the Department of Economic Security for children in the foster care system. This bill was successful. In 1997,

the Council supported SB 1294 (Chapter 45), which granted visitation rights to grandparents.

In March 1998 the Task Force hosted a conference in Phoenix, "Grandparents Raising Grandchildren: Surviving and Thriving," spotlighting legal and other concerns affecting grandparent caregivers. Over 80 people attended and gave high marks to the information received.

The Council also co-sponsored two sites for a national satellite video conference with the University of Wisconsin and Purdue University, held in January 1999. The two sites, one in Phoenix and one in Tucson, hosted over 75 participants.

The collaboration with the University of Arizona Cooperative Extension Service continues to produce results. Following a successful grant application, the Extension Service is developing audio information tapes, which will be updated regularly with advocacy and information messages composed by Task Force members. The messages will be available to the public by calling the Extension Service.

In addition, grandparents' concerns and support groups are being formed throughout the state with local sponsorship and the assistance of Grandparents United, an Arizona organization dedicated to giving legal and other assistance to grandparent caregivers.

The Aging and Adult Administration has shown interest in developing responses to the needs of these grandparents through grant proposals and proposed activities statewide. The Task Force fosters program development and provides information as it continues to meet on a regular basis.

MEDICARE

In anticipation of the unveiling of Medicare Health Plan Choices Program by the Health Care Finance Administration (HCFA), and to reduce elderly beneficiaries' anxiety over the proposed changes, the Council hosted seven information workshops statewide over a three-day period in November 1998. The sessions were planned and developed in collaboration with HCFA's Region X Office of Public Information, and the Aging and Adult Administration's Benefits Counseling Program, which provided speakers and materials for dissemination at the information forums. Over 300 people attended statewide.

In addition, the Council's executive director has actively participated in the planning and development of Arizona's Medicare "Ferret Out Fraud" campaign since its inception. This campaign is an off-shoot of HCFA's Medicare fraud prevention efforts.

Proposed changes to the Medicare program continue to hold the Council's close attention and involvement. HCFA requested the participation of the Council's executive director in the local advisory committee for HCFA's Medicare Competitive Pricing Demonstration Project. Required by the Balanced Budget Act of 1997, this pilot project will test a new methodology for paying Medicare+Choice managed health care plans in the state. Naturally, this proposal has aroused grave concern among aging advocates and Medicare beneficiaries. The Council continues to closely monitor developments and will make its voice heard as needed.

1997 SENIOR DAY AT THE LEGISLATURE

Senior Day at the Legislature is held every other year, in those years when the Council does not host a Governor's Conference. Senior Day 1997 was overshadowed by concerns over the future of home and community based services (HCBS) in the state. Newspaper headlines announced cutbacks in HCBS, on March 7, 1997—the

day Senior Day was held. With over 900 people in attendance, the aging network, including the area agencies on aging, the Aging and Adult Administration, aging service agencies and other organizations, were understandably nervous about expected service interruptions to hundreds of elderly receiving HCBS services. Maricopa County would have been hardest hit by the service curtailments.

With Governor Symington and legislative leaders in attendance, help was on the way. The Governor ordered the redirection of \$250,000 in Social Services Block grants to augment aging coffers and forestall services closures. As always, the issues of the day focused on issues vital to elderly people's well-being. Respite, Hospice, and the Ombudsman program were highlighted and the Legislators responded by approving funds for respite care and additional funding for HCBS.

1998 GOVERNOR'S CONFERENCE ON AGING

The 1998 Governor's Conference on Aging, "A Compass for the Future: Dynamic Directions," was held in Flagstaff, Arizona during two snowy days in May 1998. It was the tenth bi-annual conference hosted by the Council. Over 500 people from throughout the state attended the conference on the beautiful campus of Northern Arizona University. Although the conference was smaller than previous years due to facility size, participants rated the conference highly.

The conference contained more than 40 workshops on various subjects, focused in four tracks. One keynote session on the challenges of the new aging demographics, two policy sessions, and one plenary session for each of four tracks were conducted. Topics covered everything from active aging, spirituality, trends and challenges, options and problem areas.

Prominent advocacy issues included respite care for caregivers, the augmentation of the ombudsman program and additional funding for home and community-based services. The 1998 Legislative session produced over \$500,000 additional funds for these programs.

The next Governor's Conference will be held in May, 2000 in Phoenix.

LOOKING AHEAD

A comprehensive, affordable, and accessible array of aging services statewide is the guiding focus as the Council continues to promote and develop programs, foster discussions, and present conferences and workshops. The Council's constant goal is both to sensitize policy makers to the current needs and wants of the aging population, and to assist the aging network to develop affordable options and realistic solutions.

With the dedication of Council members, volunteers, the aging network, and the commitment of the staff, the Council feels confident it can continue to find and implement solutions to the challenges ahead.