

Arizona Seniors Resource Guide



Community Resources For Community Living

**Governor's Advisory Council on Aging
Office of Governor Janet Napolitano**

PAGE INTENTIONALLY LEFT BLANK

Senior Resource Guide Table of Contents:

Message from Governor Janet Napolitano.....	1
Overview of Aging 2020.....	2
Overview of Governor’s Advisory Council on Aging.....	3
Resources for Seniors.....	4-7
Safety and Protection.....	8
Caregiver Support.....	9-10
Serving on a Council/ Workgroup.....	11
Governor’s Centenarian Program.....	12
Information and Assistance: Important Numbers.....	13-16



GOVERNOR'S ADVISORY COUNCIL ON AGING

1789 West Jefferson Street, 008A

Phoenix, AZ 85007

Phone: (602) 542-4710

Fax: (602) 542-4774

E-mail: gaca@azdes.gov

*Message from
Governor Janet Napolitano*



Dear Friends,

Whether you're a lifelong Arizonan or just moved to the Grand Canyon State, Arizona is truly a wonderful place to call home. In our state, the sun shines year round, and the future is getting even brighter as more and more people move to Arizona to raise their families, start a business or retire.

Now is a particularly great time to be a senior in Arizona. As our population matures, we are working to enhance existing services and offer new ones that that will improve the quality of life for all seniors. For the first time in Arizona history, we have a policy advisor on aging to specifically work on the issues that matter most to seniors.

Together, we're addressing a range of concerns, from lowering the cost of prescription drugs to ensuring job opportunities for mature workers. We've made great progress and are ahead of the curve in developing the necessary infrastructure to meet the needs of an aging population and support their ability to age with dignity and independence.

Most importantly, we're making sure that you're connected to the services that you will benefit from the most. We've prepared this resource guide to help direct you to a variety of programs and services specifically for seniors. If you have any questions or need additional information, please contact my Advisory Council on Aging at (602) 542-4710. We're here to help.

Thank you for your continued support as we continue to move Arizona forward by improving the quality of life for all Arizonans - from the youngest to the oldest.

Yours Very Truly,

**Janet Napolitano
Governor**

Aging 2020: The Road Ahead

Arizona is faced with two key challenges when it comes to addressing the needs of senior citizens. First, today's seniors need a network of community resources that complement their active lifestyles, and services and support to assist them when problems arise.

Second, even as we focus our energy on today's age 60+ population, we need to be cognizant of our state's changing demographics. By the year 2020, one in four Arizonans will be over the age of 60. This significant shift will bring both opportunities and challenges to our state.

We're beginning to prepare our state and our residents for this change now. In March 2004, Governor Napolitano issued an Executive Order calling on Arizona's state agencies to begin planning *now* to meet the needs of our changing population.

Fourteen agencies joined forces to create an Aging 2020 Plan. The Governor's Office, in collaboration with the Governor's Advisory Council on Aging, then presented this plan directly to our citizens. Through 40 public forums across the state, Arizona residents had the opportunity to learn about the draft plan and offer suggestions. The final Aging 2020 plan combined each of these perspectives to create a vision for a better Arizona.



Today, state government is putting the Aging 2020 Plan to work. In the coming months, each participating state agency will prioritize its work, and meet with local stakeholders to coordinate this effort.

As Arizona continues to grow, the state must be ready to meet the needs of our changing population. Under the leadership of the Governor's Office, Governor's Advisory Council on Aging and state agencies, we can meet this challenge. Our work today will prepare Arizona for a bright and prosperous tomorrow.

Governor's Advisory Council on Aging

The Governor's Advisory Council on Aging ("the Council") is a statewide body of 15 members appointed by the Governor to serve three-year terms. The Council does not provide direct services, but monitors and develops programs and policies that affect older adults.

The Council was created by state law to review the development and implementation of the state plan on aging and to serve as the official state advocate for seniors promoting measures to enhance the quality of life for older adults. In this role, the Council gathers information about aging trends and makes recommendations to the Governor, the Legislature, and appropriate state agencies.

By using ad-hoc committees, the Council reviews and develops strategies to address wide-ranging issues. Past and present issues include grandparent concerns, older worker issues, long-term care, energy and utilities, affordable housing, rural transportation, guardians and conservators, and misuse of medications by older adults. Current committees focus on Alzheimer's disease, social and health issues, legislative and policy coordination, and mature worker issues.

The Council has been instrumental in providing training and awareness programs concerning vital aging issues. In addition, by creating public and private partnerships, the Council has been able to coordinate elder abuse training programs, plan services to Alzheimer's patients and families, promote intergenerational understanding, develop physical fitness activities for older adults, and serve as a catalyst to promote improvements and changes in Arizona's system of care for older persons.

For more information about the Governor's Advisory Council on Aging, its members, or committees, call (602) 542-4710 or visit the Council's Web site at: www.azdes.gov/gaca.



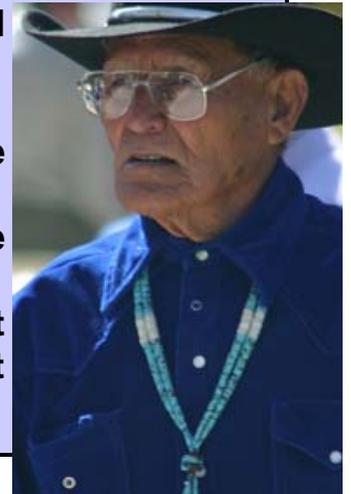
Resources



Benefits CheckUp Arizona

In partnership with the National Council on the Aging (NOCA) and three Arizona foundations, Governor Napolitano launched *Benefits CheckUp* in Arizona in May 2004. *Benefits CheckUp* is an easy-to-use tool for seniors 55 years and older, and disabled citizens, to instantly - and accurately - determine their eligibility for hundreds of public and private benefits including financial aid, in-home services, educational and volunteer opportunities, prescription drug coverage, health care, home energy, nutrition assistance and more. It links seniors directly to the agencies that offer services and provides information on how to access those benefits.

Free *Benefits CheckUp* screenings are available online and at more than 70 sites throughout Maricopa and Mohave counties; in 2006, sites will be available throughout Arizona. If you'd like to conduct a screening of your own, log on to the Web site at www.benefitscheckup.org. For more information about Benefits CheckUp, call (800) 432-4040.



The State Health Insurance Assistance Program



The Arizona State Health Insurance Assistance Program (SHIP) is a free health-benefits counseling service for Medicare beneficiaries and their families or caregivers. Their mission is to educate, advocate, counsel and empower people to make informed decisions about Medicare and other health insurance-related services. SHIP counselors are available statewide to meet with you in person, and even visit your home if you are unable to come to them. To take advantage of SHIP services, call (800) 432-4040 or visit the web site at <http://www.azdes.gov/aaa/programs/ship>.

Resources

CopperR_x Card

In 2003, Governor Napolitano created the Arizona CopperR_xSM Card, one the nation's first free prescription drug discount cards. It offers substantial savings to any Medicare-eligible Arizonan and to Arizonans who qualify for Social Security Disability Insurance benefits.



The card is honored at more than 500 pharmacies throughout Arizona and uses the buying power of seniors to save 15-55 percent on brand name and generic drugs, an average of \$12.50 per prescription. More than 52,000 seniors across Arizona are taking advantage of the CopperR_xSM Card and have saved more than \$11.5 million in prescription costs to date.



The savings start immediately. To learn more about the CopperR_xSM Card, simply call (888) 227-8315 or visit my Web site at <http://www.azgovernor.gov/copperxcard>.

Life Care Planning

Arizona law allows individuals to make decisions about future health care treatment now so that if they become incapacitated later, their families and doctors will know what medical care they want or do not want. This type of advance planning is one of the most important gifts we can give our families. To simplify this process, as Attorney

General, Governor Napolitano designed a straightforward life care planning system so you can make decisions now about your future. This program has been so popular, that current Attorney General Terry Goddard offers a similar initiative to Arizona residents. To receive these forms, as well as a list of facts and discussion topics that will help you make these important decisions, call (602) 542-2124 or visit http://www.azag.gov/seniors/life_care/LifeCarePlanning.html.

Resources

Legal Services

Whether it's a simple question about a power of attorney form or something more substantial like a tenant/landlord concern, the State of Arizona and Area Agencies on Aging offer a variety of free legal services to older Arizonans who need assistance. Such services are designed to safeguard the rights, interests, and property of older persons, to protect them from harm, and to provide advice and counseling to older persons and their families about financial and business concerns. Some legal concerns that attorneys may assist you with include power of attorney, guardianship/conservatorship, wills, living wills, trusts, and tenant/landlord concerns.



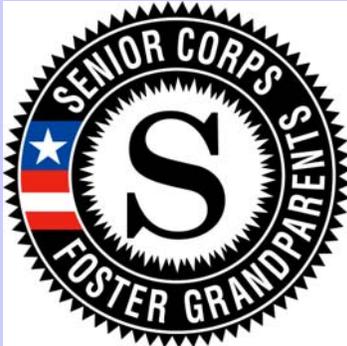
Home and Community Based Services

The Home and Community Based Services System (HCBS) is a comprehensive case managed system of care which offers an array of services designed to assist aging adults and persons with disabilities to live with dignity and independence in their own homes and communities. By providing appropriate levels of support, seniors are able to continue living independently and avoid institutional care, despite chronic health care conditions and physical disabilities.



Services provided through the HCBS program include home health services, adult day care, home delivered meals, assistance with bathing, grooming and other personal care needs, medication management, transportation to medical appointments, and more. Certain eligibility criteria must be met to receive services. For more information, contact your local Area Agency on Aging.

Resources

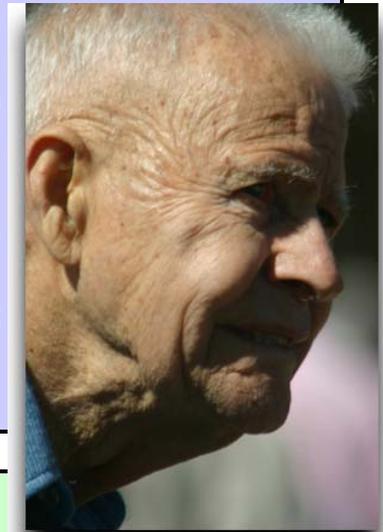


Foster Grandparents

The Foster Grandparent Program encourages seniors, 60 and older, who have income at or below the poverty level to volunteer with special-needs children in their communities.

Foster Grandparents volunteer an average of 20 hours per week, helping children with physical or learning disabilities. In

return, seniors receive supplemental insurance, an annual physical, a small stipend for those who qualify, help with meal and transportation costs, and most importantly, the chance to make a positive difference in the life of a child. Seniors who are interested in becoming Foster Grandparents can call (800) 424-8867 or visit www.seniorcorps.com.



Grandparents Raising Grandchildren

More than 5 million children in our country live with grandparents and other relatives. In Arizona, 114,990 grandparents have their grandchildren living with them. Of those, 52,200 have the primary responsibility of caring for the children (Census 2000). These grandparents are keeping families together, yet raising a child can present many challenges and changes in a grandparent's life.

Each fall, the Arizona Kinship Coalition and Beatitudes Center D.O.A.R. conducts "Grandparent's University" to help grandparents better cope with day-to-day issues of child-rearing. There are also numerous support groups in both urban and rural communities to help the families involved. To learn more about what's available in your community, contact the Governor's Advisory Council on Aging or your local Area Agency on Aging.

Safety and Protection

Long Term Care Ombudsman

Long Term Care Ombudsmen are specially trained and certified advocates who work to improve the quality of life and quality of care of residents living in long term care facilities. Ombudsmen provide routine visits to long term care facilities to talk to residents about their concerns and to monitor conditions in the facilities. Residents and their families may report a complaint to their Ombudsman, who will investigate and attempt to resolve the problem without legal intervention. Ombudsmen also provide educational services to long term care facility residents, families, staff and community members about resident rights, quality of care issues, and coordination with community services. Ombudsmen services are free of charge and strictly confidential.

For Ombudsman assistance, contact your local Area Agency on Aging or call the State Long Term Care Ombudsman at (602) 542-4446.

To report concerns about care and violations of federal and state licensing requirements, contact the
Arizona Department of Health Services:
Skilled Nursing Facilities: (602) 364-2690
Assisted Living Facilities: (602) 364-2639



Adult Protective Services

Arizonans over age 18 who see themselves or another person being abused (physically, psychologically, or emotionally), neglected, or exploited (being taken advantage of) can report their concerns to Arizona Adult Protective Services (APS). APS staff will investigate complaints and take appropriate action based on their findings and state law.

To report concerns about possible abuse, neglect, and/or exploitation, call the Arizona Adult Protective Services Toll-Free line at:
(877) 767-2385.

Caregiver Support

Supporting Arizona's Family Caregivers

Family caregivers are a critical part of Arizona's long term care system because family members provide the majority of care to seniors. But being a caregiver can be very stressful, and can lead to health problems. To make sure that we keep our family caregivers healthy, we provide supports and services through the Family Caregiver Support Program to both relatives caring for seniors and grandparents raising grandchildren. Family caregivers can access the following assistance:



- Education, information, and assistance in accessing community services.
- Respite care (a temporary break) from caregiving responsibilities.
- Assistance with care for loved ones with disabilities who meet eligibility criteria.
- Supplemental Services that complement and support the care provided by the family caregiver.



For more information about services and assistance available to family caregivers, contact your local Area Agency on Aging or contact the State Office on Aging Family Caregiver Support Program at (602) 542-4446.

Caregiver Support



Special Assistance to Caregivers of People with Alzheimer's Disease

Being a family caregiver can be a challenging and exhausting experience. But caring for someone with Alzheimer's disease can be especially difficult, as you watch your loved one's memory and ability for self care slowly fade away. The experience is even more demanding if you have few resources for assistance. In response to the growing number of people in Arizona with

Alzheimer's disease or related dementia and to address the need for culturally competent caregiver services, we created the Alzheimer's Walk of Friendship (or Camino de Amistad).

The purpose of the Alzheimer's Walk of Friendship is to provide education, outreach, and direct services to low-income minority persons with dementia and their caregivers. The Department of Economic Security/Aging and Adult Services Administration administers the program in partnership with the Area Agency on Aging, Region One, Inc. and the Arizona Chapter of the Alzheimer's Association.

For more information about services for persons with Alzheimer's disease and their caregivers, contact your local Area Agency on Aging or the state Alzheimer's Program at (602) 542-4446.



Your Input is Important!

Our ability to meet the needs of Arizona's aging population and develop innovative solutions to the issues seniors face depends on an engaged citizenry.

Mature Worker Initiative

Arizona is one of four states in the country working with the AARP to launch a national Mature Worker Initiative to connect Arizona's mature workers to productive and satisfying careers. This initiative will provide mature workers with access to training that will allow them to remain competitive in the job market and link them to employers who value their experience.



The Governor's Advisory Council on Aging is collaborating with the public/ private sector to develop strategies for employment opportunities and hosting mature worker job fairs across Arizona to promote this important initiative. To learn more, please contact the Council at (602) 542-4710.

Citizens' Workgroup on the Long Term Care Workforce

In March 2004, Governor Napolitano created the Citizens' Workgroup on the Long Term Care Workforce. More than 40 community organizations and private citizens have developed recommendations to address Arizona's shortage of direct care workers such as health aides, personal care attendants, and certified nursing assistants.

To learn more about how you can get involved, call (602) 542-4710.

Arizona's Centenarian Program



It is a great distinction to live to celebrate 100 years of age or more. The Governor admires the spirit, inspiration, and longevity represented by Arizona's Centenarians. They are an invaluable resource as well as our living link with history.

To honor Centenarians, the Governor's Advisory Council on Aging maintains a registry of people 99 years old or older for the Governor's Office. Each month,

Council staff submit the names of individuals celebrating their birthdays in that month. Centenarians then receive a birthday greeting from the Governor to recognize their continuing contribution to the State of Arizona.

If you know of someone who is 99 years of age or older, please send the following information to the Governor's Advisory Council on Aging:

First Name:

Last Name:

Date of Birth:

Facility Name (If applicable):

Address:

City, State, Zip:

Telephone:



E-mail: gaca@azdes.gov

Fax: (602) 542-4774

**Address: GACA/Centenarian Program, 1789 W. Jefferson, 008A
Phoenix, AZ 85007**

Where to Turn for Help

Are you wondering where to find your local senior center?

Need help getting to a doctor appointment?

Have a question about your rights when renting an apartment?

Answers to these questions and many more are provided every day by the by Arizona's eight Area Agencies on Aging and the State Office on Aging. In fact, one of the most important things that the aging network does is to connect seniors with local community resources and services.

Arizona State Office on Aging

The Department of Economic Security's (DES) Aging and Adult Administration serves as Arizona's state office on aging, and is responsible for managing state and federal funding for senior services, and for ensuring that local agencies provide services that older Arizonans need. Services funded through the Administration support Arizonans' ability to continue living with dignity and independence and to remain in their own homes and communities for as long as possible. When this is no longer possible, the Administration helps ensure that the rights of elders living in nursing homes and other facilities are upheld.

The DES Aging and Adult Administration works closely with eight Area Agencies on Aging. These agencies develop comprehensive service delivery systems that most accurately reflect the needs of their local communities.

For more information about Arizona's state office on aging, please contact:

DES AGING AND ADULT ADMINISTRATION

PHONE: (602) 542-4446

E-MAIL: askdesaaa@azdes.gov

WEB SITE: www.azdes.gov/aaa

Area Agencies on Aging Contact Information

What is an Area Agency on Aging?

An Area Agency on Aging (AAA) is a public or nonprofit private agency or office designated by the State to carry out the federal Older Americans Act at the local level. Like its counterpart at the State level, an AAA serves both as an advocate for older adults and is a visible and trusted focal point in its service area. AAAs provide information, assistance, and services, and fosters the development of more comprehensive and coordinated service systems to serve older individuals.

Area Agency on Aging, Region I

Service Area: Chandler, Glendale, Mesa, Peoria, Phoenix, Scottsdale, Sun City, Tempe, and all other non-tribal communities in Maricopa County.

CONTACT INFORMATION:

PHONE: 24/7 Senior HELP LINE: (602) 264-4357; (602) 264-2255 or (888) 264-2258 (Toll Free)

E-MAIL: answers@aaaphx.org

WEB SITE: www.aaaphx.org

Pima Council on Aging

Service Area: Cities of Ajo, Marana, Oro Valley, South Tucson, and Tucson and the communities of Amado, Arivaca, Catalina, Cortaro, Green Valley, Rillito, Sun City Vistoso, and all other non-tribal communities in Pima County.

CONTACT INFORMATION:

INFORMATION, SERVICES AND ASSISTANCE: (520) 790-7262

COMMUNITY SERVICES SYSTEM CENTRAL INTAKE: (520) 790-0504

E-MAIL: help@pcoa.org

WEB SITE: www.pcoa.org

Area Agencies on Aging Contact Information

NACOG Area Agency on Aging

Service Area: Black Canyon City, Camp Verde, Chino Valley, Cottonwood/Clarkdale/Jerome, Flagstaff, Fredonia, Holbrook, Mayer, Overgaard/Heber, Page, Prescott, Prescott Valley, Sedona, Show Low/Lakeside-Pinetop, Snowflake/Taylor, Springerville, St. John's, Williams, Winslow, Yarnell, and all other non-tribal communities in Apache, Coconino, Navajo, and Yavapai counties.

CONTACT INFORMATION:

PHONE: (928) 774-1895

E-MAIL: aaadir@nacog.org

WEB SITE: www.nacog.org/aging

WACOG Area Agency on Aging

Service Area: San Luis, Somerton, Wellton, Yuma, Bullhead City, Colorado City, Kingman, Lake Havasu City, Bouse, Parker, Quartzsite, Wenden, and all other non-tribal communities in La Paz, Mohave, and Yuma counties.

CONTACT INFORMATION:

INFORMATION AND REFERRAL: (800) 782-1886

E-MAIL: jillh@wacog.com

WEB SITE: www.wacog.com/AAAbrochure.asp

Pinal-Gila Council for Senior Citizens

Service Area: Apache Junction, Casa Grande, Coolidge, Dudleyville, Eloy, Florence, Globe, Hayden, Kearny, Mammoth, Miami, Oracle, Payson, Pine, San Manuel, Strawberry, Superior, Winkleman, and all other non-tribal communities Gila and Pinal counties.

CONTACT INFORMATION:

PHONE: (520) 836-2758 or (800) 293-9393

E-MAIL: info@pgcsc.org

WEB SITE: www.pgcsc.org

Area Agencies on Aging Contact Information

SEAGO Area Agency on Aging

Service Area: Benson, Bisbee, Clifton, Douglas, Duncan, Huachuca City, Nogales, Patagonia, Pima, Safford, Sierra Vista, Thatcher, Tombstone, Willcox, and all other non-tribal communities in Cochise, Graham, Greenlee and Santa Cruz counties.

CONTACT INFORMATION:

PHONE: (520) 432-5301

E-MAIL: aging@seago.org

WEB SITE: www.seago.org/aaa

Navajo Nation Area Agency on Aging

Service Area: Window Rock, Chinle, Fort Defiance, Tuba City.

CONTACT INFORMATION:

WINDOW ROCK: (928) 871-6868

CHINLE: (928) 674-2091

FORT DEFIANCE: (928) 729-4019

TUBA CITY: (928) 283-3350

Inter Tribal Council of Arizona, Area Agency on Aging

Tribes Served: Ak-Chin Indian Community, Camp Verde Yavapai Apache Nation, Cocopah Tribe, Colorado River Indian Tribes, Fort McDowell Yavapai Nation, Fort Mojave Indian Tribe, Gila River Indian Community, Havasupai Tribe, Hopi Tribe, Hualapai Tribe, Kaibab-Paiute Tribe, Pascua Yaqui Tribe, Salt River Pima Maricopa Indian Community, San Carlos Apache Tribe, Tohono O'Odham Nation, Tonto Apache Tribe at Payson, White Mountain Apache Tribe, Yavapai-Prescott, Indian Community, San Juan Southern Paiute Tribe.

CONTACT INFORMATION:

PHONE: (602) 258-4822

WEB SITE: www.itcaonline.com/program_aging.html