



# 2020-2021 ANNUAL REPORT



This program was funded through a Contract with the Arizona Department of Economic Security. "Under Titles VI and VII of the Civil Rights Act of 1964(Title VI and Title VII) and the Americans Disabilities Act of 1990(ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, SEAGO Area Agency on Aging prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex national origin, age, and disability. The SEAGO Area Agency on Aging must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, the SEAGO Area Agency on Aging must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the SEAGO Area Agency on Aging will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in an alternative format or for further information about this policy please contact: SEAGO Area Agency on Aging at 520-432-2528." Para obtener este documento en otro formato u obtener informacion adicional sobre esta politica, SEAGO Area Agency on Aging 520-432-2528. This program was funded through a Contract with the Arizona Department of Economic Security.



# Table of Contents

<b>04</b>	Message From the Director	<b>17</b>	Advance Care Planning
<b>05</b>	Mission and Vision	<b>21</b>	Family Caregiver Support Program
<b>06</b>	Services Data - Cochise, Graham, Greenlee, and Santa Cruz Combined	<b>20</b>	State Health Insurance and Senior Medicare Patrol Programs
<b>07</b>	Service Providers	<b>21</b>	Volunteers
<b>08</b>	Financial Statements	<b>22</b>	Who We Are
<b>10</b>	Cochise County Service Data	<b>24</b>	Contact Us
<b>11</b>	Graham County Service Data		
<b>12</b>	Greenlee County Service Data		
<b>13</b>	Santa Cruz County Service Data		
<b>14</b>	Health Promotion & Disease Prevention		
<b>16</b>	Long-Term Care Ombudsman		

# Message From the Director

The pandemic offered us the ability to look outside the box and find solutions to an unimaginable problem. As we entered the 2nd year of the pandemic, the Area Agency on Aging became stronger and united to overcome the obstacles in delivering services. Who would have known that as people age, they would have to learn new ways to cope and connect with their loved ones over a cellular device, zoom, google meet, etc. But they did. Most of the connections that could be offered were via those platforms, yet our clients managed to stay afloat and utilize the tools we had for them. Yet, we realized that at least in our region, broadband internet is not reliable. Not everyone can afford the high prices of the internet or even a computer. Still, our clients stayed connected with their Area Agency on Aging. A Mobile App is available with all resources in our four-county region. Zoom became our number one platform to hold our meetings and presentations. Truanta an online virtual platform was adopted to offer our family caregivers a way to learn the different aspects of caregiving at their own pace. We accomplished a year of survival, accomplishments, and another year of sadness as we say goodbye to our clients affected by Covid and those who still suffer the side effects of this terrible disease.

As the federal government approved bills that included COVID funds, we reduced our waitlist and provided more services within our region. Even though our subcontracted senior centers were closed for inside dining, our clients still drove by to pick up their grab-and-go meals. Participants received a reassurance call from our senior centers to ensure they were well at home if they could not go by. The Home and Community Based Service providers struggled with a shortage of direct care service staff to deliver AAA client services. We lost many wonderful, dedicated volunteers, and it will take time before we recover from the Covid effects. Still, we are confident and stay positive to think that we will build our volunteer base even stronger than before.

The AAA team is fortunate to be here today and continue to work hard for our most vulnerable population. We are lucky to have formed new partnerships that will help us reach our goals in the following years.



*Laura Villa*

Director  
SEAGO Area Agency on  
Aging



# Our Mission & Vision

## Our Mission

SEAGO Area Agency on Aging's mission is to provide services that empower individual choice, independence and dignity for our aging & disabled population and their caregivers.

## Vision

SEAGO AAA's vision is to create age-friendly communities in Southeastern Arizona that encourage and support individuals to live with dignity and choice



## Who We Serve

SEAGO Area Agency on Aging serves people who are age 60 and over, their family caregivers, and disabled adults in Cochise, Graham, Greenlee, and Santa Cruz Counties. We provide information and assistance in accessing services that help older adults stay in their own homes and communities. The goal of an Area Agency on Aging is to enable older people to maintain maximum independence and dignity in the least restrictive environment. The amount of assistance provided depends upon the needs of the older adult. These services can be short-term (such as getting signed up for a prescription drug program) or long-term (such as someone who is frail or has a chronic health condition receiving ongoing monitoring and support from a Case Manager) and anywhere in between. Examples of community-based services include congregate and home-delivered meals, caregiver support, case management, attendant care, and help with benefit questions.

# Services Data

## Cochise, Graham, Greenlee, and Santa Cruz Counties Combined



SERVICE	UNITS/HOURS 18-19	UNITS/HOURS 19-20	UNITS/HOURS 20-21	CLIENTS SERVED 18-19	CLIENTS SERVED 19-20	CLIENTS SERVED 20-21
<i>Home and Community based services</i>						
Housekeeping	25,264	2,429	596	375	286	27
Personal Care	11,490	0	0	70	0	0
Attendant Care	0	33,866	39,753	0	627	689
Home Delivered Meals	93,984	103,563	103,045	745	731	694
Congregate Meals	46,240	46,102	65,926	651	493	844
COVID Meals Congregate and Home delivered	0	16,291	39,204	0	1,658	431
Case Management	9,642	9,469	9,650	892	1,202	1,238
Visiting Nurse	103	193	158	11	17	16
Legal Services	0	0	6	0	0	35
Transportation	99,303	84,953	65,340	99,303	84,953	65,340
<i>Family Caregiver Support Program</i>						
Respite	3,471	3,113	3,813	42	46	50
Caregiver training	12	11	164	209	150	229
Outreach And Community Education Events (in-person)	0	34	6	0	798	258
Outreach And Community Education Events (Virtual)	0	28	231	0	511	5271
Peer Counseling Support groups (inperson and virtual)	0	26	55	0	64	91
<i>State Health Insurance Program-Senior Medicare Patrol</i>						
Medicare Counseling	1,067	1,660	417	1,826	1,177	680
Scam Jams/ Medicare Workshops	17	26	12	1,791	1,068	1,485
<i>Long Term Care Ombudsman Program</i>						
Closed Case Complaints	25	15	6	808	808	808
<i>Health Promotion &amp; Disease Prevention</i>						
A Matter of Balance	12	0	0	0	0	0
Aging Mastery Program	1	0	9	0	0	8
Tai Chi for Arthritis (in-Person)	108	98	10	142	162	12
Tai Chi for Arthritis (Virtual)	0	23	47	0	18	18
<i>Information and Referral (units averaged 15 min per Client served)</i>						
Calls/Walk-ins	78	133	289	310	532	1,157
<b>Total</b>	<b>290,817</b>	<b>302,033</b>	<b>328,735</b>	<b>107,174</b>	<b>95,301</b>	<b>79,381</b>



57%

Clients are Residents of Cochise County



17%

Clients are Residents of Graham County



11%

Clients are Residents of Greenlee County



12%

Clients are Residents of Santa Cruz County

# Service Providers SFY 20-21

## Together We Make a Difference

Partnerships with home and community-based service providers and our communities help SEAGO AAA deliver programs and services that allow seniors to lead safe, healthy, and productive lives in their own homes and neighborhoods.

- Accent Care
- Arizona Consumer Direct
- City of Benson
- City of Douglas
- City of Tombstone
- Cochise Health and Social services
- Douglas ARC
- Easter Seals Blake Foundation
- Greenlee County Health Department
- Lutheran Social Services
- Moms' Meals
- Patagonia Assisted Care Agency
- Soto Law
- Santa Cruz Council on Aging
- Senior Citizens of Patagonia
- Santa Cruz public Fiduciary
- South Eastern Arizona Community Unique Services
- Volunteer Interfaith Caregiver Program

# 2020-2021 Financial Statements

## REVENUE

Older Americans Act	\$2,119,489.22
Social Services Block Grant	\$891,973.00
State Funding	\$374,613.60
COVID	\$1,145,906.62
In-kind contribution	\$20.00
Health & Nutrition Willcox class Material-Southwest Gas	\$800.00
<b>TOTAL REVENUE</b>	<b>\$4,532,802.44</b>

## DIRECT SERVICES

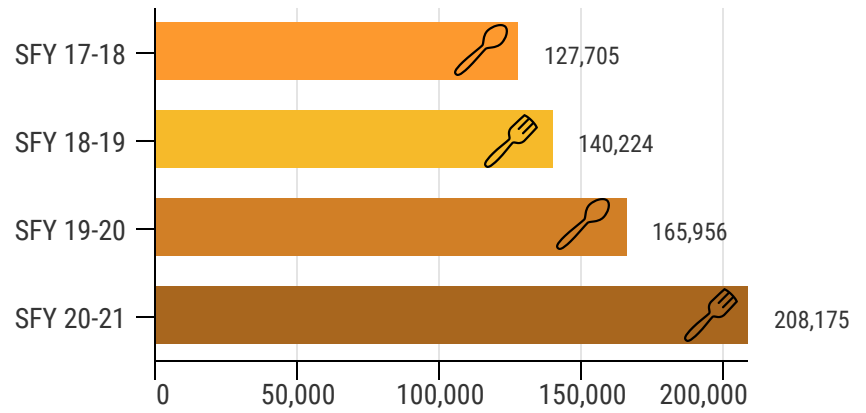
Administration	\$244,226.44
Advocacy	\$11,189.63
LTC Ombudsman	\$48,091.87
Peer Support	\$2,618.25
Information & Referral	\$18,218.75
Caregiver training	\$1,275.06
Community Education	\$3,587.13
Outreach	\$24,539.12
Medicare & Benefits	\$76,389.49
Health & Wellness	\$50,628.90
Covid-19 related services	\$192,351.81
Program Development(SCD)	\$149,654.48
<b>TOTAL</b>	<b>\$822,770.93</b>

## SUB-CONTRACTED SERVICES

Case Management	\$262,513.24
Case Management/WL	\$15,135.00
Home & Adult Care	\$1,425,172.29
Home & Adult Care W/L	\$210,527.03
Home & Adult Care Covid	\$448,108.74
Transportation-Covid	\$69,992.00
Transportation	\$225,000.00
Congregate	\$269,176.89
Congregate/Covid	\$27,967.40
Adaptive Aid/Home repair	\$8,986.94
legal	\$3,433.00
<b>TOTAL</b>	<b>\$2,966,012.53</b>

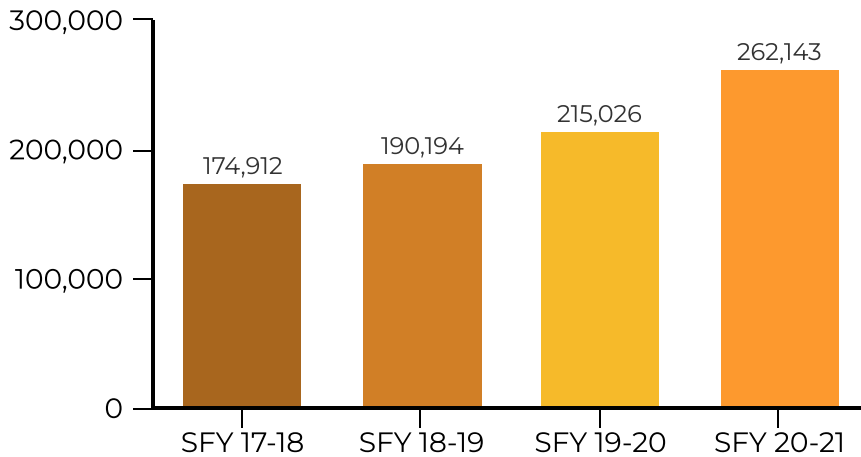
SFY 21 include 20% of carryover funds from SFY20  
up to 20% to be requested for SFY 22





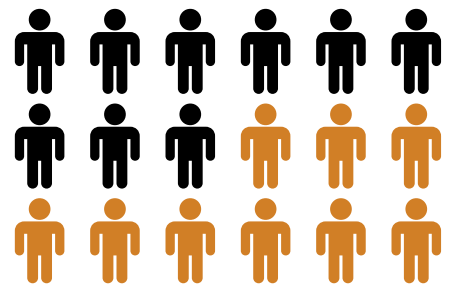
 **Meals Provided** 

**SEAGO Area Agency on Aging receives designated federal funding through the Older Americans Act, state funding through Arizona Department of Aging Services and local organizations to directly provide these services within each county**



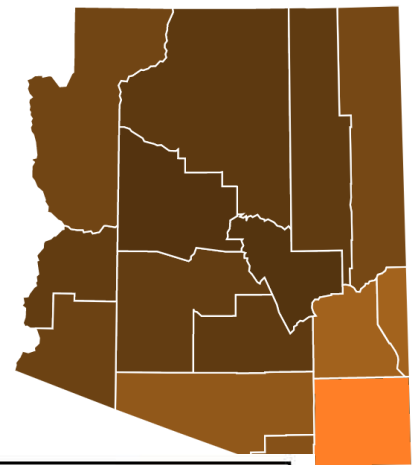
**Hours/Units of Home and Community Based Services**

**50 %**  
of Clients Served Live Alone with little to no family support



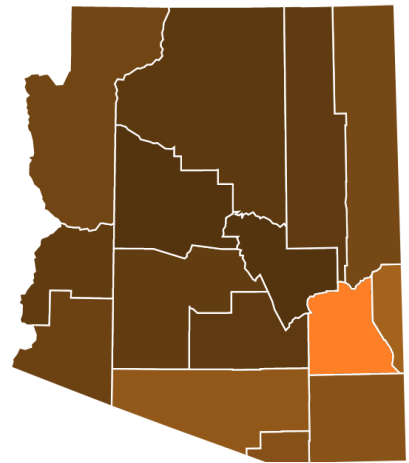


# Service Data Cochise County



SERVICE	UNITS/HOURS 18-19	UNITS/HOURS 19-20	UNITS/HOURS 20-21	CLIENTS SERVED 18-19	CLIENTS SERVED 19-20	CLIENTS SERVED 20-21
<i>Home and Community based services</i>						
Housekeeping	25,264	2,429	596	375	286	27
Personal Care	11,490	0	0	70	0	0
Attendant Care	0	33,866	39,753	0	627	689
Home Delivered Meals	93,984	103,563	103,045	745	731	694
Congregate Meals	46,240	46,102	65,926	651	493	844
COVID Meals Congregate and Home delivered	0	16,291	39,204	0	1,658	431
Case Management	9,642	9,469	9,650	892	1,202	1,238
Visiting Nurse	103	193	158	11	17	16
Legal Services	0	0	6	0	0	35
Transportation	99,303	84,953	65,340	99,303	84,953	65,340
<i>Family Caregiver Support Program</i>						
Respite	3,471	3,113	3,813	42	46	50
Caregiver training	12	11	164	209	150	229
Outreach And Community Education Events (in-person)	0	34	6	0	798	258
Outreach And Community Education Events (Virtual)	0	28	231	0	511	5271
Peer Counseling Support groups(inperson and virtual)	0	26	55	0	64	91
<i>State Health Insurance Program-Senior Medicare Patrol</i>						
Medicare Counseling	1,067	1,660	417	1,826	1,177	680
Scam Jams/ Medicare Workshops	17	26	12	1,791	1,068	1,485
<i>Long Term Care Ombudsman Program</i>						
Closed Case Complaints	25	15	6	808	808	802
<i>Health Promotion &amp; Disease Prevention</i>						
A Matter of Balance	12	0	0	0	0	0
Aging Mastery Program	1	0	9	0	0	8
Tai Chi for Arthritis (in-Person)	108	98	10	142	162	12
Tai Chi for Arthritis (Virtual)	0	23	47	0	18	18
<i>Information and Referral (units averaged 15 min per Client served)</i>						
Calls/Walk-ins	78	133	289	310	532	1,157
<b>Total</b>	<b>290,817</b>	<b>302,033</b>	<b>328,735</b>	<b>107,174</b>	<b>95,301</b>	<b>79,375</b>

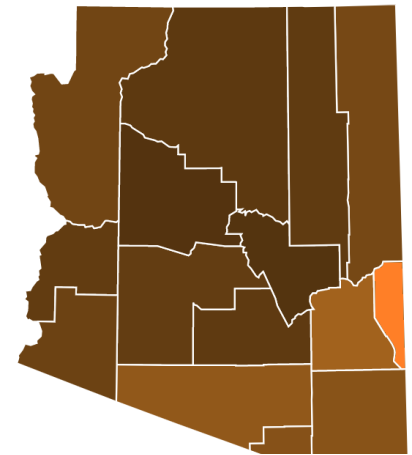
# Service Data Graham County



SERVICE	UNITS/ HOURS 18-19	UNITS/ HOURS 19-20	UNITS/ HOURS 20-21	CLIENTS SERVED 18-19	CLIENTS SERVED 19-20	CLIENTS SERVED 20-21
<b>Home and Community based services</b>						
Housekeeping	3,731	566	466	93.67	56	21
Personal Care	1,724	0	0	29.08	0	0
Attendant Care	0	5,217	5,881	0	92	104
Home Delivered Meals	22,109	16,140	16,985	214.83	162	116
Congregate Meals	6,179	3,276	3,643	72	65	65
COVID Meals Congregate and Home delivered	0	2,736	8,956	0	118	59
Case Management	673.45	572.52	844.88	82	223	200
Visiting Nurse	0	0	0	0	0	0
Legal Services	0			0		
Transportation	4,667	4,915	4,436	4667	4915	4436
<b>Family Caregiver Support Program</b>						
Respite	696	545	711	8.17	9	14
Caregiver training	1	1	0	10	12	0
Outreach And Community Education Events (in-person)	0	1	0	0	3	0
<b>State Health Insurance Program-Senior Medicare Patrol</b>						
Medicare Counseling	323	410	0	310	270	0
Scam Jams/ Medicare Workshops	1	7	0	336	241	0
<b>Long Term Care Ombudsman Program</b>						
Closed Case Complaints	2	0	1	122	122	122
<b>Health Promotion &amp; Disease Prevention</b>						
A Matter of Balance	0	0	0	0	0	0
Aging Mastery Program	0	0	0	0	0	0
Tai Chi for Arthritis (in-Person)	12	0	0	18	0	0
<b>Information and Referral (not available in county breakdown)</b>						
Calls/Walk-ins	0	0	0	0	0	0
<b>Total</b>	<b>40,119</b>	<b>34,386</b>	<b>41,924</b>	<b>5,963</b>	<b>6,288</b>	<b>5,137</b>

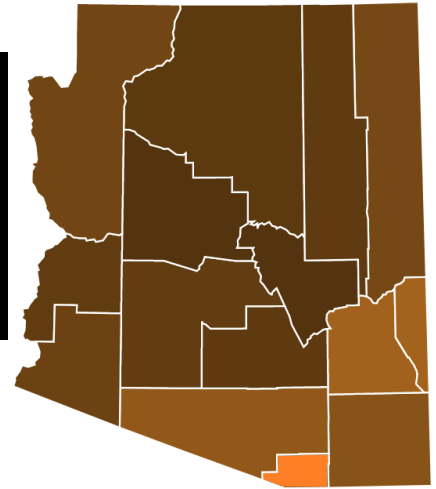


# Service Data Greenlee County



SERVICE	UNITS/ HOURS 18-19	UNITS/ HOURS 19-20	UNITS/ HOURS 20-21	CLIENTS SERVED 18-19	CLIENTS SERVED 18-19	CLIENTS SERVED 20-21
<i>Home and Community based services</i>						
Housekeeping	2,458	39	0	51.42	5	0
Personal Care	2,357	0	0	25.25	0	0
Attendant Care	0	3,897	3,670	0	93	85
Home Delivered Meals	8,471	13,129	11,335	42	75	87
Congregate Meals	1,665	1,150	1,821	37	23	32
COVID Meals Congregate and Home delivered	0	660	1,243	0	30	10
Case Management	783.97	870.9	930.15	56.58	134	135
Visiting Nurse	103	193	157.5	11.42	17	16
Legal Services	0	0	0	0	0	0
Transportation	6,885	5,764	3,188	6885	5764	3188
<i>Family Caregiver Support Program</i>						
Respite	162	118	94	2.4	4	3
Caregiver training	3	1	0	13	16	0
Outreach And Community Education Events (in-person)	0	0	0	0	0	0
<i>State Health Insurance Program-Senior Medicare Patrol</i>						
Medicare Counseling	73	137	0	97	123	0
Scam Jams/ Medicare Workshops	1	4	0	132	136	0
<i>Long Term Care Ombudsman Program</i>						
Closed Case Complaints	0	0	0	0	0	0
<i>Health Promotion &amp; Disease Prevention</i>						
A Matter of Balance	0	0	0	0	0	0
Aging Mastery Program	0	0	0	0	0	0
Tai Chi for Arthritis (in-Person)	0	0	0	0	0	0
<i>Information and Referral(not available in county breakdown)</i>						
Calls/Walk-ins	0	0	0	0	0	0
<b>Total</b>	<b>22,961</b>	<b>25,963</b>	<b>22,439</b>	<b>7,353</b>	<b>6,420</b>	<b>3,556</b>

# Service Data Santa Cruz County



SERVICE	UNITS/ HOURS	UNITS/ HOURS	UNITS/ HOURS	CLIENTS	CLIENTS	CLIENTS
	18-19	19-20	20-21	SERVED 18-19	SERVED 19-20	SERVED 20-21
<b>Home and Community based services</b>						
Housekeeping	4,515	705	82	67.92	63	4
Personal Care	2,619	0	0	15.42	0	0
Attendant Care	0	7,024	10,129	0	103	125
Home Delivered Meals	3,858	3,855	11,370	20.7	27	83
Congregate Meals	20,751	20,951	37,179	212.5	405	434
COVID Meals Congregate and Home delivered	0	6,491	11,762	0	905	87
Case Management	1,579	1,799	1,854	49.25	141	147
Visiting Nurse	0	0	0	0	0	0
Legal Services	0	0	0	0	0	0
Transportation	0	0	0	0	0	0
<b>Family Caregiver Support Program</b>						
Respite	92	111	58	2	4	2
Caregiver training	2	1	0	98	34	0
Outreach And Community Education Events (in-person)	0	3	0	0	58	0
<b>State Health Insurance Program-Senior Medicare Patrol</b>						
Medicare Counseling	192	273	0	242	206	0
Scam Jams/ Medicare Workshops	3	5	0	255	174	0
<b>Long Term Care Ombudsman Program</b>						
Closed Case Complaints	4	1	0	38	38	48
<b>Health Promotion &amp; Disease Prevention</b>						
A Matter of Balance	0	0	0	0	0	0
Aging Mastery Program	0	0	0	0	0	0
Tai Chi for Arthritis (in-Person)	48	75	0	95	133	0
<b>Information and Referral (not available in county breakdown)</b>						
Calls/Walk-ins	0	0	0	0	0	0
<b>Total</b>	<b>34,345</b>	<b>42,231</b>	<b>72,550</b>	<b>2,556</b>	<b>3,585</b>	<b>1,030</b>



# Health Promotion & Disease Prevention

The state Fiscal Year of 2020-2021 created many challenges for the Health Promotion & Disease Prevention evidence based programming. The COVID Pandemic limited in-person gatherings and many community venues were closed. SEAGO Area Agency on aging had to pivot to virtual programming. Tai Chi for Arthritis was the only program, which had a virtual format until the late spring of 2021. Many seniors in our service area lack proper Internet service for



participating in virtually delivered programming and also required education for use of the new technology. It was a year of growth and learning, as an organization and for many of our seniors. The virtual outreach through Tai Chi for Arthritis was a great way to combat social isolation and helped increase the mental well being of our aging population.



According to Arizona Falls Prevention Coalition website in 2020 there were 1,112 deaths in Arizona were due to falls were fatal and 22,208 falls lead to inpatient hospitalizations.







MANAGING CONCERNS ABOUT FALLS



## Chronic Disease Self-Management Program

helps adults and caregivers gain the skills needed to manage chronic health conditions. the program helps seniors make healthy lifestyle changes through group interaction, goal setting, and action planning.

## A Matter of Balance

is a cognitive restructuring program which helps reduce the fear of falling, improves balance, and educates participants on how to reduce fall risks.

## Tai Chi for Arthritis and Fall Prevention

helps People with arthritis to improve strength, flexibility, and reduce joint pain. It improves balance both mentally and physically thus significantly reduces the risk of falls in older adults.

# Long-Term Care Ombudsman

South Eastern Arizona, Long-term care facilities were significantly impacted by the spread of COVID in 20-21. The Long-Term Care Ombudsman Program started the year with restrictions in place that kept them from entering facilities. These restrictions changed how we served our residents living in those facilities and lowered Volunteer Ombudsman participation. SEAGO Area agency on aging LTC Ombudsman distributed Facebook Portals to all assisted living facilities in or region. These enabled residents to communicate with friends, Family, and the Ombudsmen. During the time of no entry, the Ombudsmen focused on the client's rights and Vaccine education by sending out letters pamphlets, Making phone calls, and sending emails to residents' families. We also concentrate on Community outreach via Zoom, Google Meets, and Facebook live. The visitation restrictions for LTC Ombudsman were lifted in October of 2020, limiting the Ombudsman to one facility visit per day with the use of full Personal Protection Equipment. As a result of the challenges the Long Term Care facilities faced during the year, our region saw the closure of two facilities



802



Residents Served by  
SEAGO Area Agency on  
Aging Long-Term Care  
Ombudsman

# Advance Care Planning

Thoughtful Life Conversations about future Medical care that is right for you should you become unable to speak for yourself is the first step to ensuring your values and personal preferences will be honored. COVID-19 brought attention to what people might want for themselves and prompted families and friends to have conversations about the right decisions for them. Our Advance care Planning Program launched a Vaccine Outreach Project in 20-21. The ACP Project provided Residents of Cochise, Graham, Greenlee, and Santa Cruz Counties with information resources and pamphlets regarding advance planning directives when they received their COVID Vaccines. COVID restrictions prevented in-person presentations. ACP pivoted to providing monthly virtual webinars and individual 1-on-1 help on preparing and registering your advance directives Via Zoom. The Webinars are offered in Spanish and English. ACP also created a YouTube presentation Advance Healthcare Planning in Time of COVID-19. Through a Partnership with Cochise College and the University of Arizona, our Advance Care Planning Program provides Graduating Nursing classes with Enhanced Communication lectures. The ACP is widening its reach by working with businesses and healthcare organizations through its Workplace Initiative by providing education to their employees on advanced healthcare planning.



# Family Caregiver Support Program

The Family Caregiver Support Program continued to embrace virtual programming in FY 20-21. Providing resources and education online made classes and support groups more accessible. Caregiver training webinars addressing strategies for coping, stress relief, diabetes management, ambiguous loss, and various caregiver challenges continued, facilitated by the FCSP coordinator. FCSP shifted to virtual Community Education and Information to foster partnerships and collaborate with existing partners. The AAA staff hosted Community Connections: Panel Zoom meetings to connect with organizations throughout our regions to introduce AAA programs and services and promote discussions on best practices for partnerships. CARE- Virtual- a peer-led family caregiver support group was established in April



**Margaret Person-Adams  
Family Caregiver support  
program Participant**

2020 and continued to meet weekly, led by the FCSP coordinator. Older adults were able to use technology to overcome social isolation and loneliness. Outreach was enhanced by daily Facebook posts sharing articles related to caregiver self-awareness and offering relevant resources and information for caregivers. FCSP also increased personal communication with the caregiver clients via email, direct mailings, and telephonic reassurance calls. As COVID mandates and isolation continued, Zoom fatigue became a reality, and virtual attendance diminished. Behind the scenes, FCSP was looking at long-term plans to continue caregiver support training while addressing social isolation and loneliness. Realizing much of the support was being provided through technology, the FCSP Coordinator sought a program that could be utilized to promote social

engagement, provide basic technology training, and simultaneously offer skill-based caregiver instruction and dementia-based learning for caregivers. In August 2020, the FCSP Coordinator introduced a virtual caregiver skill-based training portal to her SEAGO AAA leadership. Once she had internal approval, she sent the proposal to her State DES/DAAS leadership. This resulted in SEAGO AAA partnering with Trualta

# Family Caregiver Support Program

and being the AZ State pilot for Trualta, an e-learning platform built specifically for caregivers. FCSP worked on finalizing the contract, configuring the portal, providing training for staff and partnering organizations, and launching the Trualta program in March 2021. The Trualta program is web-based, and topics include personal care, safety and injury prevention, cognitive decline, brain health, and caregiver wellness. This allowed the FCSP to engage and personalize the learning to each care situation and offer on-demand content to our caregivers. At the same time, due to the decline in virtual peer support attendance, FCSP also re-branded the peer support group and, along with a Spanish-speaking volunteer, facilitated Pinkie's Up- Caregiver Mingle. As caregivers were on-boarded to Trualta for caregiver training, they were also registered for the peer support group creating a personalized and coordinated system of support. The FCSP also plans to continue to partner and connect with those in our community to increase computer literacy skills in our elders.

28

percent out of 1201 Case managed client have an unpaid family caregiver assisting them.

29

Percent of Caregivers Participating in FCSP are residents of Cochise County

13

Percent of Caregivers Participating in FCSP are residents of Santa Cruz County



# State Health Insurance and Senior Medicare Patrol Programs

The SHIP-SMP Program started the state fiscal year by adjusting to the constraints imposed on us by COVID 19 issues and learning new ways to reach out to our clients. Counselors used phone, email, and virtual meeting platforms to provide service to clients. We utilized mailings, informational brochures, pamphlets, and social media platforms to keep people informed on Medicare issues and scams. Social media platforms allow us to provide people with current information safely in their own homes at their convenience. Webinars and live events like “Understanding Medicare,” “Preventing Medicare theft and Scams,” and “Know your Medicare Benefits and Coverage” reached over 1400 views and are still available on Facebook to watch today. During Medicare Open enrolment SHIP-SMP Counselors helped over 600 clients with an estimated annual cost savings of almost \$275,000.00. The Program also built local partnerships with senior centers, public libraries, and other service agencies to provide free Medicare counseling and information on how to identify scams, report them, and avoid becoming a victim of Medicare fraud.



**2165**

Seniors helped Via Medicare Counseling and Scam Jam Presentations.

# SEAGO Area Agency on Aging Volunteers

SEAGO Area Agency on Aging is blessed to have such experienced and talented volunteers, without whom we could not serve our clients as effectively. Our Volunteers truly make a difference in every life they touch.



Dr. Arnold Montiel  
Richard Ohnstead  
Ann Peschka  
Bill Peschka  
Monica Romero  
Kim Jackson  
Kim Burks  
Melissa Pereda  
Don Behnke

Lisa Conley  
Delcia Acosta  
Laurie Lewis  
Ramona MacMurtrie  
Beverly Jackson  
Laura Lindsey  
Leslie Lambert  
Gary Clark  
Kathy Spangler

Diane Shell  
Jayne Hancox  
Denise Wilson  
Sue Baz  
Royce Hunt  
Arnold Lopez  
Frank Montoya  
Valadee Crofts  
David Morse  
Christopher Vaughn



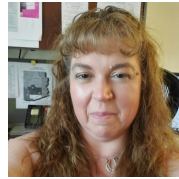
SHIP-SMP Volunteers Lisa Conley and Kim Jackson meet for Medicare Open enrollment uptraining.



# Who We Are



**Laura Villa**  
Program Director  
lvilla@seago.org



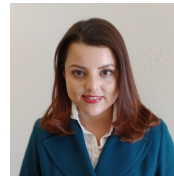
**Brenda Schumacher**  
Office Specialist  
bschumacher@seago.org



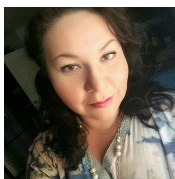
**Shi Martin**  
Long-Term Care Ombudsman  
smartin@seago.org



**Carrie Gibbons**  
Case Manager Coordinator  
cgibbons@seago.org



**Lizeth Robles**  
Case Manager Santa Cruz County  
lrobles@seago.org



**Elsa Centeno**  
State Health Insurance  
Assistance Program Coordinator  
ecenteno@seago.org

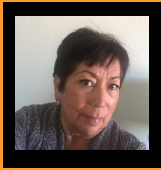


**Karen Enriquez**  
Family Caregiver Support  
Program Coordinator  
kenriquez@seago.org

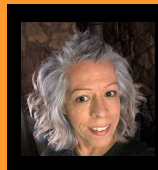


**Cindy Meyers**  
Health Promotion & Disease  
Prevention Coordinator  
cmeyers@seago.org

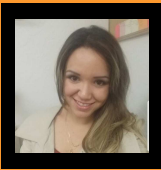
# Our Case Managers



**Yolanda Thomas**  
Cochise County Case  
Manager



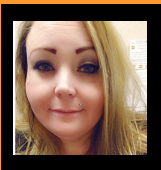
**Diane Leaman**  
Greenlee County Case  
Manager



**Gabriela Bonicichi**  
Cochise County Case  
Manager

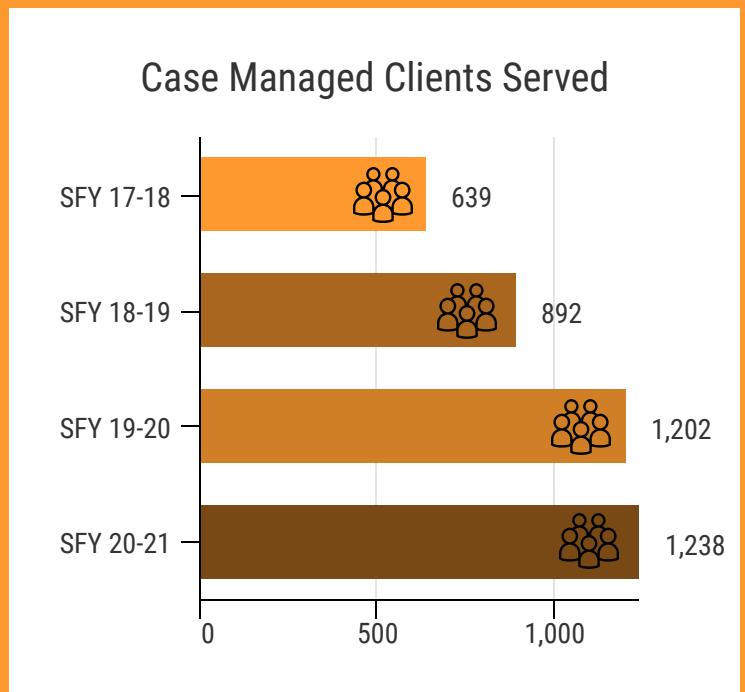


**Marylou Garcia**  
Graham County Case  
Manager



**Seana Riffle**  
Cochise County Case  
Manager

The Case Management Program under SEAGO Area on Aging assists individuals 60 and up, younger persons with disabilities, and their caregivers to identify their functional needs and the appropriate services available to meet these needs. With client participation, an in-home assessment evaluates the physical, emotional, cognitive, social, financial, legal, and safety concerns affecting the clients. In April of 2020, Case Managers went under strict COVID precautions; this caused all Assessments, Intakes, and Quarterly Reviews to be conducted over the phone or via a secure virtual platform.



# Contact Us



## Postal Address:

**SEAGO Area Agency on Aging**  
300 Collins Road  
Bisbee AZ, 85603

## Website:

[www.seago.org](http://www.seago.org)

## Email:

[aging@seago.org](mailto:aging@seago.org)

## Phone Number:

520-432-2528

## Follow Us:

[facebook.com/seagoareaagencyonaging](https://facebook.com/seagoareaagencyonaging)

## We Have an APP for That

