

Arizona Division of Veteran's Services (ADVS) 2014 Aging 2020 Update By Goal

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services.

For older Arizonans to fully participate in all aspects of community living, they and their families need access to information, resources, and services through a variety of venues. To this end, public and private organizations can play a leadership role in making it easier for older Arizonans to find and use the services and resources they need, no matter where in Arizona they may live.

Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
j. Additional Veterans Benefits Counselors will need to be added.	ADVS			The agency has reached its objective of providing services to all veterans in the state within one hour driving distance. There are seventeen offices in the state and veterans benefits counselors also travel to all fifteen counties in Arizona.

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

Objective 2.3: Educate businesses, providers, and other private entities about the value and needs of senior Arizonans.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
e. Inform health care and attendant care providers of available Fiduciary Division services and market itself as a community resource.	ADVS			Fiduciary division continues to look for ways to grow the number of clients and educate veterans about their services. In addition, they continue to look for strategies to include veterans with limited finances.

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

Objective 5.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
e. Fine tune plans to staff the state Veteran Home to be opened in Tucson.	ADVS			The Tucson Veteran Home opened in November 2012. This 120 bed facility is able to serve the needs of Southern Arizona veterans. Positions continue to be filled as needed.
f. Achieve and maintain a manageable staff-to-client ratio within levels acceptable to the Arizona Supreme Court and as allowed by available funding.	ADVS			Staffing in the Fiduciary Division continues to conform to levels acceptable to the Arizona Supreme Court. Their 11 employees serve approximately 198 veterans.
h. Expand agreements with nursing schools to provide practicum experience in a long-term care setting for its students, resulting in effective recruiting of personnel for the nursing department at each State Veteran Home in the state.	ADVS			We maintain an agreement with Maricopa County Community Colleges and Arizoon State University, who continue to use the Arizona State Veteran Home for nursing student clinical experience.

Objective 5.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
	h. Provide outreach to and recruit newly discharged military personnel as part of their discharge planning. Work with military bases to match the military occupation of those being discharged with the vacancies available at the State of Arizona.	ADVS			<p>The Veterans' Education and Training Approving Agency Division (VETAA) continues to conduct monthly Education Briefings at Luke Air Force Base for those who are eligible for Montgomery GI Bill benefits.</p> <p>Arizona Division of Veterans Services staffs an office at the Elijah Wong Veterans Service Center near Luke Air Force Base to provide counseling and assistance regarding the Troops to Teachers program.</p>

Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner.

Every aspect of living in Arizona may be affected by the future changes in our increasing and changing population. Housing, transportation, health care, education and other state-supported services will take shape based on the needs of our diverse population. The ability of the State to adapt to change, incorporate the use of new technology, form public-private partnerships to create and expand services to reach all corners of the state will be some of the challenges and opportunities that face Arizona as we grow.

Objective 6.2: Develop programs and approaches to close the gaps in the state's current aging services infrastructure and delivery system.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
	r. Investigate the opportunities of additional facilities in the state to serve its veteran population. Include focus on long-term care needs of veterans and their spouses who have Alzheimer's or other forms of dementia and/or mental illness.	ADVS			<p>Future plans include the development of a Veterans Home in Yuma. We continue to work to serve the needs of the veteran population, particularly those with dementia comorbid with other conditions.</p> <p>The Phoenix Home maintains a specific community for veterans with dementia. Phoenix is home to the "Namaste" program, which is the only program of its kind in the state. This program is a person-centered approach to advanced dementia care, where veterans and members are provided with aromatherapy, hand massage, gentle touch and soothing music. A specific caregiver is assigned to meet these veterans' needs. In addition, the dementia community includes an ongoing program of activities designed to challenge veterans and create feelings of engagement and success.</p>
	s. Plans for future Veterans Home facilities have been developed based on the Phoenix model.	ADVS			<p>The Tucson Veteran Home was completed in Fall 2012. Future plans include the development of a State Veteran Home in Yuma. The land has been acquired for this facility and the goal is to complete it in 2018.</p>

Objective 6.3: Create working partnerships across state agencies and with private entities to improve the state's ability to develop the business & service infrastructure necessary to meet the needs of seniors.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
	s. Increase collaboration with other entities (such as the Arizona National Guard, Department of Defense, Maricopa Workforce Development, Arizona State University-Educational Opportunity Center Veterans Upward Bound Program and Educational Opportunity Center, Arizona Department of Economic Security-Veterans Services, and private universities such as Charter Oak and Excelsior) to provide career counseling to veterans.	ADVS			<p>We have been working with local colleges to partner to develop "Veteran Supportive Campuses." These campuses must be eligible for the GI Bill and have a student veteran club. Campuses are asked to do a survey to identify the needs and issues of military students. In addition, awareness training, orientation programs for student veterans, peer support and outreach are also recommended.</p> <p>In-state tuition is available for honorably discharged veterans.</p>

Objective 6.4: Establish policies, procedures, regulations and statutes that reflect the changing nature of an aging population.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
g. Renew efforts to change existing laws by working with state lawmakers to increase the maximum amount of fees the Fiduciary Division can collect.	ADVS			The Fiduciary Division has instituted a timekeeping system to justify the assessment and collection of conservatorship and guardianship fiduciary fees earned by the Division.

Goal 7: Promote quality of care in all aging services.

Arizona has a diverse continuum of care delivery system for older adults who need health care and/or residential care. The foundation of the system is built on promoting independence, choice, and dignity. In 2020, with the growth and changes in Arizona's population of adults needing care and services, a central task will be ensuring quality in our health and social support systems.

Objective 7.1: Ensure the highest quality of care through active monitoring, assessment, and training.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
i. Expand the adult day health care program (currently available at the Arizona State Veteran Home in Phoenix) to provide respite services and keep veterans in their homes as long as possible.	ADVS			The Adult Day Health Care program was suspended in April 2007 and remains on hiatus. There are no plans to open this service.

Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

Objective 8.1: Leverage federal funds and use creative financing strategies to provide the necessary resources to address the needs of a growing aging population.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
w. Request a Veterans Administration (VA) grant to fund Phase II of the Cemetery Master Plan.	ADVS			The Southern Arizona Veterans Memorial Cemetery in Sierra Vista has been completed and ground has been broken to build a second cemetery in Marana. Future plans also include a third cemetery in Camp Navajo, and the goal is to complete this in December 2015 (pending weather delays).
x. Obtain a VA grant to build a second state veteran home in Tucson. UPDATE: The current goal is to build a third state veteran home in Yuma.	ADVS			The Tucson Veteran Home has been completed in 2012. Future plans include building a State Veteran Home in Yuma. The land has been acquired for this purpose and the goal is to build the home by 2018.
z. Monitor funding to make sure payments for services received through conservator services are sufficient to cover expenses incurred in delivering required services.	ADVS			The Fiduciary Division and the ADVS Chief Financial Officer continue to closely monitor Fiduciary Division income and expenditures.

Key:	Participating State Agencies and Boards
ABOR	Arizona Board of Regents
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney Generals Office
AHCCCS	Arizona Health Care Cost Containment System

AOT	Office of Tourism
DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging

