

## 2013 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.

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

#### Objective 1.2: Facilitate an interagency approach towards a comprehensive transit system that allows older adults to remain as independent as possible.

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
c.	Partner with public transit, airport, rail and elderly support interest groups, the Arizona Motor Vehicle Division (MVD), councils of governments and metropolitan planning organizations to improve travel options and travel support for those elderly who can no longer drive.	ADOT	NAU Civic Service Institute Senior Companion Program	On-going	17,166 trips were provided to homebound elderly clients. These trips were for medical appointments and non-medical appointments such as grocery stores, pharmacies church functions, haircut appointments, etc.

#### Objective 1.4: Increase access to health care and other social services for seniors of all socio-economic levels.

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

### 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 2.1: Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them.

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

#### Objective 2.2: Promote gerontological studies in all disciplines to address aging issues through a multidisciplinary approach.

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
B.	Increase accessibility, through distance learning and other methods, to gerontology education in Arizona.	ABOR	ASU, NAU, U of A	On-going	NAU - Nursing 321 - Gerontology, offered online. ASU: the following courses related to aging and/or gerontological issues are taught regularly and many are taught online. The courses are taught by units in Tempe, Downtown and West. ALD 101 Introduction to Aging Issues ALD 403/FAS 598 Special Topics: Aging and the Family ALD 404/FAS 436 Sexuality Mid-Life & Beyond ALD 431/598 Caregiving for Older Adults ALD 472/FAS 598 Women, Aging & the Life Course ALD 531 Caregiving Issues for Families ALD 535/EXW 635 Physical Activity and Aging ALD 598 Research in Aging ALD 598 Sexuality and Aging CDE 418/SOC 418 Aging and the Life Course CMN 598 Communication & Aging CMN 598 Communication and Caregiving COM 417 Communication and Aging COM 494 Com & Caregiving in Later Life DNP 623 Adult Gero Health Promotion DNP 624 Adult Gero Hth Promo Practicum

				<p> DNP 625 Adult/Gero Common Hlth Problem  DNP 626 Adult/Gero Common Prob Practic  DNP 627 Adult/Gero Complex Health  DNP 628 Adult/Gero Complex Practicum  DNP 686/NUR 686 Geriatric Health Management  DNP 688/NUR 688 Geriatric Syndrome Management  DNP 696 Adv Pathophys Older Adults  FAS 403 Aging and the Family  FAS 421/ALD 531 Caregiving for Older Adults  FAS 472/WST 472 Women, Aging &amp; the Life Course  HSC 394 Health of Older Adults  HSC 394 Supporting Health Older Adults  HSC 410 Support Health Older Adults  KIN 423 Motor Control and Aging  LAW 707 Elder Law  NUR 384 Gerontological Nursing  NUR 494 Gerontological Nursing  NUR 598 Geriatric Health Promotions  NUR 691 Principles for Palliative Care in the Older Adults    NUR 692 Research in Geriatric Practice  PGS 427/PSY 447 Psychology of Aging  PGS 494 The Aging Mind  PRM 450/RTM 450 Leisure and Aging  SHS 521 Auditory Aging  SWG 570 Aging: Social Work Perspective  SWG 598 Aging Soc Wk Perspective  SWG 598 Mental Health &amp; Aging  BIS 394 Death &amp; Dying Intradis Approach  JHR 598 Issues in Death &amp; Dying  MAS 550/REL 585 Issues in Death and Dying  PHI 494/REL 494 Phil Issues in Death &amp; Dying  REL 205 Living and Dying  SHS 350 Brain Memory and Language  BIO 394/HPS 394 BioethicsinFilm:DyingandDeath  ASB 353/SOC 353 Death&amp;Dying Cross-CulturI Prsp </p> <p> Key to course prefixes:  ALD: Aging and Lifespan Development  ASB: Anthropology (social and behavioral)  SOC: Sociology  COM: Communications  DNP: Doctor of Nursing Practice  KIN: Kinesiology  PGS: Psychology (social and behavioral)  SHS: Speech and Hearing Science  SWG: Social Work (graduate)  RTM: Recreation and Tourism Management </p> <p> The University of Arizona Center on Aging, through its Arizona Geriatric Center and Arizona Reynolds Programs, and in collaboration with several local and state partners, has dramatically increased access to gerontology education, to improve the care of older adults throughout Arizona. Our educational programs emphasize inter-professional, high-value team based care, and include physicians of all specialties (medical and surgical specialties such as emergency room physicians, orthopedic surgeons, and cardiologists), nurses, nurse practitioners, clinical pharmacists, psychologists, social workers, and community health workers. We also focus on community (see below). The UA has been awarded two </p>
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				<p>major gerontological grants, the \$2M HRSA-funded Arizona Geriatric Education Center (UA primary; ASU and VA consortium members) and the \$1M Donald W. Reynolds Foundation-funded Arizona Reynolds Program – both of which dramatically increase access to gerontology education across the state. The UA established a new Hospice and Palliative Care Fellowship to increase access for the citizens of Arizona to much-needed comfort care at the end of life.</p> <p>The following is a brief summary of ACOA's extensive gerontological education and training programs, increasing access to gerontology. ACOA implemented the "Aging Grand Round Lecture Series" on core gerontological topics, which is videoconferenced throughout the state. The ACOA designed and implemented and/or supported several state-wide conferences, including Behavioral Health and the Older Adult, Caregiving Issues, Alzheimer's Disease and Elder Abuse. We developed 3 web-based, online training modules (each about an hour) that are available on an interactive open public website (Portal of Geriatric Online Education – POGOe) and have been recognized nationally - Health Literacy and the Older Adult; Transitions of Care; and Shared Decision Making with the Older Adult. The ACOA also designed and implemented 4-hour trainings to AZ DAAS and TOC staff located in AAAs across the state; on-going support offered to improve TOC processes statewide and just-in-time technical assistance as needed. We have implemented an online</p> <p>certificate program in aging targeted to the community to prepare for an aging world. The ACOA based interprofessional editorial team published the Journal of the Arizona Geriatrics Society twice yearly, distributed to over 1200 providers. The ACOA developed and distributes IP Elder Care Provider Fact Sheets – single page, evidence-based, engaging and easily accessible sheets on key gerontological issues; over 100 topics are fully available online through POGOe.</p>
C. Create public awareness of the need for specialized knowledge and skills in providing services (health and otherwise) to, and designing products for, seniors.		ABOR		
D. Strengthen existing collaboration between community college and university systems to enhance postsecondary education.		ABOR	Community Colleges across the state	<p>The following is a brief summary of ACOA's extensive gerontological education and training programs, increasing access to gerontology. ACOA implemented the "Aging Grand Round Lecture Series" on core gerontological topics, which is videoconferenced throughout the state. The ACOA designed and implemented and/or supported several state-wide conferences, including Behavioral Health and the Older Adult, Caregiving Issues, Alzheimer's Disease and Elder Abuse. We developed 3 web-based, online training modules (each about an hour) that are available on an interactive open public website (Portal of Geriatric Online Education – POGOe) and have been recognized nationally - Health Literacy and the Older Adult; Transitions of Care; and Shared Decision Making with the Older Adult. The ACOA also designed and implemented 4-hour trainings to AZ DAAS and TOC staff located in AAAs across the state; on-going support offered to improve TOC processes statewide and just-in-time technical assistance as needed. We have implemented an online certificate program in aging targeted to the community to prepare for an aging world. The ACOA based interprofessional editorial team published the Journal of the Arizona Geriatrics Society twice yearly, distributed to over 1200 providers. The ACOA developed and distributes IP Elder Care Provider Fact Sheets – single page, evidence-based, engaging and easily accessible sheets</p> <p>on key gerontological issues; over 100 topics are fully available online through POGOe.</p>

**Objective 2.3: Educate and prepare the public and private sectors about the value and needs of older Arizonans.**

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population.**

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
I.	Develop or enhance interagency agreements with vocational schools, community colleges and universities to include, to the extent feasible, University Medical Center and the Arizona State/University of Arizona Medical School-Phoenix for the delivery of outpatient and inpatient services to inmates.	ABOR			August 2013: ASU College of Nursing and Health Innovation maintains an active partnership with the Department of Corrections that places student interns in Arizona correction institutions. ASU has internships and practica opportunities that include Behavioral Health through the Department of Psychology and the Program in Counseling Psychology, as well as the Doctorate in Behavioral Health offered by the College of Health Solutions. The Hartford Center of Gerontological Nursing Excellence received additional funding from Virginia G. Piper Charitable Trust to introduce and update Maricopa Nursing faculty in the care of older adults.
L.	Collaborations with the Governor's Re-Entry Task Force regarding development of offender transition programs to provide education about available public health and community agencies, housing and employment resources and support groups and research the possible implications for providing opportunities for creating wills, living wills and durable powers of attorney by featuring internships for social work majors and law students.	ABOR			Three pro bono student groups, Wills for Heroes, The Homeless Legal Assistance Project, and The Arizona Attorney General Satellite Outreach Project, involved law students working with licensed attorneys to draft wills, powers of attorney, and living wills for Arizonans. Student externs also provided information about wills, powers of attorney, and living wills to Arizona's tribal communities, a segment of Arizona's aging population that is especially in need of these services, in large part because of the effect of federal trust laws on the passage of real property in the absence of a will.
M.	Enhancement of existing internship programs for medical, nursing, mental health, dental and pharmacy students.	ABOR			<p>The College of Nursing and Health Innovation (CONHI) has over 1100 agreements for nursing student placement at both the UG and graduate level. The PhD program in the College has a substantive focus in Aging. Students conduct research in Gerontology in the community supported by fellowships from the Hartford Center and the Center for Healthy Outcomes in Aging located within the CONHI. Speech and Hearing Science in the College of Health Solutions places students in hospitals, nursing homes, rehab centers, VA, and outpatient clinics to work with patients who have had neurological diseases, stroke, TBI, dementia, Alzheimer's, hearing loss, swallowing problems. Our masters and doctoral students in the Counseling Psychology Program in School of Letters and Sciences can do field placements at Southwest Behavioral Health Hospital where they will learn to run groups with older individuals who may have suffered strokes, heart attacks, etc. Our School of Social Work (SSW) houses the Office of Gerontological Social Work</p> <p>initiatives which includes a focus on workforce development and interprofessional education and practice with geriatric health professionals. A foundational Graduate Certificate in Gerontology (7 credits) awarded through the UA Geriatric Education Center is offered in collaboration with the School of Social Work, including a one-credit internship in an aging-specific setting. The SSW works collaboratively with UA, NAU and other ASU health professions programs to develop and deliver a variety of interprofessional practice exercises and mini-courses that include aging-related content for health professions students. An undergraduate Gerontological Social Work Endowed Scholar has been established to support interest in aging. We have placements for MSW students at the VA Hospital in Phoenix, VA nursing home units, and other non-institutional settings. In addition, we have many students placed at other area hospitals working with older clients. We also have students working with agencies such as hospice providers, nursing homes, Department of Economic Security Adult Protective Services, as well as mental health agencies.</p>

**Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities.**

Arizona has the most to gain in promoting healthy and active living for its residents, regardless of age. With greater longevity and increasing population growth, Arizona's economy can continue to prosper or be hindered due to ever-increasing health care costs due to poor health and chronic disease. Health promotion and disease prevention are just two strategies that can help us define Arizona's future.

**Objective 3.2: Provide resources and services to promote healthy lifestyles, resulting in compressed morbidity and reduced mortality from preventable and chronic diseases.**

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**Objective 3.3: Support aging services and programs that promote independence and self determination of choices for older adults**

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**Goal 4: Increase the safety and well-being of older Arizonans.**

Safety in our communities is important for ensuring both the health and financial well-being of older adults. With increasing numbers of older adults living in their homes and living alone, maintaining safe communities will need more attention and take new strategies.

**Objective 4.1: Promote new and existing strategies to improve community safety for older adults.**

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**Objective 4.2: Strengthen efforts to prevent and respond to reports of elder mistreatment.**

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**Objective 4.3: To develop an emergency preparation plan to address needs of "at risk" vulnerable adults requiring emergency evacuation.**

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**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 5.1: Provide support for families in their efforts to care for their loved ones at home and in the community.**

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Identify additional opportunities to expand home and community based services (e.g. consumer-directed care, transitional living assistance)		NAU Civic Service Institute, Senior Companion Program	On-going	132 Senior Companion volunteers provided 109,687 hours of one-to-one services to homebound or disabled elderly clients in Apache, Navajo, Coconino, Yavapai, Mohave and Maricopa Counties to approximately 450 clients.
b. Facilitate and support caregiver education and ongoing access to useful caregiver resources.		NAU Civic Service Institute, Senior Companion Program	On-going	132 Senior Companion volunteers were provided four hours of monthly in-service training regarding client care.

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

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**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.**

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**Objective 5.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce.**

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
	C. Investigate incentives to university departments to incorporate aging experts in their hiring plans.	ABOR			<p>Aging is an area of strong academic interest in a number of traditional social and behavioral sciences, resulting in the hiring and retention of outstanding scholars in such departments as psychology, social and family dynamics, social work, global health, and sociology. In addition, the College of Nursing &amp; Health Innovation's Center for Healthy Outcomes in Aging and the Hartford Center of Gerontological Nursing Excellence are research centers that attract experts in aging to develop and deliver evidence-based practices to our aging population. These Centers have helped build faculty teams to secure federal (e.g., NIH, AoA, HRSA) and foundation (e.g., John A. Hartford, Virginia G. Piper Charitable Trust) funding to support aging research, education, and practice activities. CONHI added three faculty with an aging emphasis in the last year, for a total of six new faculty with an aging-related emphasis in the last 5 years. Multiple postdoctoral and predoctoral fellows have secured federal and foundation funding focused on aging.</p> <p>The College of Health Solutions (CHS) added three new faculty hires (one in Speech and Hearing Science and two in Exercise and Wellness) with expertise in aging, for a total of six new faculty with an aging-related emphasis in the last 5 years. These CONHI and CHS faculty hires were</p> <p>provided start-up packages to foster their research and scholarship.</p> <p>The UA recognizes the need to bring aging experts into the AHSC and across campus. The faculty of the ACOA, AHSC, and other aging advocates are involved in identification and recruitment efforts across campus. The successful application of the nationally prestigious Reynolds Grant, and the recognition by the UA leadership that 'aging' is of paramount importance, has provided additional incentives to all disciplines. Faculty with aging expertise are being actively recruited and mentored in the colleges of Medicine (i.e. Immunobiology, Oncology), Pharmacy, Public Health, and Nursing as well as Law, Business and Engineering. NAU - GNP hired (Dot Dunn)</p>

**Objective 5.5: Support older Arizonans' efforts to remain engaged in the workforce and civic engagement activities.**

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**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 6.1: Develop programs and approaches to close the Adult Protective Services in the state's current aging services infrastructure and delivery system especially to underserved areas.**

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
G.	Explore opportunities for a statewide approach to providing academic degrees (MS, PhD) in gerontology.	ABOR			<p>ASU offers graduate concentrations and certificates in aging within some of its current graduate programs, including a graduate certificate in geriatric nursing. The Doctor of Nursing Practice degree (DNP) offers a concentration entitled, "Adult Geriatric Nurse Practitioner" In addition, College of Health Solutions added a Master of Science in Exercise and Wellness with a concentration in Healthy Aging and a Master of Science in Clinical Exercise Physiology which deals mainly with older adults with cardiopulmonary disease that prepares graduates to sit for the registration examination for Clinical Exercise Physiologists. Undergraduate degree coursework is also available in social work, nursing, and music therapy. UA collaborates with ASU College of Public Programs/ASU School of Social Work on the Gero Certificates and the ASU College of Nursing and Health Innovations on our PhD minor. The goal is to re-institute the Masters Programs and explore a PhD program; a doctoral program may be proposed. UA offers certificates in aging, and a PhD minor. Undergraduate degree coursework is also available in social work, nursing, humanities and communication. Mayo Clinic in Scottsdale offers a residency for licensed physical therapists in gerontology. January 2014 - NAU has a number of their faculty teaching entry-level curriculum and providing expertise if necessary.</p>
H.	Provide resources and administrative support for sustaining and expanding the gerontology certificate program at the three state universities.	ABOR			<p>ASU's College of Nursing and Health Innovation and the School of Social Work provide faculty and staff salaries, office space and equipment, and other resources to support their instructional missions, the community forums and conferences, and other activities that strengthen and advance ASU's gerontology programs. In addition, the College of Nursing and Health Innovation supports the Center for Healthy Outcomes in Aging and the Hartford Center of Gerontological Nursing Excellence. Although these centers do not themselves offer academic programs, the objectives are to enhance the training and education of nurses.</p> <p>The UA Az Geriatric Education Center, a consortium led by the University of Arizona Center on Aging, that includes Arizona State University College of Nursing and Health Innovation and School of Social Work, and the Southern Arizona VA Health Care System, hosts an Interprofessional Gerontology Certificate Program. This is a non-academic 6 course curricular written by IP faculty, and it is offered on a continuing education platform in partnership with UA Outreach College. The course provides a practical overview of older adults, and gives basic knowledge needed to serve them- meeting an otherwise unmet need in the community to help prepare the workforce to care</p> <p>for older adults in multiple health and community settings. In addition, the ACOA develops and disseminates highly popular IP Elder Care Provider Fact Sheets. These one-page, easy to read, evidence-based Fact Sheets on nearly 100 topics synthesize key concepts in geriatric syndromes and diseases, and are accessible online and utilized by IP health professionals through multiple venues: the Arizona Geriatrics Society Journal, AZ Academy of Family Practice, ASU Hartford Center of Nursing Excellence, Geriatric Education Programs, POGOe; and distributed nationally to GECs, Hartford, and Reynolds collaborators. The major national geriatric journal, the Journal of the American Geriatrics Society, published a highly favorable review in 2010. NAU is working on a Certificate/Minor to start Fall of 2015.</p>

**Objective 6.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona.**

<b>STRATEGIES</b>	<b>Lead Agency</b>	<b>Key Partner</b>	<b>Start/End Dates</b>	<b>Progress/Accomplishments</b>
B. Provide resources and administrative support for the expansion of the medical campus in downtown Pheonix and its programs	ABOR			The UA provided support for the successful application for the nationally prestigious 4-year, \$2M D.W. Reynolds Grant in geriatric education, and the HRSA funded Arizona Geriatric Education Center. Through both of these grants, and with the support of the UA, our faculty provide mentorship and training for the development, implementation and evaluation of a longitudinal geriatric/gerontology curriculum at the UA COM. For several years the Reynolds Grant supported an on-site gerontology faculty position and part-time administrator position at the COM-Phoenix campus to facilitate geriatric education and training. Faculty from the ACOA/Division of Geriatrics served on the overall Phoenix-Tucson curriculum committee, and assisted in the integration of aging/geriatrics. ACOA faculty actively teach in the UA COM-Phoenix.
T. Explore opportunities to expand the number of health professionals with specialized knowledge and skills in gerontology/geriatrics through loan forgiveness or repayment programs.	ABOR			The U of A Arizona Center on Aging and ASU welcome engaging in conversations regarding the potential for a loan forgiveness or repayment program to expand the number of health professionals with specialized knowledge and skills in gerontology/geriatrics – pending availability of state funds to support such a program. The universities recognize that there are insufficient numbers of health care providers (1) with specialized training in gerontology/geriatrics, and (2) providing skilled services to aging patients in a variety of home and community based, and long term care sites. A well-structured loan forgiveness program (similar to rural health programs) could increase the number of providers pursuing specialized training (medical, nursing, pharmacy, etc.), who would then be required to provide care in multiple sites (for a number of years), making it easier for older Arizonans to access care. The goal would be to enhance training in aging-related principles of care for all providers (i.e. surgeons, emergency room physicians, nurses, etc.). Initial discussions are occurring between representatives from the ACOA and legislators to assess the feasibility of this program.

**Objective 6.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce.**

<b>STRATEGIES</b>	<b>Lead Agency</b>	<b>Key Partner</b>	<b>Start/End Dates</b>	<b>Progress/Accomplishments</b>
e. Increase needed supports through community partnerships, maximization of local resources, and expanded availability of caregivers.		NAU Civic Services Institute Senior Companion Program	On-going	The SCP partners with other organizations to place volunteers age 55+ and on limited incomes as companions to homebound elderly clients.
f. Enhance APS services and non-medical home and community based services to meet the needs of the growing adult population.		NAU Civic Services Institute Senior Companion Program	On-going	The SCP partners with other organizations to place volunteers age 55+ and on limited incomes as companions to homebound elderly clients.
h. Partner with local communities to develop locally driven services and programs to meet the needs of the aging populations		NAU Civic Services Institute Senior Companion Program	On-going	The SCP partners with other organizations to place volunteers age 55+ and on limited incomes as companions to homebound elderly clients.

**Objective 6.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce.**

<b>STRATEGIES</b>	<b>Lead Agency</b>	<b>Key Partner</b>	<b>Start/End Dates</b>	<b>Progress/Accomplishments</b>

**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.**

<b>STRATEGIES</b>	<b>Lead Agency</b>	<b>Key Partner</b>	<b>Start/End Dates</b>	<b>Progress/Accomplishments</b>

**Objective 7.2: Establish regulations and policies to promote quality of care in all settings.**

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**Objective 7.3: Streamline policies, procedures, regulations, and statutes that reflect the changing nature of an aging population**

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**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.**

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**Objective 8.2: Improve administrative processes to streamline activities and increase coordination.**

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**Objective 8.3: Use cross-agency collaboration to reduce administrative costs and maximize results.**

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
D.	Through systematic partnership building, foster collaborations between state agencies and the universities to create and evaluate new service delivery models within the aging network.	ABOR			ASU's College of Nursing and Health Innovation works with a number of private organizations and public agencies to identify, develop, and disseminate best practices for health delivery to an aging population. CONHI faculty partner with DES and aging services network partners on four U.S. Administration on Aging grants to develop and evaluate new integrated service delivery models related to respite care and to dementia family care giving. CONHI faculty also serve with state agency staff and other network partners on the Governor's Council on Aging Social, Health & Alzheimer's Committee as well as the State Task Force to develop a state plan for Alzheimer's Disease. The Center for Healthy Outcomes in Aging and the Hartford Center of Gerontological Nursing Excellence provide research and practice seminars to healthcare and social services staff, volunteers and community members within the aging network (e.g., City of Phoenix, Banner Health, Scottsdale Healthcare, SCAN). These Centers also collaborate with the U of A Geriatric Education Center on the Arizona Faculty Aging Scholars Program, and the U of A Center on Aging on a telemedicine grant, which provides linking interdisciplinary teams in Phoenix and Tucson. The School of Social Work works in collaboration with DES to design and evaluate service models.

					<p>The U of A Arizona Center on Aging collaborates with several public and private organizations and agencies to bring the best services for older adults. ACOA faculty lead the HRSA-funded Arizona Geriatric Education Center (GEC) grant, which is a state-wide consortium including the VA and ASU. The Arizona GEC collaborates with the Pima Council on Aging (AAA) and aging serves network partners to provide comprehensive and coordinated services in the home and community for aging adults. The GEC also leads the Arizona Faculty Aging Scholars Program to prepare health professionals in the care of older adults, a program that includes faculty from ASU linked thru videoconferencing supported by the UA. The U of A ACOA's GEC was awarded special funds, an Alzheimer's Supplement, specifically targeting health professional education regarding an evidence-based approach for patients with Alzheimer's and their caregivers. U of A ACOA faculty serve on the Pima Council on Aging Board of Directors, on the Governor's Council on Aging Social, Health &amp; Alzheimer's Committee, and the state task force. ACOA faculty serve on the Attorney General's Elder Abuse Task force, coordinating and linking interdisciplinary teams. The Pima Council on Aging has been connected to the ACOA via tele-videoconferencing equipment, allowing their staff, trainees and other local attendees access for viewing of our Advances</p> <p>in Aging Grand Rounds each month. The ACOA/AzGEC supports monthly geriatric grand rounds that is tele-videoconferenced across the state, including ASU and the Pima Council on Aging.</p>
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**Objective 8.4: Promote training and professional development of staff and managers.**

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

**Objective 8.5: Use advanced technology to enhance communication and improve management.**

<u>STRATEGIES</u>	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

<u>Key:</u>	<u>Participating State Agencies and Boards</u>
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