



Pinal-Gila Council for Senior Citizens

Area Agency on Aging
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Pinal-Gila Council for Senior Citizens Community Needs Assessment 2023

Pinal-Gila Council for Senior Citizens (PGCSC) conducted a community needs assessment in Pinal and Gila Counties to assess the needs of seniors. The assessment was conducted in early 2023. The assessment was part of PGCSC's Area Plan for 2023-2027.

The assessment included a set of questions that surveyed the needs of seniors, as understood by the person completing the survey. All areas in Pinal and Gila counties were targeted, and a wide response was received from all areas of the two counties.

In order to reach out to a wide variety of people, the survey was distributed through a targeted mailing list, clients receiving PGCSC services, elected officials, local businesses, health care providers, etc. The survey was also made available online on the PGCSC website, through social media, and through several other sources that helped to promote the survey.

A total of 578 surveys were completed, with 324 surveys completed in Pinal County, and 116 completed in Gila County.

The following is a breakdown of the people who completed the survey, including gender and race demographics:

Survey was completed by:

- 38% - Senior Center Program Participants
- 21% - Home Delivered Meal Participants
- 19% - Older Adults not Receiving Services
- 7% - Home Care Participants
- 7% - Caregiver
- 2% - Social Service or Public Agency
- 2% - PGCSC Provider/Contractor
- 1% - Health Care Provider
- 1% - Faith Based Organizations
- 1% - Local Businesses
- 1% - Elected or City/Town/County Official

Age of people who completed the survey

18 – 30	1%
31 – 50	6%
51 – 59	8%
60 – 64	8%
65 – 74	28%
75 – 84	36%
85 +	13%

Gender demographics of people who completed the survey:

Male	Female
29%	71%

Race Demographics of people who completed the survey:

African American	3%
American Indian	2%
Asian American/Pacific Islander	2%
Latino/Mexican American/Hispanic	16%
White/Anglo	77%

The following presents a summary of the responses to the survey questions.

Question: Mark ten (10) services that you feel are most needed by older adults in your community:

All Surveys	
Ranking	Services that you feel are most needed by older adults
1	Home delivered meals (Meals-on-Wheels)
2	In home respite (short-term care and supervision for a loved one)
3	Assistive devices for walking, hearing, eating, speaking, etc.
4	Transportation to and from medical appointments, pharmacy, etc.
5	Financial help with dentures, glasses and hearing aids
6	Home care (housekeeping, home health/nursing, personal care, attendant care)
7	Access to medical care (doctors and specialists)
8	Affordable housing
9	Affordable dental care
10	Managing chronic illnesses (diabetes, depression, etc.)

Pinal County	
Ranking	Services that you feel are most needed by older adults
1	Home delivered meals (Meals-on-Wheels)
2	In home respite (short-term care and supervision for a loved one)
3	Assistive devices for walking, hearing, eating, speaking, etc.
4	Assistance with benefits
5	Transportation to and from medical appointments, pharmacy, etc.
6	Adult day care/group respite
7	Affordable housing
8	Affordable dental care
9	Financial help with dentures, glasses and hearing aids
10	Home care (housekeeping, home health/nursing, personal care, attendant care)

Gila County	
Ranking	Services that you feel are most needed by older adults
1	Home delivered meals (Meals-on-Wheels)
2	Assistive devices for walking, hearing, eating, speaking, etc.
3	Transportation to and from medical appointments, pharmacy, etc.
4	In home respite (short-term care and supervision for a loved one)
5	Financial help with dentures, glasses and hearing aids
6	Home care (housekeeping, home health/nursing, personal care, attendant care)
7	Affordable housing
8	Affordable dental care
9	Home repair
10	Congregate meals

Question: Senior Centers: What do you believe today's seniors are looking for in Senior Centers?

All Surveys	
Ranking	What do you believe today's seniors are looking for in Senior Centers?
1	Recreation & Socialization
2	Arts and crafts
3	Affordable meals
4	Healthy meals
5	Fitness center
6	Computer use/classes
7	Health & Wellness classes
8	Field Trips
9	Information & referral
10	Soup & salad bar

Question: Mark three (3) of the following areas you feel Pinal-Gila Council for Senior Citizens should be most involved in:

All Surveys	
Ranking	Areas you feel PGCSC should be involved in:
1	Assist seniors in understanding eligibility requirements for benefits and services
2	Speak up (advocate) for senior issues and needs
3	Work with the local communities on behalf of seniors
4	Provide information and referral services
5	Strengthen senior center programs
6	Assist in fundraising and locating new resources for senior programs
7	Develop new programs for seniors
8	Offer educational seminars on aging issues
9	Other

Question: Legal Services for Senior: Please mark five (5) types of legal services that you believe are most important:

All Surveys	
Ranking	Types of legal services for seniors that you believe are most important:
1	Wills and Trusts
2	Power of Attorney (medical & mental)
3	Document Preparation
4	ALTCs
5	Debt Problems
6	Guardianship/Conservatorship
7	Neglect/Abuse
8	Property Affidavits
9	Financial Abuse
10	Consumer issues

Question: Senior Rights Violations: Check the offenses you feel are most common:

All Surveys	
Ranking	Senior Rights Violations - Check the offenses that you feel are most common:
1	Financial exploitation (mismanagement or stealing an elder's assets)
2	Identity theft
3	Telemarketing/In-home sales
4	Violation of personal rights (controlling an elder's behavior against his/her will)
5	Personal safety (crime)
6	Physical abuse/neglect
7	Home break-ins (invasions)
8	Domestic Violence
9	Gender Discrimination
10	Other

Question: Where do you usually look for information on senior services?

All Surveys	
Ranking	Where do you usually look for information on senior services?
1	Local senior center
2	Internet/websites
3	Friends/relatives/neighbors
4	Newspaper
5	Pinal-Gila Council for Senior Citizens
6	Church
7	Other
8	Radio/television
9	Chamber of Commerce
10	Political representative's office

Pinal-Gila Council for Senior Citizens
Area Plan Goals and Objectives
2023-2027

1. Older adults in Arizona have access to quality care.
2. Increase awareness and understanding of aging issues to help prepare Arizona for an aging population.
- 3 Older adults in Arizona can maintain individual wellbeing and safety to remain active, healthy, and independent.
4. Providers for older adults in Arizona can provide an integrated and well-trained informal, paraprofessional, and professional workforce.
5. Arizona has the necessary infrastructure to deliver needed supportive services.

GOAL ONE

Older adults in Arizona have access to quality care.

Strategic Objective 1.1:

Strengthen and enhance the dementia capability of the aging network to promote independence.

Strategic Objective 1.2:

Increase access to care coordination, healthcare, and other social services for all seniors.

Strategic Objective 1.3:

Provide information and promote understanding of options, benefits, and available services through a variety of formats.

GOAL TWO

Increase awareness and understanding of aging issues to help prepare Arizona for an aging population.

Strategic Objective 2.1:

Strengthen and enhance information sharing on aging issues to promote support.

Strategic Objective 2.2:

Promote the usage of positive person-centered pronouns of older adults and other ageism terminology.

Strategic Objective 2.3:

Address senior homelessness. Provide support, training and informational resources to seniors, families and caregivers.

GOAL THREE

Older adults in Arizona can maintain individual wellbeing and safety to remain active, healthy, and independent.

Strategic Objective 3.1:

Promote healthy lifestyles to reduce long-term illness and mortality from preventable and chronic diseases.

Strategic Objective 3.2:

Support aging services and programs that promote independence and self-determination of choices.

Strategic Objective 3.3:

Strengthen efforts to enhance a multi-disciplinary approach to prevent, detect, assess, intervene and investigate elder abuse, neglect and financial exploitation.

Strategic Objective 3.4:

Foster inclusion and diversity of underserved and underrepresented populations in accessing NMHCBS within the Aging Network in Arizona.
Objective 3.5: Respond to the ongoing effects of COVID-19 pandemic.

Strategic Objective 3.5:

Respond to the ongoing effects of COVID-19 pandemic.

GOAL FOUR

Providers for older adults in Arizona can provide an integrated and well-trained informal, paraprofessional, and professional workforce.

Strategic Objective 4.1:

Strengthen, expand, and evaluate the Family Caregiver Support Program.

Strategic Objective 4.2:

Develop a direct care workforce sufficient to meet the growing care needs in Arizona.

GOAL FIVE

Arizona has the necessary infrastructure to deliver needed supportive services.

Strategic Objective 5.1:

Develop programs and approaches to close the current gaps in aging services infrastructure and delivery system, especially in underserved areas.

Strategic Objective 5.2:

Develop methodology for setting service rates that provide adequate network coverage.



**Pinal Gila Council for Senior Citizens
Region V, Area Agency on Aging**

**Public Hearings
on the
Area Plan on Aging
2023 to 2027**

**Public Hearings will be held
at the following locations:**

Dorothy Powell Senior Adult Center
405 E. 6th St, Casa Grande, Arizona
Friday, March 31, 2023
12:00 p.m.

Globe Senior Center
579 S. Broad St., Globe, Arizona
Monday, April 3, 2023
10:30 a.m.

Virtual Meeting
Available to Pinal and Gila Counties
Through Zoom at the following link:
<https://us02web.zoom.us/j/86812937892?pwd=ZFd6WUxNUXNpb3pSY0dMd0RrejZz09>
Meeting ID: 868 1293 7892
Passcode: 124191
To join by phone: 1 408 638 0968
Tuesday, April 4, 2023
10:00 a.m.

More information concerning the hearings may be obtained by calling Pinal-Gila Council for Senior Citizens at 520-836-2758 or toll free at 1-800-293-9393.

The Area Plan Goals and Objectives are available for public review and comment at the Pinal-Gila Council for Senior Citizens office or their website: www.pgcsc.org beginning March 30, 2023. Written comments may be sent to PGCSC by those unable to attend the hearing.

Comments may be sent to the address listed or at info@pgcsc.org.

Pinal-Gila Council for Senior Citizens will host public hearings to present the Area Agency on Aging, Region V, Area Plan for 2023-2027.

This is the planning document which identifies priority needs programs, goals, objectives and activities that will be undertaken by the Area Agency on Aging in developing and implementing programs for fiscal years 2023 through 2027 for individuals age 60 years and older in Pinal and Gila counties.

The public hearings will provide an opportunity for the public to provide further input into the plan.

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