



Legacy Foundation of Southeast Arizona

Promoting Population Health and Community Wellness Throughout Southeast Arizona

FollowUp Form

Discretionary Grants 2018 - SEAGO AAA EOL Care Matters

Summary

Organization Name: SouthEastern
Arizona Governments Organization
(SEAGO)

Project Name: End of Life Care Matters
Program

Snapshot

Amount Requested	
Applicant Name	Laura Villa
Contact Phone	520-432-2528
Contact Email	lvilla@seago.org
Organization Address	1403 W. Hwy 92 Bisbee, AZ 85603

Grant Purpose

FollowUp Form

Project Summary Information

*** A Final Report is a requirement of the grant funding received. Fulfillment of this grant reporting requirement is a condition of your agreement and a condition to receiving any future funding ***

Project Name*

Name of Project.

End of Life Care Matters Program

Project Narrative

Please provide information on the main issues or problems this grant request addresses and details on why or how you will address these issues with the funds provided. This is your opportunity to make a persuasive case for support!

As people approach the end of their lives, decisions are not always planned ahead. In some cases, it is not because the topic has not been discussed but because the information on how to address the topic of end of life has not been presented in a way that is easy to comprehend. Starting in an individual's early years makes it much easier to deal with when one is aging. Speaking about our options and our needs also makes it a lot easier on our loved ones. An individual's beliefs might be totally different than another's yet their wishes could be similar. They need to be conveyed to be honored.

We provided education and outreach to address these issues and to assist people in completing their advance directives. We can see, based on the number of participants who have taken advantage of the program through scheduled workshops and seeing their feedback, that they have received benefits and found it helpful. Throughout the grant period, we have made contact with numerous people outside the workshops, who said the information provided was beneficial. SEAGO-AAA is determined to continue providing the information, as well as, to eliminate the barrier around end of life conversations.

The opportunity of working closely with many of our partners throughout Cochise and Eastern Santa Cruz is allowing us to continue our efforts in increasing the education, outreach and most importantly, to expand to the entire SEAGO region. Our partners play a huge role in this endeavor as they are well known in the community and the time they give for the purpose of education is invaluable.

SEAGO-AAA was determined to show that there was a need and the data bears this out. After completing 23 Honoring a Life: Advance Care Planning Workshops by the end of January 2019, we found that we had reached out to 20 service areas, worked with over 25 local organizations which included faith-based, senior centers, libraries and colleges, had 295 participants but touched many more lives as participants shared information with their family and friends. This was accomplished with 11 volunteer facilitators and one paid coordinator to an average of 13 participants per class.

Some challenges that presented during this tenure were staff turnover within the Area Agency on Aging, the recruitment and management of a solid core of volunteers and the larger number of hours of coordination and administration that were required to develop and implement this program. We ran out of funding prior to the end of the grant period. However, this only helped encourage us to pursue continued funding to be able to meet our goals. With this in mind, the project was presented to the David and Lura Lovell Foundation with the help of the Legacy Foundation. Our intention was and continues to be, providing education on advance care planning. It is important for the Area Agency on Aging to help the entire four-county region we serve. Continued advocacy and outreach in those other communities will bring this program to them where we perceive the need to be just as great. We are excited to expand this great program throughout Cochise,

Graham, Greenlee and Santa Cruz counties. The Legacy Foundation of Southeast Arizona has allowed us to raise awareness and has supported our goals every step of the way. SEAGO-AAA will continue to work closely with AZHHA, provide reports to the Community Coalition for Advance Care Planning, and collect data to obtain suggestions and feedback to improve the program

Project Start Date

04/01/2018

Project End Date

04/01/2019

Amount Awarded

\$18,936.00

Impact Information

Goal #1

Please list the first goal for this project.

Raise public awareness on End of Life Care Matters throughout Cochise County and Eastern Santa Cruz.

Goal #1 Final Achievement*

Describe how this goal was achieved.

If it was not achieved, describe why not.

During the first year of the grant, there was much to be done, as this was a totally new educational program to present in our communities. It was very well received. Between the Area Agency on Aging staff and our subcontractor there were many fliers out in the community promoting the workshops. Sandy Severson, from AzHHA, spoke on Advance Care Planning at conferences throughout our region, (including the Conference on Aging where over 160 people attended and the Arizona Area Agency on Aging, AZ4A, summit) which were all well received, raised awareness and generated interest in our program. SEAGO-AAA staff included fliers of upcoming workshops in all of the packets that were distributed throughout the region, as well as, at the state level. Ronnie Squyres, our subcontractor, and Susan Warne, a facilitator and Coalition member, spoke at the Alzheimer's Annual Educational Conference in Sierra Vista. AAA participated in health fairs, trainings, meetings locally and in Phoenix where this information was also shared. AAA posts ALL events on the SEAGO website, on the Area Agency on Aging Facebook page and uses Eventbrite registration so that those interested in attending can register and participate. A website specifically for this advance care planning program was developed: www.seago.org/advance-care-planning. We are continuing to find new ways to generate traffic to our website where we have accessible resources for the public, our workshop and

event schedule and registration for these workshops/events. We were able to have 1 article in the local newspaper and an article in the SSVEC Currents newspaper which outlined our educational program. AzHHA, through TLC, featured our efforts as a role model throughout the state in their newsletter. There is much more work to be done, many other areas to reach, as well as, continuing to provide services to our communities, currently served.

Goal #1 - Outcomes

Please list the outcomes for the first goal.

- Increased awareness of the advantages of End of Life Care planning
- Historic perceptions regarding End of Life discussions are changed
- Individuals will complete their Advanced Directive packets
- Decrease in the number of family members who are forced to make End of Life decisions without consultation with their dying family member
- Increased demand for Home and Community Based Services
- Delayed institutionalization of dying individuals
- Decreased costs to Arizona Long Term Care System and Arizona taxpayers
- Increase funding opportunities with data collected

Goal #1 Final Outcomes*

Provide data showing how you achieved the Outcomes listed above.

If you did not achieve them, why not?

The events encompassed 11 volunteer facilitators to present Honoring a Life: Advance Care Planning Workshops.

Covered Cochise and Eastern Santa Cruz Counties

In Sierra Vista alone we hosted eight (8) events, five (5) in Bisbee, two (2) in Tombstone, Benson, Willcox, Douglas and Patagonia (included Sonoita), as well as, other rural areas of Cochise county.

Workshop Fliers were distributed with the registration link (on Facebook, website, eblasts and hard copies posted with contact info for those without Internet access).

As mentioned previously, the information has been presented throughout the Legacy Foundation service area, in order to raise awareness on end of life care matters and the numbers show it. By the end of January 2019, 23 Honoring a Life: Advanced Care Planning workshops were completed, 20 Community Service Areas were reached, 25 local organizations to include faith-based, senior centers, libraries, Cochise College and more were involved, 295 participants plus their families/friends' lives were touched. 11 volunteer facilitators were involved and over 257 evaluations received. With data received out of the 257 evaluations, 97% of the participants agree or strongly agree that they now have increased knowledge on the topic of end of life. 83% agree or strongly agree that their confidence in speaking about this topic has increased. These numbers show that our work has had an impact but does not end here. Our efforts were mostly prioritized in providing the education but not the completion of the advance directives. In going forward, we want to help people in the completion of their advance directives. As a result, we will be implementing Meet and Complete sessions to address this need using our new grant funds.

Goal #1 - Outputs

Please list the outputs for the first goal.

- Estimated number of workshop advertisements (48), PSAs (48), posters (240), and flyers (1,200)
- End of Life Care workshops held (24)

Workshop participants reached (480)
 Estimated number of Advanced Directives prepared as a result of program (360)
 Estimated number of additional volunteer trainers recruited (12)
 Estimated number of participant family members (480)

Goal #1 Final Outputs*

Provide data showing how you have achieved the Outputs listed above.
 If you did not achieve them, why not?

Estimated number of workshop advertisements: full page SV Herald ad, PSAs – 20 (run repeatedly on radio), SV Herald article, SV Herald Today's Happenings, SSVEC newspaper article, workshop posters and flyers > 900 (email and posted) and Cochise County Update disseminated to 1000's in Cochise County.

End of Life Care workshops held – 23 (from 4/1/19 – 1/31/19)

Workshop participants reached – 295 (+ an additional 300 as they shared with their friends/families)

People receiving information disseminated through conferences, health fairs, etc.: > 800

We feel that we have achieved the goal of increasing public awareness, yet there is still much more to accomplish. The workshops open the door to new possibilities and help increase awareness. However, it is not just about that, AzHHA has performed numerous trainings to healthcare professionals (Communications in Serious Illness) and we have assisted them in promoting those events. If we educate our communities, and the healthcare professionals are not taking the time or not understanding the importance of this topic, it makes it harder for their patients to follow through as well. AzHHA has made huge efforts in being present in our region and they have helped advocate for policy change throughout Arizona.

As we disseminate information about Advance Care Planning, increase our participation in community events (as well as hosting and observing the first National Healthcare Decisions Day Luncheon in April), we are more visible in our communities. All of these efforts help to reduce the stigma of end of life conversations and increase the use of advance directives. The effect of the workshops, is to decrease the number of family members who are forced to make End of Life decisions without consultation with their dying family member since there would be more conversations on this matter. SEAGO-Area Agency on Aging is seeing more calls coming in inquiring about upcoming classes through our Information and Referral program. SEAGO-AAA subcontracts with Cochise Health and Social Services for Case Management with four (4) case managers who oversee Cochise County. Reports have shown an increase in referrals for home and community-based services as a result of information being provided at the workshops. If these individuals or family members are aware of these services through the information provided at the workshops, the delay of institutionalization and LTC services will also be delayed or possibly avoided (such as hospitalizations). Our hope is that through the workshops, people will seek Hospice services earlier as they understand the services better.

Goal #2

Please list the second goal for this project.

Educate individuals and other organizations on the importance of EOLCM

Goal #2 Final Achievement

Describe how this goal was achieved.

If it was not achieved, describe why not.

This goal was achieved through using the curriculum provided by AzHHA Thoughtful Life Conversations in the form of HAL: Advance Care Planning Workshops that they taught us to facilitate through a Train the Trainer Workshop provided last February 2018. We successfully provided these workshops throughout Cochise and Eastern Santa Cruz counties, including many rural areas. There have been some challenges that we have met: we have started doing the observation and checking off of new facilitators with AzHHA's blessing so that we maintain a viable pool of facilitators. The availability of volunteer facilitators for each session continues to be a challenge, especially when most of the facilitators also have full time jobs. Clarifying and managing the role of the facilitator in presenting workshops could be a challenge. We created a Facilitator Participation Agreement which included that marketing of any particular company was prohibited and that they commit to doing at least 2 workshops per year. We have realized that 8 hours of worktime a week allotted for the Coordinator, has not been enough to be able to coordinate events through the service area as planned. There has to be marketing done, e-mails, phone calls, scheduling of facilitators and location reservations which all required more planning time than anticipated.

Goal #2 - Outcomes

Please list the outcomes for the second goal.

- Increased awareness of the advantages of End of Life Care planning
- Historic perceptions regarding End of Life discussions are changed
- Individuals will complete their Advanced Directive packets
- Decrease in the number of family members who are forced to make End of Life decisions without consultation with their dying family member
- Increased demand for Home and Community Based Services
- Delayed institutionalization of dying individuals
- Decreased costs to Arizona Long Term Care System and Arizona taxpayers

Goal #2 Final Outcomes

Provide data showing how you achieved the Outcomes listed above.

If you did not achieve them, why not?

- End of Life Care workshops held - 23
- Workshop participants reached – 295 (+ an estimated additional 300 as they shared with their friends/families) with an average of 13 per workshop.
- The HAL workshops were scheduled on an average of 2 per month with many being scheduled as a result of a request from an organization such as a church or support group.
- Many participants in the workshops represented many organizations in the community including: VICaP, Alzheimer's Support Group, Mt. View Gardens, Cochise County Public Fiduciary's office, BCRC, Library staff, NCCH Hospital, Cochise College staff, Bonita Vista Apartments, WASA, Hospice staff and St. Vincent de Paul staff.
- 300 + phone calls and emails were handled – assistance given regarding the Arizona Registry, assistance given for workshop registration to those without Internet access, information provided and referrals given on advance care planning, etc
- The database results show:
 - 44% report that they intend to complete their advance directives in the next 30 days
 - 46% report that they will share their documents and discuss their wishes with loved ones and healthcare providers in the next 30 days
 - 97% agree or strongly agree that their knowledge of Advance Care Planning has increased
 - 92% agree or strongly agree that their confidence in discussing their wishes with loved ones has increased

98% agree or strongly agree that they will have conversations with their loved ones about their end-of-life wishes

98% agree or strongly agree that they will review their Advance Directives periodically and make updates as appropriate

96% agree or strongly agree that they know where to go to get answers or resources

98% agree or strongly agree that the class was helpful to them

Approximately 50% of the evaluations were completed by persons 65 – 74 years of age, 25% were 75 – 84, 6% were > 85, 2% each in the 45 – 54, 35 – 44 and 25 – 34 categories.

69% identified as female and 31% as male

Goal #2 Outputs

Please list the outputs for the second goal.

Estimated number of workshop advertisements (48), PSAs (48), posters (240), and flyers (1,200)

End of Life Care workshops held (24)

Workshop participants reached (480)

Estimated number of Advanced Directives prepared as a result of program (360+)

Estimated number of volunteer trainers recruited (12)

Estimated number of participant family members (480)

Goal #2 Final Outputs

Provide data showing how you have achieved the Outputs listed above.

If you did not achieve them, why not?

There is increased awareness of the advantages of End of Life Care planning.

Historic perceptions regarding End of Life discussions have changed positively.

There is a decrease in the number of family members who are forced to make End of Life decisions without consultation with their dying family member or knowledge of their wishes.

There is an increased demand for Home and Community Based Services.

Delayed institutionalization of dying individuals and a decrease cost to Arizona Long Term Care System and Arizona taxpayers are not easily quantified and data is not readily available

Our data shows an overwhelming agreement that participants perceive they have increased knowledge and increased confidence in discussing end of life wishes. Most agree that they will discuss them with their loved ones and review their directives periodically. Most all of them know where to get help. 98% felt that the workshops were helpful to them.

Many of the participants had already completed their directives, however, they were not sure they had done them correctly or they were in legalese and did not fully understand them. Some felt they wanted to use Arizona forms as theirs were done in other states and they felt they wanted to update them.

Goal #3

Please list the third goal for this project.

Cochise and Eastern Santa Cruz will have completed the Advance Directives forms

Goal #3 Final Achievement

Describe how this goal was achieved.

If it was not achieved, describe why not.

The Evaluation that AzHHA TLC used for their workshops was a 3-page evaluation that had many fields. Our agreement in using their workshops, was that we use their evaluation and send them to TLC when completed. There is not a field that asks participants if they feel they have enough information/knowledge to complete their advance directives. They had questions on the evaluation regarding the helpfulness of the workshop and knowledge gained, however, we had hoped that we could get that particular question added but were unable to do so. We considered training our facilitators to ask the question separate from the evaluation and concluded that it would not be done consistently plus attendees are already filling out a long evaluation with many questions on it.

TLC sought feedback from facilitators on the curriculum and our facilitators provided much feedback, including feedback regarding revising the evaluation. The result is that the curriculum has been modified and now there are 3 community education workshop options we can offer. They are streamlined and improved the 2-hour workshop which is what we have been facilitating. They also streamlined and improved the evaluation and now it is 2 instead of 3 pages. Alas, the question regarding participants' feeling able to complete the advance directives on their own was not added.

Goal #3 - Outcomes

Please list the outcomes for the third goal.

- Increased awareness of the advantages of End of Life Care planning
- Historic perceptions regarding End of Life discussions are changed
- Individuals will complete their Advanced Directive packets
- Decrease in the number of family members who are forced to make End of Life decisions without consultation with their dying family member
- Increased demand for Home and Community Based Services
- Delayed institutionalization of dying individuals
- Decreased costs to Arizona Long Term Care System and Arizona taxpayers
- Increase funding opportunities with data collected

Goal #3 Final Outcomes

Provide data showing how you achieved the Outcomes listed above.

If you did not achieve them, why not?

Our hope was that participants gained enough knowledge and confidence for them to complete their advance directives on their own. They were provided with the advance directives at the workshop. It is equally important that individuals have the conversation with their loved ones and caregivers and so if they feel better equipped to have the conversation and do so, then that is a huge accomplishment.

We were not able to obtain this data. What we do know is that almost 50% had the intention of completing their advance directives within 30 days of the workshop. This is a large number as there were many attendees who had already had completed advance directives at the time of the workshop. As mentioned above, our data shows an overwhelming agreement that participants perceive they have increased knowledge and increased confidence in discussing end of life wishes. Most agree that they will discuss them with their loved ones and review their directives periodically. Most all of them know where to get help. 98% felt that the workshops were helpful to them.

Goal #3 - Outputs

Please list the outputs for the third goal.

Estimated number of workshop advertisements (48), PSAs (48), posters (240), and flyers (1,200)
 End of Life Care workshops held (24)
 Workshop participants reached (480)
 Estimated number of Advanced Directives prepared as a result of program (360+)
 Estimated number of additional volunteer trainers recruited (12)
 Estimated number of participant family members (480+)

Goal #3 Final Outputs

Provide data showing how you have achieved the Outputs listed above.

If you did not achieve them, why not?

Whether attendees felt capable of completing their advance directives on their own and whether they actually did, is unknown. In the future, we hope that the Meet and Complete workshops and perhaps more focused follow-up will give us the answers.

Participants in the HAL: Advance Care Planning Workshops attended a 2-hour workshop which helped them begin the conversation and outlined a clear process for them to ensure that their priorities and preferences for end-of-life care were known, documented and honored. Objectives were to reduce fear and stigma around talking about dying and to allow people to consider what's important to them; learn how to talk to others about their wishes; review healthcare planning decisions, resources and documents; learn with whom to share their healthcare planning documents; and discuss when to review and update these documents. The general public, anyone 18 years or older were invited with a special focus on the elderly or those with serious illness. Each attendee was given a packet with resources, contact information and advance directives. Videos were used to help illustrate important concepts. Participants were certainly given the tools necessary to complete their directives

Community Impact Measurement*

How did you measure the effectiveness of your activities against your goals? Please describe the community impact for each of the your goals.

Goal 1: Raise Awareness: Throughout Cochise and Eastern Santa Cruz counties, SEAGO-Area Agency on Aging disseminated Honoring a Life workshop flyers in all areas visited. We visited libraries, senior centers, community centers and local organizations. We disseminated information and answered questions during our public presentations, at health fairs or where we had counseling sessions. The fliers and posters were sent to our constant contacts as means to help get the word out in their organization as well as to increase the knowledge of end of life issues. We included the Eventbrite registration link and resource information on the SEAGO website so that more time could be spent focusing on coordinating the workshops in different service areas but would allow the public easy access to resources and registration. PSA's, Facebook, information included in newspaper articles and newspaper calendar of events, as well as, county e-newsletters, all contributed to raising awareness in our community. We received many calls as a result of newspaper articles and helped many to register for workshops. We feel we used many modes of getting the word out so that we could reach a large number of diverse people.

Goal 2. Educate: The Community Coalition for Advance Care Planning is where the idea originated to educate and provide resources to our community. It consists of many leaders in our community who

represent distinct organizations. They are very passionate about this topic and many of them took it to heart by becoming trained volunteer facilitators when TLC offered a Train the Trainer workshop. We have an excellent pool of trained facilitators. The feedback received from the evaluations shows the top-notch quality of our facilitators – they received many positive remarks and were scored very highly.

With our goal of educating our community, we coordinated and provided an average of 2 workshops a month throughout Cochise and Eastern Santa Cruz counties. The ZOHO database was created (though not included in our grant proposal, we felt that it would be very beneficial). It required more time to input data, however, was very valuable in summarizing our data to illuminate our accomplishments, as well as, to help us pinpoint where we want to make improvements. The results have been summarized above; the evaluations gave very high marks to the workshop material and the facilitators. Our subcontractor has been trained by AzHHA TLC to co-facilitate the Train the Trainer workshops in the future so that we can more easily conduct workshops in our service area to bring on new facilitators when needed. She also has been trained to do the Facilitator Check-offs so that they are certified to facilitate community education workshops going forward.

Goal 3. Capability to complete Advance Directives: The workshops were created by TLC to open up the conversation about End of Life which is huge; people in general, do not feel comfortable speaking about death and this is a stigma that we have addressed and reduced. The Go Wish cards provided a great way for attendees to look at their own values and wishes during the workshops. This was designed to spur participants to have conversations with their loved ones and care givers. They can even go online, play the game and get a printout to share with others. These HAL workshops were not geared toward participants completing their documents at the time of the workshop. Participants were requested to send a postcard or go online to let TLC know of their completion and TLC would inform us re: completions. They got almost no response and realized this was not effective in discovering whether people were completing their documents. In terms of completion of documents or of revising documents, there was not a mechanism in place that could measure this in a timely and cost-effective manner. Therefore, towards the end of the grant period we realized that there was more work that needs to be done in this area.

Community Impact

Based on your original vision for the community, did you succeed? Please explain.

SEAGO-AAA believes that the data collected shows that even though the results obtained were very positive regarding what was learned from the HAL workshops, there is still greater need in our communities in filling out the documents. The State Attorney General is aware of the End of Life initiative happening around the state of Arizona and is has been very supportive to AzHHA, PCOA and SEAGO in their efforts to change policy. We have come to realize that documents completed and sent to the Secretary of State's Arizona Registry were not being entered into a useful database and the numbers were so low that it was hard to understand the purpose of completing and filing them with the Registry. Since this initiative began, the Attorney General is looking for ways to get the Department of Health involved in taking this role in-house in order to improve consistency, tracking and usefulness. We feel confident that with data collected and participation throughout the state, we will all be able to successfully change policy and make completed advance directives more accessible to healthcare providers. Our community is very involved and eager to make an impact for greater change and improvement which will result in less suffering. Many wonderful organizations are coming together to provide the support and the tools to make this happen. We are seeing higher numbers of interested individuals who want to volunteer their time and be part of this goal. This is our first year and there is much more to be done.

Lessons Learned*

What, if any, lessons have you learned from your work thus far? What, if anything, would you do differently?

SEAGO-AAA has learned that it does not take a village to make things change; it takes one individual to make a difference when their goal is to make a difference. The Coalition began with a group of people from different organizations who are active in their communities. Individuals took on the challenge of being trained as facilitators and teaching at least two workshops (some are willing and able to do more). As our volunteer facilitators host workshops, we see that families and friends from those who have already received the information attend workshops themselves as they see it makes a difference. SEAGO-AAA is constantly sharing information in our social media and no workshop has had to be rescheduled due to lack of enrollment. We learned just how important and effective it is to collaborate and network as the "whole is much greater than the sum of its parts." We could not have had the success we have had, without so many passionate, dedicated and knowledgeable individuals!

Future Plans*

Please describe plans and goals for the future, including sustainability (if appropriate) for this work.

SEAGO- AAA wants to keep the momentum going in providing advance care planning awareness, education and assistance with document completion. In response to requests to offer additional services, this program will expand to the entire SEAGO-Area Agency on Aging region which consists of Cochise, Graham, Greenlee and Santa Cruz counties. We invited Sandy Seversen of AzHHA to present at the Senior Expo in Graham County and it was very well received. The information was also presented throughout other areas and SEAGO-AAA felt that it was our duty to get our region on board. This idea was presented to the David and Lura Lovell Foundation; they thought that it was a marvelous idea and have granted us funds to continue our efforts for two more years. AAA's connection with Southeastern Arizona Community Unique Services (SEACUS) and their involvement in Graham County has allowed us to partner with Haven Home Health and Hospice to oversee this program in Graham and potentially include Greenlee County in the 2nd year of the period if not sooner.

We have a Train the Trainer session in April in Safford where there are already 12 interested volunteer facilitators. Ronnie Squyres and a representative from AzHHA will be performing the training and leading those individuals on a wonderful adventure.

We will now include Meet and Complete workshops and will invite existing facilitators to assist with this process. We currently have a Meet and Complete workshop pending for this month. We have a workshop coming to Bowie, as well as, a Train the Trainer event in Willcox. We held a Train the Trainer in Sierra Vista 2/1/2019 and had 6 attendees. This April, SEAGO-Area Agency on Aging with continued support from the Legacy Foundation will host its first National Health Care Decisions Day Event (Luncheon) in Sierra Vista. Cochise College has allowed the use of their facilities as an in-kind donation and our collaboration with them continues. We are honored to have two great speakers who will present on the topic of end of life issues: Dr. Andrew Latchman, Palliative Care and Internal Medicine and Paul Melo attorney at law. Laura Villa (Area Agency on Aging) and 2 representatives from the local hospices will also speak. The National Health Care Decisions Day will be observed in April in order for the public to know more about this important topic. This will enable us to bring our community together, shed further light on this topic and further reduce the stigma by openly speaking about living well until we die.

We will continue our efforts of disseminating information and reaching out to even more rural areas. We will continue to inform the Coalition and SEAGO board members who represent the different counties, cities and municipalities, of our efforts. We have been asked to provide more and more presentations on the AAA services offered which include End of Life. We have also come to realize that we need to spend more one on one with our participants in order for this program to work and also, to meet their expectations.

All of these efforts would not be possible without the continued support of our valuable volunteers and the Community Coalition for Advance Care Planning, who also helps us share the information in their respected organizations and communities which helps increase participation. SEAGO-Area Agency on Aging is determined to bring education and awareness to Southeastern Arizona so that more individuals can have

their wishes stated, documented and honored. The impact cannot be underestimated – people's suffering at the end of life is very real and we feel passionate in reducing that in ways that are very achievable.

Allocation of Funds*

How much of the grant amount have you spent? Please provide a narrative explanation of any significant variances between proposed income/expenses and actual. If we did not grant all of the funds requested, how did you address this?

Please provide an upload of the spending in the Outcome Report Attachments below.

When AAA took on this responsibility, we did not realize that this program would require so much time and yet we did not quit due to lack of funding. We initially did not include adequate funds for administrative costs in order to cover all the work that the program director had invested; we did not include adequate funds for time invested by our information and technology staff to put the database together which has been a great tool for us to have, we did not include the extra time that our subcontractor invested to complete the agreed upon goals for education. Much of the outreach had to be done by the AAA staff. Unfortunately, we lost 2 AAA staff members who would oversee one end of Cochise County and because of that we shifted those funds to our subcontractor who earns a higher wage (not an employee). We don't regret having done that because our contractor did an outstanding job in meeting our numbers. All grant dollars were expended to the penny by the end of January.

Significant Changes*

Please describe any significant Board, management, key employee or organizational changes.

Significant changes occurred within the AAA with staff turnover. The Family Caregiver Support Program Coordinator role was also tasked with providing some assistance with the End of Life Care Matters Program. That position has been filled twice since 2/1/19. AAA is in the process of hiring a new coordinator who will continue to work closely with the subcontractor in providing assistance in Cochise County. That person will also assist in the rest of the counties that AAA serves. AAA has also designated another staff member to assist the subcontractor with additional supportive duties which include attending the Coalition meetings when the program director is not able to attend. We will continue to address any needed changes to ensure the integrity and the success of this program.

We are very grateful to the support that the Legacy Foundation of Southeast Arizona has provided. Many thanks go out to you for what you have done for us and the community!

Signature*

Enter your full name, title, and the date of Grant Report submission (e.g., Anne Smith, Executive Director, January 1, 2015).

Randy Heiss, Executive Director, March 28, 2019

Confirmation*

By entering your signature information above and clicking the "I Agree" button below, you certify that the grant funds received were used solely for the purpose specified in your organization's grant application.

I Agree

Related Press or media

Upload any available press or media related to this project.

Wick Communications # 174 Thoughtful Life Conversations.docx

Budget Comparison

Proposed and actual budget comparison for the grant.*

Please provide the line items from the original grant application budget in one column and the actual spending in the next column.

proposal-budget final quarter 3-19-19.xlsx

Thoughtful Life Conversations: The Most Important Conversation Ever

SEAGO Area Agency on Aging, Legacy Foundation, along with numerous partners that form the Community Coalition for Advance Care Planning, began the journey in better preparing Cochise and Eastern Santa Cruz in having these important life conversations. Reflecting on what matters most in life, discussing and communicating your wishes with your healthcare provider and loved ones, documenting your wishes, sharing those documents (advance directives) and the timing of reviewing/updating them, were all touched upon in the workshops conducted at no cost to participants.

The End of Life Care Matters Program was given generous financial support from the Legacy Foundation of Southeast Arizona, which is an Arizona charitable organization whose philanthropic mission is to promote population health and community wellness throughout Southeast Arizona. From April 2018 to January 31, 2019, SEAGO AAA conducted **23 Honoring a Life: Advanced Care Planning Workshops**, **9 community service areas** were reached, and **295 + lives** were touched by this great initiative that would not have been possible without the **11 volunteer facilitators** who did an excellent job in presenting the information and sharing their expertise and experience.

Recently, with continued support and guidance from Legacy Foundation, SEAGO AAA was granted financial support from David and Lura Lovell Foundation to expand our efforts throughout SEAGO's service area - Cochise, Graham, Greenlee and Santa Cruz Counties. Along with conducting Thoughtful Life Conversations Workshops (free of charge), the program will also offer Meet & Complete Workshops.

With the help and support of these foundations, SEAGO AAA has been able to meet our initial goals in bringing this education to our communities. We will now continue to overcome the barriers and empower each individual to openly express and document their wishes. We invite you to take advantage of the free workshops coming to your area. Please join us for our first National Healthcare Decisions Day Luncheon on April 16, 2019. While attendance is free, registration is required and seating is limited.

For information, resources, a schedule of upcoming events, and to register for workshops or events, go to our website: <https://www.seago.org/advance-care-planning>. For further information, please contact Ronnie Squyres at feelwellsleepwell@gmail.com or 520-355-5226, or Laura Villa, SEAGO AAA Program Director at lvilla@seago.org or 520-432-2528 Ext. 208.



The Legacy Foundation of Southeast Arizona

Project Budget

Organization's Name:

SEAGO-Area Agency on Aging

Amount of this Grant Request:

\$18,936.00

Grant Period:

April 1, 2018 to March 31, 2019 (12 months)

Please note, you are not able to write over any formulas, headings or descriptions.

REVENUES	REVENUE SOURCE NAME		LEGACY FOUNDATION GRANT REQUEST	PENDING AMOUNT FROM OTHER SOURCES	SECURED AMOUNT FROM OTHER SOURCES	TOTAL COST OF PROJECT
Government Grants & Contracts						0.00
Non-Profit funding sources			18,936.00	0.00		18,936.00
Non-Profit funding sources						0.00
Non-Profit funding sources						0.00
For-Profit Funding Sources						0.00
Individual Contributions						0.00
Fundraising Events						0.00
Other Revenue (please specify below):						0.00
						0.00
						0.00
						0.00
						0.00
						0.00
TOTAL REVENUES			\$18,936.00	\$0.00	\$0.00	\$18,936.00



The Legacy Foundation of Southeast Arizona

Project Budget

Organization's Name:

SEAGO-Area Agency on Aging

Amount of this Grant Request:

\$18,936.00

Grant Period:

April 1, 2018 to March 31, 2019 (12 months)

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Legal Fees					0.00
Other Purchased Services					0.00
Community Outreach					0.00
Other Costs (please specify below):					0.00
indirect costs			1,153.68		1,153.68
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
					0.00
Total Non-Personnel Costs:			\$15,170.61	\$0.00	\$15,170.61
TOTAL PROJECT EXPENSES			\$18,936.00	\$0.00	\$18,936.00

EXPLANATIONS:

SEAGO-AAA will hire Veronica Squyres as a subcontract to collaborate with AAA staff in order to fulfill the Cochise and Eastern Santa Cruz county area and perform 4 hours per week for 52 weeks @ an hourly rate of \$34.83 for coordinating workshops. Ronnie, ended putting more than 4 hours per week in order to keep up with the flow of workshops due to employee turnover at AAA