

Maricopa Association of Governments  
Municipal Aging Services Projects  
**Summary of Recommendations**

The following recommendations will assist local governments as they partner with nonprofit agencies, faith-based organizations, academic institutions, and others to meet the needs and tap into the talents of people aged 65 years plus. Please document specific steps local governments can now and in the future to address each of these areas. Please note specific people, organizations, and resources that may be of assistance.

Responses may be sent Rachel Brito at [rbrito@azmag.gov](mailto:rbrito@azmag.gov) or by calling (602) 254-6300 by April 23, 2012.  
Thank you!

Recommendations	Action Steps and Resources
<b>Support People Aging in Place</b>	
Integrate plans for people aging in place into all future planning processes.	<ol style="list-style-type: none"> <li>1. Add aging in place to general plans and other municipal planning documents. Each community may need to define and operationalize this for their area. Refer to City of Scottsdale character area plan for Southern Scottsdale adopted in 2010.</li> <li>2. Conduct studies and community engagement to ascertain how services will impact people aged 65 years and older. Refer to the MAG Northwest and Southwest Transit Systems Studies.</li> </ol>
Provide ways of serving seniors in their homes and close to their homes.	<ol style="list-style-type: none"> <li>1. Sun Health and Area Agency on Aging both operate care transitions programs that provide assistance to people aged 65 years and older who have been recently discharged from the hospital. This reduces the rate of re-admission and suffering from relapses into illness.</li> <li>2. Refer to <b>Area Agency on Aging's other home-base care programs</b>.</li> </ol>
Ensure safety through fall prevention.	<ol style="list-style-type: none"> <li>1. Promote services that address the three main factors that contribute to falls. This includes providing services that provide needed home repairs, assistance to counteract confusion and instability caused by medicines interacting (the rate of this happening increases significantly when people are taking more than four medications), and promoting physical activity. Physical activity is the single best remedy to prevent falls.</li> <li>2. Collaborate with the Arizona Falls Prevention Taskforce (refer to <a href="http://www.azstopfalls.org/">http://www.azstopfalls.org/</a>).</li> </ol>
Promote preventative health services.	<ol style="list-style-type: none"> <li>1. Calls relating to falls and diabetes are two of the issues likely to generate the largest number of calls to first responders like the fire department. Services that address these issues will have a dramatic impact on people's wellbeing, as well as reducing budget of related departments.</li> <li>2. Refer to <b>agency</b> that provides assistance with diabetes.</li> <li>3. Consider use of kiosks and relational agents in areas where people aged 65 years plus are to provide medical information.</li> </ol>
Meet caregiver needs.	<ol style="list-style-type: none"> <li>1. Establish a hotline for caregivers and educate the public.</li> <li>2. Collaborate with the Arizona Caregiver Coalition (refer to <a href="http://www.azcaregiver.org/">http://www.azcaregiver.org/</a>).</li> </ol>

<b>Promote Transportation Options</b>	
Provide alternatives to the car: <ul style="list-style-type: none"> <li>• Taxi-cab vouchers.</li> <li>• Increase accessible transportation options.</li> <li>• Increase visibility and awareness.</li> </ul>	<b>The MAG Human Services Transportation Planner will fill in the transportation sections. Other recommendations are welcome.</b>
Promote safe roads and safe drivers: <ul style="list-style-type: none"> <li>• Develop complete streets.</li> <li>• Create walkable communities.</li> <li>• Support safe driving.</li> </ul>	
<b>Increase Social Participation</b>	
Keep older adults active and engaged: <ul style="list-style-type: none"> <li>• Engage seniors as volunteers and employees.</li> <li>• Provide intergenerational programming.</li> <li>• Increase awareness and advocacy by supporting elder economic security and community development.</li> </ul>	<ol style="list-style-type: none"> <li>1. Engage people aged 65 years plus in conducting assessments of their communities and senior centers. Arizona State University College of Nursing and Health Innovation has an assessment framework that facilitates people taking pictures and recording their observations of the built environment.</li> <li>2. Replicate Carefree’s first “Carefree Gets Friendly” event conducted over a weekend in February 2012 to promote neighborhood interaction. They plan to repeat the event next year with an element that increases competition among neighborhoods.</li> <li>3. Enhance Getting Arizona Involved in Neighborhoods (GAIN) events held by a number of communities host in October to promote community cohesion. Elements related to people aged 65 years plus could be expanded within these events.</li> <li>4. Replicate local best practices in utilizing people aged 65 years plus as volunteers such as the City of Phoenix’s partnership with the Orangewood Church, City of Goodyear Police Department, Duet, and the City of Mesa (refer to appendix).</li> <li>5. Replicate local best practices in intergenerational programming such as Benevilla and Rehoboth All Saints Center (refer to appendix).</li> <li>6. Replicate local best practice senior centers such as Granite Reef Senior Center, recipient of NuStep’s Pinnacle Award.</li> </ol>
Re-imagine senior centers and create prototype senior center of the future: <ul style="list-style-type: none"> <li>• Conduct a regional assessment.</li> <li>• Become more market and consumer driven.</li> </ul>	<ol style="list-style-type: none"> <li>1. Conduct a regional assessment of senior centers using the New York study and BoomerANG study as models (refer to the appendix). These models can be expanded to include users of senior centers and other people aged 65 years plus to assess the centers.</li> <li>2. Implement a Village movement pilot project with four sites: urban, rural, faith-based, and an ethnically defined community. The pilot project would include a community assessment, a service coordinator, community outreach, the development of a qualified vendor list, the establishment of a website, referrals to community events, and a sustainable business model for communities with a range of incomes, including low to moderate incomes. Pre and post tests would track the impact made.</li> <li>3. Replicate virtual senior center models such as “Senior Center Without Walls” from CA and “YMCA Without Walls” in Chicago.</li> </ol>

## Increase Organizational Capacity

- Support alternative or creative funding options.
- Coordinate education and training opportunities.
- Build a strong coalition of supporters.
- Co-locate services.

1. Engage in public private partnerships and other alternative funding mechanisms. Refer to Birt's Bistro, a microenterprise through Benevilla, and **other best practice examples**.
2. Coordinate existing trainers and providers. This would include surveying to determine supply and demand and the creation of a website to provide centralized information.
3. Dedicate a position to senior issues.
4. Build positive relationships with a range of people including elected officials, service providers, and end users of the services. Demonstrating a financial impact will help make the case for these partnerships. Public private partnerships may be helpful as well. **Refer to local best practice examples**.
5. Co-locate services with agencies that have different core competencies that can benefit the other partners. For example, the North Penn Community Health Foundation is facilitating a \$28 million project that provides housing for seniors with low incomes, a YMCA, a senior center, and a congregate meal program. The senior center is contracting with the YMCA to provide the health and fitness programs for their clients. The congregate meal program is opening a restaurant, providing the meals for the senior center and the children who go to the YMCA, and seating is mixed and open to all the groups. People who go to the YMCA may be enticed to start attending the senior center. The project is made possible in part through low income housing tax credits and an endowment. The City of Scottsdale has co-located services through Granite Reef Village, a LEED certified center next to housing, an accelerated care clinic, and an adult day care program.
6. Include specific elements in Request for Proposals (RFP) that support people in aging in place. This will ensure that new services and programs provide critical services. Refer to the City of Scottsdale RFP.

## Utilize Technology

- Use technology to increase coordination and access to services and information.

1. Coordinate education and training opportunities by constructing a website of services for agencies serving older adults (refer to Increase Organizational Capacity section).
2. Develop an informational website for people aged 65 years plus. This could have a medical component that relays biosensor data from patients to their healthcare providers.
3. Replicate technology programs to serve people aged 65 years plus by collecting donated computers and related equipment, training volunteers, and providing classes on using the computers and going online. Refer to Page Commons in Gilbert, About Care, and Duet as examples (see appendix).
4. Replicate the City of Scottsdale's website pages developed for each neighborhood. The sites include an interactive element where people can talk with each other online.