

**Maricopa Association of Governments**  
**Municipal Aging Services Project**  
**Key Informant Interview Questions**  
**Revised 4/18/11**

What are we doing?

The Maricopa Association of Governments (MAG) works to make life better for people living in Maricopa County in areas like transportation and human services. This is accomplished by working with a number of important partners including citizens, nonprofit agencies, and local governments. Local governments include cities, towns, Maricopa County, and Native American communities. MAG is starting the MAG Municipal Aging Services Project with the support of the Virginia G. Piper Charitable Trust, a local foundation. The goal of the project is to find out how local governments can best help older adults, or people age 60 years and more. Your input will help us achieve this goal.

How do you fit in?

Interviews are being conducted with older adults and staff from agencies that serve older adults. Examples of agencies include nonprofit agencies, local governments, and places of worship. The information we receive from the interviews will help us define the needs of older adults that can be met by local governments in a responsible and cost effective manner. We will use this information to develop a menu of strategies that local governments can use to meet the needs of older adults living in their area. Your input will ensure that the strategies will work and people's lives will be better as a result.

What comes next?

We are conducting interviews until May 20, 2011. Please feel free to interview people you know that are older adults or who work with agencies serving older adults. Questions for the interview are provided on the next two pages. Please send all interview notes to Rachel Brito at email [rbrito@azmag.gov](mailto:rbrito@azmag.gov), fax (602) 254-6490, or mail to 302 North 1<sup>st</sup> Avenue, #300, Phoenix, Arizona, 85003.

Focus groups and a community forum will be held within the next eight months. If you would like to participate in these events, please contact Amy St. Peter at [astpeter@azmag.gov](mailto:astpeter@azmag.gov). Your continued support of this project is appreciated. MAG plans to present the draft strategies in February 2012. With your assistance, the strategies will reflect the best opportunities for local governments to meet the needs of older adults in this region.

If you have any questions, please contact Rachel or Amy St. Peter at (602) 254-6300. Thank you for your time.

Name of Interviewer: \_\_\_\_\_ Contact Info: \_\_\_\_\_

Date: \_\_\_\_\_ Name of Person Interviewed: \_\_\_\_\_

Affiliation (optional): \_\_\_\_\_ Contact Info (optional): \_\_\_\_\_

Would you like to receive the results of the interviews? Yes No

Would you like to receive information about future projects and events? Yes No  
*(If marking yes, please provide an email or mailing address above. This information will be kept confidential.)*

Which of the following categories best describes you?

Adult age 60 years +  Work at an agency serving older adults  Other: \_\_\_\_\_

If working at an agency, which of the following best describes that agency?

Nonprofit  Public Sector  Private Sector  
 Faith-Based Organization  Caregiver  Other: \_\_\_\_\_

Interview Questions:

- 1) What services do you/older adults need most? Please indicate the top three.
- |                                    |   |
|------------------------------------|---|
| ___ Meals served in group settings | ___ In-home assistance for independent living |
| ___ Meals delivered to homes       | ___ Financial assistance/guidance             |
| ___ Transportation                 | ___ Legal assistance                          |
| ___ Caregiver respite              | ___ Health                                    |
| ___ Affordable housing             | ___ Other: _____                              |

2) Have these needs changed within the past 10 years? If so, how?

3) Which of these needs are most effectively met by local government?

4) Please share specific examples of when local government has been most effective in meeting the needs of older adults.

5) How can local governments enhance the way they meet the needs of older adults?

6) How can you/older adults support local government in meeting these needs?

7) Any additional comments?

Thank you for your time!

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