

March 4, 2013

TO: Members of the MAG Human Services Technical Committee

FROM: Deanna Jonovich, City of Phoenix, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF AGENDA

Meeting - *1:30 p.m.
Thursday, March 14, 2013
MAG Office, Second Floor, Chaparral Room
302 North 1st Avenue, Phoenix

* Please note new meeting start time.

The next MAG Human Services Technical Committee (HSTC) meeting will be held at the time and place noted above. Members of the Human Services Technical Committee may attend either in person or by phone. Supporting information is enclosed for your review.

The meeting agenda and resource materials are also available on the MAG website at www.azmag.gov. In addition to the existing website location, the agenda packet will be available via the File Transfer Protocol (FTP) site at: <ftp://ftp.azmag.gov/HumanServicesTechnicalCommittee>. This location is publicly accessible and does not require a password.

Please park in the garage underneath the building. Bring your ticket to the meeting, parking will be validated. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the Human Services Technical Committee does not meet the quorum requirement, members who have arrived at the meeting will be instructed a legal meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

Pursuant to Title II of the Americans with Disabilities Act (ADA), MAG does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation.

If you have any questions, please call the MAG office.

MAG HUMAN SERVICES TECHNICAL COMMITTEE
TENTATIVE AGENDA
March 14, 2013

COMMITTEE ACTION REQUESTED

1. Call to Order

2. Call to the Audience

An opportunity will be provided to members of the public to address HSTC on items not scheduled on the agenda that fall under the jurisdiction of MAG, or on items on the agenda for discussion but not for action. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless HSTC requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.

3. Approval of the January 10, 2013 Meeting Minutes

The draft minutes for the January 10, 2013 meeting are posted with the meeting materials.

4. Legislative Update

Nathan Pryor, MAG Government Relations Manager, will provide a report on federal legislation that affects human services funding and programs.

5. FindHelpPhoenix.org Presentation

Adrienne Decker Delgado, LSW, SNACK Social Worker for the Maricopa County Department of Public Health, will present a newly developed website to provide human services in Phoenix and the West Valley that utilizes a holistic

2. Information.

3. Approve the HSTC January 10, 2013 Meeting Minutes.

4. Information and discussion.

5. Information and discussion.

approach, icons, mapping, and descriptions written in a low literacy level.

6. Title VI Fare and Service Equity Policies

An informational update will be offered and feedback requested from the Committee on the Title VI Policies Valley Metro is proposing related to service and fare changes.

6. Information and discussion

7. Regional Aging in Place Network Update

Amy St. Peter, MAG, will present an update on activities undertaken as part of the Enhancing Age-Friendly Cities Initiative. The update will include information on the pilot sites and community engagement. Material, including a community engagement report, website outline, and outreach video outline will be provided at the meeting.

7. Recommend approval of the Regional Aging in Place Network Community Engagement Report, Outreach Video Outline, and Website Outline.

8. City Leaders Institute on Aging in Place Presentation

Amy St. Peter, MAG will present on the region's participation in the second round of the City Leaders Institute on Aging in Place, a national pilot project funded by the Pfizer Foundation and staffed by Partners for Livable Communities. The second round will focus on meeting the transportation needs of older adults within the pilot project areas of the Regional Aging in Place Network. Please refer to the background paper and Leadership Team roster posted with the meeting materials.

8. Recommend approval of the Background Paper for the region's participation in the City Leaders Institute on Aging in Place and the Leadership Team roster.

9. Committee Officer Appointments

Per MAG policy, MAG Committee officers may serve one-year terms. At the end of the first year, officers may serve a second one-year term with appointment by the MAG Executive Committee.

9. Information and discussion

The Chair of the Committee has served two one-year terms. The Vice Chair has chosen not to serve as the Committee Chair. Letters of interest are being sought for a new Chair and Vice Chair. The letters of interest will be mailed to the Chair of the MAG Regional Council, Mayor Marie Lopez Rogers, and will be appointed by the MAG Executive Committee in June 2013. Please refer to the memorandum posted with the meeting materials.

10. Request for Future Agenda Items

10. Information and discussion

Topics or issues of interest that the MAG Human Services Technical Committee would like to have considered for discussion at a future meeting will be requested.

11. Comments from the Committee

11. For information.

An opportunity will be provided for HSTC members to present a brief summary of current events. HSTC is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES TECHNICAL COMMITTEE
MEETING MINUTES – JANUARY 10, 2013

COMMITTEE MEMBERS

Tim Cole for Deanna Jonovich, City of Phoenix, Chair
Stephanie Small, City of Avondale
*Mary Berumen, City of Mesa
+Kyle Bogdon, DES/ACYF
*Krista Cornish, Town of Buckeye
+Lisa Elena Vallejo for Naomi Farrell, City of Tempe
*Jessica Fierro, Town of Gilbert
Jessica Blazina, City of Surprise
Laura Guild, Arizona Department of Economic Security
Jeffrey Jamison, City of Phoenix
Jeff Dean for Jim Knaut, Area Agency on Aging
*Margarita Leyvas, Maricopa County, Vice Chair
Joyce Lopez-Powell, Valley of the Sun United Way

Steven MacFarlane, City of Phoenix
+Leah Powell, City of Chandler
*Cindy Saverino, Arizona Department of Economic Security
+Carol Sherer, Arizona Department of Economic Security/DDD

OTHERS PRESENT

Valerie Kime Trujillo, City of Scottsdale

Rachel Brito, MAG
DeDe Gaisthea, MAG
Nathan Pryor, MAG
Amy St. Peter, MAG

+Those members present by audio/videoconferencing.

*Those members neither present nor represented by proxy.

1. Call to Order

Steve MacFarlane, City of Phoenix, called the meeting to order at 1:31 p.m. Introductions ensued.

2. Call to the Audience

An opportunity was provided for members of the public to address the Committee. No public comments were made.

3. Approval of the December 13, 2012 HSTC Meeting Minutes

A motion to approve the December 13, 2012, meeting minutes was requested. Laura Guild, Arizona Department of Economic Security, motioned to approve the minutes. Carol Sherer, Arizona Department of Economic Security, seconded the motion. The motion passed unanimously.

4. Legislative Update.

Mr. MacFarlane invited Nathan Pryor, MAG Government Relations Manager, to offer a legislative update to the committee. Mr. Pryor commented on the “fiscal cliff” dominating the federal agenda. He noted the revenue portion has been resolved for now however, the looming spending cuts are still of concern. A deadline has been set for late March to find a resolution to the spending cuts that across the board reflect a 9.1 percent decrease to defense and 9.1 percent reduction to all agencies. Overall

there could be \$4.5 billion dollars in non-defense spending reductions if the sequestration passes. However, there is optimism for a resolution prior to March. Agencies are currently functioning on a continuing resolution until March. At that time, the sequestration will be addressed first and then amendments will be made as necessary. MAG staff has been researching how the state and region will be impacted by budget reductions. Information will be shared with member agencies once available.

Additionally, Mr. Pryor reported that the Violence Against Women Act (VAWA) was not passed during the last congressional session. This was an issue of timing rather than opposition. VAWA may be addressed by the new congress.

The Denver Regional Council of Governments has a website that focuses on aging services and some of the potential impacts caused by spending cuts. In a broader view, it looks at how reductions will affect services provided. Mr. Pryor noted information from this site may help provide a picture of how potential spending reductions may affect the region. Mr. Pryor concluded the legislative update. There were no questions.

5. Social Services Block Grant Redistribution of Funds

The Arizona Department of Economic Security (DES) has requested that funding for Supportive Intervention/Guidance Counseling for Persons with Disabilities be moved to other services. Mr. MacFarlane invited Amy St. Peter, MAG, to update the Committee on redistribution of these funds.

Ms. St. Peter advised this request is based on DES not having received any responses to two Requests for Proposals (RFPs) in this service category. As such, Rod Huenemann, DES, requested funds allocated to Supportive Intervention/Guidance Counseling for Persons with Disabilities be redistributed to increase support for other services. Ms. St. Peter advised the redistribution of \$10,645 was done consistently with the way the Committee allocates funding to services ranked in Group A and Group B of the Social Services Block Grant funding allocation process.

Mr. MacFarlane noted that as funds continue to decrease, many agencies may not feel that RFPs are worth responding to. In terms of staffing, \$10,000 may equate to .25 staff person. He suggested that at some point in time, the Committee may want to research the possibility of collapsing the service categories. Ms. St. Peter added that agencies may consider responding to an RFP too labor intensive. She suggested establishing a minimum threshold may be a consideration for the Committee.

A motion was requested. Jeffery Jamison, City of Phoenix, motioned to recommend approval to redistribute Social Services Block Grant funds from Supportive Intervention/Guidance Counseling for People with Disabilities to services ranked in Group A and Group B. Ms. Guild seconded the motion. The motion passed unanimously.

6. Draft Social Services Block Grant Allocations

Mr. MacFarlane invited Ms. St. Peter to offer a report on public comment received in response to the draft SSBG allocations. Ms. St. Peter noted the Committee took action in December to distribute the draft allocations for public input. The following input was received.

- Carole Joyce, Commissioner, City of Phoenix Human Services: I support the recommendations. Thank you for sending the draft for review, it is quite impressive. I appreciate the hard work and energy that went into preparing this draft.
- Irene L. Stillwell, Executive Director, Arizona Lifelong Fitness Foundation: In looking over the proposed allocations for the 2014 Block Grant I am dismayed that there is no mention at all of prevention services. Our country continues to put almost all of the emphasis on fixing problems that are in existence instead of investing in programs that can prevent those problems in the first place. If we continue on that path, we will continue to have the same problems, dealt with in the same way, for the foreseeable future. It presents a grim picture.

As the Executive Director of a primary prevention program I see every day, the good things that come with prevention of debilitating health issues in seniors. You are probably aware that there have been hundreds of studies that demonstrate the benefits of regular exercise on the health and well being of older Americans. It is a fact that many of the health issues faced by seniors could be prevented or improved by regular exercise. Despite this, very few government dollars go into prevention programming. In addition, amounts that are allocated to prevention are almost always for instruction, not motivation. Both of those elements are required for sustained success.

Thank you for your part in helping the people of our nation who need assistance. Hopefully the day will come when because we have learned to prevent problems, the need for assistance will be greatly reduced.

Ms. St. Peter presented the draft allocations including the approved redistribution of funds, for action by the Committee. Ms. Guild made a motion to recommend approval of the draft Social Services Block Grant allocations. Jeffrey Jamison, City of Phoenix, seconded the motion. The motion passed unanimously.

7. FY 2014 MAG Human Services Transportation Coordination Plan Update

DeDe Gaisthea, MAG Human Services Transportation Planner presented an update on the 2014 MG Human Services Transportation Coordination Plan. She acknowledged the City of Phoenix and many stakeholders who have provided input and feedback. Since 2007, MAG has developed plans to coordinate human services transportation in response to SAFETEA-LU.

Under MAP-21, it is required that agencies that apply for funds continue to comply with SAFETEAU-LU regulations. The legislation requires applicants who receive federal funding to comply with a locally derived plan. Each plan addresses the following requirements: an inventory of services; gaps analysis and prioritized strategies to meet the needs of the region. Not required, but also included is progress on strategies from the previous plan, including short-term and long-term strategies to ensure coordination efforts continue moving forward.

MAG updates the plan yearly although not required to do so. This is to enable potential agencies to apply for federal funding. The number of grantees has increased from 13 in 2009 to 21 agencies in 2012 and three sub-regional mobility managers to assist in meeting the needs of older adults and people with disabilities in our region. Ms. Gaisthea advised that the plan presents new strategies developed with input from stakeholders to address gaps. The new goals are consistent with the following United We Ride goals:

- Provide more rides for the targeted population(s) for the same or fewer resources
- Simplify customer access to transportation
- Increase customer satisfaction

Ms. Gaisthea provided a brief description of short-term and long-term strategies for FY 2014:

Short term strategies include:

- Develop solutions to maximize the current vehicle inventory by eliminating insurance restrictions as a barrier.
- Develop brown bag trainings for human services provider agencies receiving federal awards and interested others. Ensure that requirements and standards are universally met for providers transporting older adults and people with disabilities through the delivery of training.
- Maintain the utilization of sub-regional mobility managers. This will include strengthening sub-regional collaborative efforts by indentifying a sub-regional mobility manager for the West Valley.

Long-term strategy:

- Develop a one-call center to coordinate services for older adults and people with disabilities.

Ms. Gaisthea concluded her update of the FY 2014 MAG Human Services Transportation Coordination Plan. Mr. McFarlane commended Ms. Gaisthea on a plan that was very well done noting it is specific in terms of outlining the strategies and the outcomes achieved. He added that the plan serves as a good model for future reports. A motion to approve the plan was requested. Ms. St. Peter noted that the Committee was not given ample opportunity to review the plan prior to the meeting. She offered an option for the Committee to recommend approval of the strategies discussed in the update. This would allow the Committee further time for review.

Joyce Lopez-Powell, Valley of the Sun United Way, inquired how the plan will be communicated to the general public and in terms of transportation, whether it can include information on Arizona 2-1-1. She suggested AZ 2-1-1 can help neighbors to serve as case managers by directing people to one location such as AZ 2-1-1 to access multiple resources. Ms. Gaisthea advised that the plan seeks public involvement through the Transportation Ambassador Program (TAP). She noted AZ 2-1-1 has presented at past TAP meetings. Ms. St. Peter added that the executive summary refers people to the MAG website, but noted reference to AZ 2-1-1 can also be included.

Stephanie Small, City of Avondale, requested further information on the process to identify a West Valley regional mobility manager. Ms. Gaisthea advised presentations have been offered to specific West Valley community programs including the West Valley Transportation Work Group, Benevilla, and West Valley Human Services Alliance. Additionally, information has been shared at TAP meetings. Ms. St. Peter requested information on any agencies that may want to serve in this capacity. Ms. Small requested an opportunity for further discussion with Ms. St. Peter and Ms. Gaisthea.

Having no further discussion, Ms. St. Peter advised the plan is slated for action by the MAG Human Services Coordinating Committee on January 30, 2012, followed by the MAG Management Committee and MAG Regional Council in February. She again offered the option for the Committee to take action on the strategies if they have not had an opportunity to review the entire plan. Mr. MacFarlane requested a motion to recommend approval of the plan strategies. Clarification was requested on whether the plan will remain as a draft document. Ms. St. Peter advised the document will remain as a draft until approved by the MAG Regional Council.

Ms. Small made a motion to recommend approval of the strategies as outlined in the FY 2014 MAG Human Services Transportation Coordination Plan Update. Mr. Jamison seconded the motion. The motion passed unanimously.

8. Regional Aging Services Planning Update

Mr. MacFarlane requested Ms. St. Peter offer an update on the Regional Aging Services Plan and next steps to support the project. Ms. St. Peter acknowledged the leadership team adding that their dedication has continued to move the work forward.

A brief overview was provided on the region having been chosen to participate in the City Leader Institute (CLI) on Aging in Place; then on the Enhancing Age Friendly Cities Initiative. The region is now one of ten regions to be including in the CLI Aging in Place round two. Ms. St. Peter noted the importance of ensuring aging in place models are successful and have alternative transportation therefore the focus of round two will be on transportation.

Additionally, staff has been invited by Grantmakers in Aging to lead a workshop on community engagement at the grant orientation in Washington, D.C. This is particularly because of successful efforts of the Municipal Aging Services project. Ms. St. Peter advised that Mayor Stanton, City of Phoenix, will also be offering a presentation on aging at the U.S. Conference of Mayors next week in Washington.

Ms. St. Peter referred Committee members to the meeting materials developed for the project. They include the Age-Friendly Cities Initiative Greater Phoenix Region Communication Plan; the work flow plan; focus group notes and a first draft of the inventory of aging in place initiatives. Ms. St. Peter advised staff will also be developing a website targeted for people age 55 to 70. Research on local resources is currently underway. For example, DOROT, a nonprofit agency in New York, maintains a website with many interactive programs for older adults. In addition, Rio Salado Community College, is considering modifying their Rise program to allow older adults to take classes online for a reduced price.

Ms. St. Peter advised three, possibly four, pilot sites have been identified. They include the City of Phoenix; Tempe Community Council in the area south of U.S. 60; Benevilla; Sun Health's pilot project in the Northwest Valley, and potentially in the City of Scottsdale. Melodie Jackson has been hired as a MAG intern to assist with these efforts. Ms. Jackson is re-careering and is in the Masters program for Urban Planning at Arizona State University.

Ms. St. Peter also shared an update on plans to develop an outreach video for this project and the importance of raising awareness on aging issues. She noted people do not often see themselves as the solution and added input will be sought on how people are aging in place successfully. It will be a great tool for build awareness, and to help people identify themselves as the experts. Ms. St. Peter expressed gratitude for the Committee's guidance and stressed the importance of promoting existing efforts. She acknowledged everyone who has provided input and feedback to moving this work forward.

Mr. McFarlane shared his observation regarding an outreach video. He recommended taking it down to a micro level and seeking input from different people on their strategies for aging in place successfully. The input could be categorized by topics such as transportation, shopping, how to get to the grocery store for emergency supplies, or what would you do if your neighbor fell down and needed assistance or other coping strategies.

Ms. Lopez-Powell recommended ensuring the outreach video is very well balanced and includes representation from a very wide demographic. Additionally, she discussed efforts with organizations that provide services for individuals with Down Syndrome and other types of mobile disabilities. She commented this population is aging at rate no one ever thought they would reach. She strongly recommended using this population to learn from their strategies as well. Ms. Lopez-Powell inquired whether a one-page summary outlining the concept for the Aging in Place Network is

available. She added there may be other communities that could also be engaged in these efforts that may not be on the top of the list to initially consider.

Ms. St. Peter advised a summary is available. She acknowledged the feedback emphasizing the importance of getting different perspectives. Mr. McFarlane suggested another option to allow people to upload their own video on strategies for aging in place successfully. It was noted that ASU has had much success with their Thousand Solutions web page. A motion was requested. Ms. Small made a motion to recommend approval of next steps to support regional aging services planning. Ms. Guild seconded the motion. The motion passed.

9. Request for Future Agenda Items

Committee members were given an opportunity to suggest topics or issues of interest they would like to have considered for discussion at a future meeting. No requests were made.

10. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events. No comments were received.

11. Adjourn

The meeting adjourned at 2:18 p.m. The next meeting is scheduled for Thursday, February 14, 2013 at 1:30 p.m.

Information Summary



DATE

March 5, 2013

SUBJECT

Title VI Fare and Service Equity Policies

PURPOSE

To provide an informational update and receive feedback from the Committee on the Title VI Policies Valley Metro is proposing related to service and fare changes.

BACKGROUND/DISCUSSION/CONSIDERATION

In October 2012, the Federal Transit Administration (FTA) released new guidelines to help ensure that changes in transit service and fares are implemented in compliance with Title VI of the Civil Rights Act of 1964. Title VI is intended to ensure people are not denied public services based on their color, race, or national origin.

To comply with the new guidelines, Valley Metro is developing policies related to service and fare changes for its local, express, neighborhood circulators, and rural routes. The new policies would go into effect on March 31, 2013, requiring any service or fare changes occurring after April 1, 2013 to be evaluated using these new policies.

Major Service Change Policy

Not all service changes will require a Title VI analysis. The new policies require Valley Metro to establish the level or threshold of when a service change is considered a major change. Once this threshold is reached, an analysis would be done to determine if there is an impact to minority and/or low-income populations.

Valley Metro's policy proposes that any increase or decrease in service greater than 25% of a route's existing service level would be a major change to the route. For example, if Valley Metro proposes to reduce a 10-mile route by three miles this would be a 30% change to the route; therefore, requiring a Title VI analysis. A threshold of 25% is proposed as it is consistent with local and national norms.

Fare Equity Policy

Any proposed fare change requires a Title VI analysis. Valley Metro will be establishing a threshold for comparing the impacts a proposed fare change has on riders. The objective of this comparison is to ensure riders are being charged equitably based on the ridership demographics of the services they use, such as local or express service.

Valley Metro is proposing the threshold to be between 3% and 5%, with a single value identified in the final policy. The threshold determines if there is an impact to minority and/or low-income populations, not the percentage the fare will be increased or decreased. A threshold of 3% would potentially require more frequent fare adjustments. A 5% threshold would provide slightly more flexibility in managing future fare



adjustments and provides for a greater range between local and express fare types. The threshold of approximately 5% is proposed as it is consistent with the Federal Transit Administration's practice.

RECOMMENDATION

Valley Metro is requesting feedback on the overall policies, especially on the proposed thresholds.

- The threshold for the Major Service Change Policy is proposed at 25%.
- The threshold for the Fare Equity Policy is proposed to be between 3% and 5%, with a single value in the final policy.

CONTACT

Ben Limmer
Transit Planning Manager
602-322-4487
blimmer@valleymetro.org

City Leaders Institute

on AGING IN PLACE

Greater Phoenix Issue Backgrounder

Greater Phoenix Region Demographics

- Maricopa County, located in south-central Arizona, has a total population of 3,817,117, and is the fourth-largest county in the nation.ⁱ The city of Phoenix is the county seat, and the capital of Arizona with a population of 1,445,632.ⁱⁱ
- Those aged 65 and older in Maricopa County comprise 12.1 percent of the county's population, or 461,871 people;ⁱⁱⁱ the percentage of the older adult population is expected to increase by over 51 percent in the year 2025.^{iv}
- The 2010 Census showed that the population of older adults aged 65 and older in Maricopa County was 85.7 percent Caucasian, 8.8 percent Hispanic/Latino, 2.4 percent African American, and 2 percent Asian. In contrast, the total county population in 2010 was 59.7 percent Caucasian, 29 percent Hispanic/Latino, 4.7 percent African American, 3.3 percent Asian, and 1.8 percent American Indian.^v
- Those aged 85 and older are the fastest growing segment of Maricopa County's older adult population and are most transportation dependent.^{vi} It is estimated that almost 80 percent of caregivers in Arizona are family members and supportive of meeting their older family members' mobility needs.^{vii}
- Nearly 25% of all older adults in Maricopa County live alone.^{viii} The safety and health concerns are growing as the Arizona Department of Health Services estimates that by 2020, 80,638 persons in Maricopa County aged 65 and older will have Alzheimer's disease.^{ix}

THE GREATER PHOENIX REGION, ARIZONA

With its prime location in the heart of the Sunbelt, Maricopa County holds some of the fastest growing communities of older adults in the nation. Maricopa County, which includes the Greater Phoenix region, was the fastest growing county in the United States from 2000 until 2006, adding an impressive 696,000 residents. Based on the upward trend in population growth, the greater Phoenix region is expected to add another 2.2 million people between now and 2030.

At the same time that the area continues to develop into an economic hub of the West, Maricopa remains a top destination for older adults and retirees relocating from throughout the country. Since 1960, when the newly created Del Webb Corporation developed its first "active adults" retirement community, Sun City, Maricopa County and

City Leaders Institute

on AGING IN PLACE

the Greater Phoenix region have become nationally known as a Sunbelt destination for older adults.

In addition to its expanding older adult population, the State of Arizona is positioned to become a “minority-majority” population, with the greater Phoenix region at the heart of this transition. The cultural diversity of Phoenix has long been established, with the roots of many Latinos in Phoenix dating back numerous generations. The continuous population boom and expanding senior population present Maricopa County with major difficulties when trying to assess the needs of its most vulnerable elderly. An estimated 7.1 percent of its older population lives below the poverty line. The constantly expanding sprawl make the delivery of necessary social and medical services extremely difficult, leaving many older adults isolated and unable to age in place.

Issue Statement

Meet the transportation needs of people 65 years+ who live in their own homes, particularly those in the Regional Aging in Place Network pilot sites in Phoenix, in Tempe, in Scottsdale, and in the Northwest Valley.

Goal Statement

The goal of the Greater Phoenix CLI team is to develop transportation strategies for each of the Regional Aging in Place Network pilot sites. The strategies will offer site-specific action steps to help older adults access reliable transportation options that enhance their capacity to remain in their own homes and communities as they age.

Issue Background

In 2011, the Maricopa Association of Governments (MAG) conducted a funding reduction study. The study revealed local government funding for programs serving older adults had been significantly reduced. This prompted the MAG Human Services Coordinating and Technical Committees to focus attention on aging services.

Virginia G. Piper Charitable Trust with a grant to implement the MAG Municipal Aging Services Project supported this action. Through extensive community engagement with more than 1,300 people, the project resulted in a toolkit to assist local governments in meeting the needs and tapping into the talents of older adults. The toolkit approved by the MAG Regional Council in June 2012, now serves as a statewide and national model for action.

A Regional Aging in Place Network is being created through the support of the MetLife City Leaders Institute on Aging in Place and the Enhancing Age-Friendly Cities Initiative. The network will not duplicate services, but will identify unmet needs and

City Leaders Institute

on AGING IN PLACE

niches that can be filled by aging in place programs in specific geographic communities. Initially, four communities, Phoenix, in Tempe south of the 60, in Scottsdale, and in the Northwest Valley pilot projects through the creation of Villages. Villages are membership-driven entities that help people age in place. Villages generally charge a membership fee, ranging from \$10 to \$1,000 a year with an average of \$500 a year. Depending on the budget and preferences, Villages offer a range of services. Most provide a service coordinator, a vetted vendors list, and social activities. The MetLife City Leaders Institute team is focusing on transportation options in the pilot communities and the Village models, since transportation ensures access to medical care, food, and important social interactions that keep older adults healthy and connected to their communities.

This work comes at a critical time. The desire to age in place, or remain in one's home, has never been greater, but there are significant challenges to offering this choice safely and affordably. Older adults increasingly lose access to transportation as they age, and as a result, lose the ability to continue to live in their homes safely and with dignity. A recent survey of older adults in Maricopa County indicated an overwhelming preference to continue living in their own homes as they age.

The MAG Municipal Aging Services Project also documented significant regional concern about transportation for older adults. Nearly one out of three respondents noted the need for a larger regional transit system as one of their top priorities for the future. Reinstated funding opportunities such as the Local Transportation Assistance Funding will provide additional funding for public transit. In addition, federal funding programs such as the Federal Transportation Administration Section 5310 Enhance Mobility of Seniors transportation funding program can provide support for nonprofit programs that provide services to older adults.

The region needs more transportation alternatives to driving. Nearly 90 percent of people aged 55 years and more indicate primarily driving now, but only 66 percent this will still be the case ten years from now. Transportation experts estimate that rides will shift to carpooling with family and friends, transit, and paratransit. This will result in the demand for transit nearly tripling from 11 percent currently to 30 percent in ten years. Survey respondents also projected demand for paratransit would increase from one percent now to 12 percent ten years from now. This is the most expensive form of transportation assistance at an average of \$35 a trip.

Thirty eight percent of survey respondents indicated they were dissatisfied or very dissatisfied with transportation services now, ranking transportation as one of the five areas with which people are most dissatisfied. The Greater Phoenix area must work on meeting the future transportation needs of a population that will no longer drive, yet wish to remain in their own homes. The Greater Phoenix area can benefit from exploring alternative transportation options outside of the public transit system.

City Leaders Institute

on AGING IN PLACE

Appropriate transportation options and resources support older adults' ability to age in place by:

- Providing connections to their community
- Enabling them to live in their homes longer
- Saving resources by avoiding more costly institutional settings
- Improving quality of life with more choices and
- Living more independently.

The four pilot sites within the Regional Aging in Place Network will test solutions that can then be brought to scale in the rest of the region. Entities providing transportation services such as municipalities and transportation agencies will also be involved. Nonprofit programs that provide volunteer driver programs will be engaged as an alternative to publicly financed and operated transportation services. Residents aged 65 years and more will be invited to reflect the concerns and priorities of older adults.

Solutions to the transportation needs in the smaller pilot programs will be used on a larger scale as a best practice for other municipalities and planning agencies to put into place for the benefit of all populations. The benefits to older adults will also benefit other populations such as youth. In addition, more efficiently meeting the transportation needs of older adults will free up resources to be used in other areas.

Leadership Challenge

- Develop site-specific strategies to help older adults access transportation, specifically creation of transportation strategies for each of the Regional Aging in Place Network pilot communities.
- Find sustainable transportation options that can serve and complement the work of the pilot sites.

Assets for Action

A unique resource in the Greater Phoenix area is the MAG Transportation Ambassador Program (TAP). TAP is a community-based program offering community members a venue to discuss issues related to human services transportation. Participants in TAP include nonprofit service providers, municipalities, senior and faith based community representatives, for profit transportation service providers, and consumers. There are several regional studies underway to address transportation issues in outlying areas of the region where there is less transportation infrastructure. The MAG Designing Transit Accessible Communities Study is exploring ways to develop tools and guidelines to provide better transit accessibility for pedestrians and bicyclists. These resources can help to explore alternative options to meet the transportation needs of a growing population.

City Leaders Institute

on AGING IN PLACE

Virginia G. Piper Charitable Trust has been a stalwart partner in finding effective solutions for older adults. They provided the funding to launch TAP and have continued to invest in regional planning through the MAG Municipal Aging Services Project and the Enhancing Age-Friendly Cities Initiative. Nonprofit agencies such as Benevilla, Sun Health, Duet, and Lutheran Social Services have been very involved with this work. Benevilla and Duet in particular are already very active in deploying volunteers as drivers for older adults. Additional partnerships will be formed as the work unfolds.

Potential Barriers to Progress

In terms of land mass, the region is bigger than eight states. In terms of population, the region is bigger than 24 states. Given the varied availability of transit throughout the region, many older adults may not have viable transportation options when they can no longer drive. The combination of reduced funding, large geographic size, and high demand for services has led to insufficient transit services that cannot meet the demand of the population it services. Other concerns include the jurisdictional boundaries of public transit services that can result in fragmented service delivery.

ⁱ "2010 U.S. Census: Maricopa County, AZ"

ⁱⁱ "2010 U.S. Census: Phoenix City, AZ,"

ⁱⁱⁱ "2010 U.S. Census: Maricopa County, AZ"

^{iv} "Maricopa Association of Governments Regional Action Plan on Aging & Mobility," 2012

^v "2010 U.S. Census: Maricopa County, AZ"

^{vi} Ibid.

^{vii} Ibid.

^{viii} "2010 U.S. Census: Relationship By Household Type (Including Living Alone) For the Population 65 Years and Over: Maricopa County, Arizona"

^{ix} "Estimated Prevalence of Alzheimer Disease Among Arizonans Age 65 and Older." Arizona Department of Health Statistics, 2004.

March 4, 2013

TO: Members of the MAG Human Services Technical Committee

FROM: Amy St. Peter, Human Services and Special Projects Manager

SUBJECT: CHAIR AND VICE CHAIR APPOINTMENTS ENDING JUNE 30, 2013

The MAG Committee Operating Policies and Procedures were approved by the MAG Regional Council on July 22, 2009. On January 25, 2012, the Regional Council approved updating the Policies and Procedures, Section 5.05 - Terms of Officers, to two-year terms for the technical and other policy committees. The chair and vice chair appointments of the MAG Human Services Technical Committee are due to expire on June 30, 2013.

According to the MAG Committee Operating Policies and Procedures the vice chair will ascend to the chair position and a new vice chair will be approved by the Executive Committee. The current vice chair has chosen not to serve as the Committee chair. Therefore, letters of interest are being solicited for a new chair and vice chair. The letters of interest are requested to be submitted by May 31, 2013 to Mayor Marie Lopez Rogers, MAG Chair, at the MAG Office located at 302 N. 1st Avenue, Suite 300, Phoenix, Arizona 85003. It is anticipated that the Executive Committee will approve the chair and vice chair appointments at their June 17, 2013 meeting.

If you have any questions, please contact Amy St. Peter at the MAG Office at (602) 254-6300 or astpeter@azmag.gov.

cc: MAG Management Committee
MAG Intergovernmental Representatives