

Name of Committee: Maricopa Association of Governments (MAG) Human Services Technical Committee		
Name of Subgroup: Municipal Aging Services Stakeholder Meeting		
Date: March 24, 2011	Start time: 10:05 a.m.	End time: 11:46 a.m.
Location: Cholla Room		Scribe: Rachel Brito
Attendees:		
<ul style="list-style-type: none"> <li>○ Wendy Abrego, Phoenix Revitalization Corp.</li> <li>○ Gary Bretz, Citizen Advocate</li> <li>○ Crystal Castle, PPEP</li> <li>○ Rita Coronado, Peoria Police Department</li> <li>○ Marcella Crane, Developmental Disabilities Planning Council</li> <li>○ Loralai Feyrer, Peoria Police Department</li> <li>○ Haruna Fukui, School of Social and Family Dynamics, ASU</li> <li>○ Peggy Goldberg, City of Tempe</li> <li>○ Bob Goltz, Sun City West Foundation</li> <li>○ Gina Griffiths, STARS</li> <li>○ Tracie Grueuberger, Lutheran Social Services of the Southwest</li> <li>○ Laura Guild, Arizona Department of Economic Security / Division of Aging and Adult Services</li> <li>○ Darlene Howard, The Salvation Army</li> <li>○ Annette Iniquez, Foundation for Senior Living</li> <li>○ Jeff Jamison, City of Phoenix</li> <li>○ Amber Justesen, Town of Buckeye</li> <li>○ Christie Kramer, Blessings! For Seniors Companion Care, LLC</li> <li>○ Kevin Lichtenthal, DES</li> <li>○ Anna Maria Maldonado, Care 1<sup>st</sup></li> <li>○ Joy McClain, City of Tolleson</li> </ul>	<ul style="list-style-type: none"> <li>○ Frances McCoy, City of Avondale</li> <li>○ Melanie Mitros, Arizona Living Well Institute</li> <li>○ Pam Mokler, Gerontologist Consultant</li> <li>○ Christie Munson, Beatitudes Campus</li> <li>○ Mike Nevarez, City of Phoenix Transit</li> <li>○ Sheila Patton, Care 1st Health Plan of Arizona</li> <li>○ Louise Pelissier, Wheel Help</li> <li>○ Linda Rabe, Valley Life</li> <li>○ Chris Reams, City of Avondale</li> <li>○ Lora Reid, Valley of the Sun United Way</li> <li>○ Kathy Rood, Jewish Family and Children's Services</li> <li>○ Heidi Ross, Citizen</li> <li>○ Ricardo Sarano, Duet</li> <li>○ Cindy Saverino, DES/DAAS</li> <li>○ Carol Sherer, DES</li> <li>○ Lani St. Cyr, DES</li> <li>○ Janet Strauss, Valley Metro, Regional Planning Transportation Authority</li> </ul>	<ul style="list-style-type: none"> <li>○ Amy St. Peter, MAG</li> <li>○ Renae Tenney, MAG</li> <li>○ Brande Mead, MAG</li> <li>○ Rachel Brito, MAG</li> </ul>

**Discussion Points:**

**Overview**

- The project is made possible through funding from the Virginia G. Piper Charitable Trust and will take place over the course of one year.
- Purpose of meeting: To lay the framework for the project.
- Purpose of project: To develop an aging services model that local governments can use.
- Project Phases:
  - Inventory development: Catalog services in the region and ensure services respond to the needs of older adults.
  - Community outreach: This phase will include focus groups, a community forum, and a survey. A Request for Proposal (RFP) was issued to select a consultant to assist with the project by conducting a scientific survey identifying needs of older adults, and assisting with the development of a municipal aging services model.
  - Model development: Use research and community engagement results to develop a model consisting of a menu of best practice options.
- The group discussed the following topics and then participated in small group discussions to develop additional recommendations.

**Guiding Principles:** What should be kept in mind as services are researched? What guiding principles will be used to hold those working on the project accountable? The MAG Human Services Technical Committee developed the following draft guiding principles.

Services for older adults should:

- Protect each person's safety and dignity.
- Be responsive to and representative of cultural diversity.
- Maintain an individual's independence.
- Be sustainable within local governments' current financial capacity.

Additional recommendations:

- Encourage partnerships among representatives of the private, for profit and non-profit sectors.
- Improve quality of life; provide choices.
- Integrate teens and older individuals through an intergenerational component.
- When appropriate, integrate and jointly consider services for older adults with services for people with disabilities.
- Align this project with other plans that impact older adults, such as the State of Arizona Aging 2020 Plan.
- Base results and statistics in facts.
- Assess the impact of seasonal residents on senior services.
- Promote access to information and the sources that make information available.

**Definition of aging services:**

Recommendations:

- Services for people aged 60+. It is important to address services for needs of two sub-groups; older adults who are independent; and older adults who are dependent on others for assistance with activities of daily living.
- Three main categories to consider: health, financial, and social. Ensure transportation and housing is woven throughout all three categories.
- Include the needs of the aging work force. Consider services people may need prior to becoming an older adult.
- Include the needs and impact of caregivers.

**Best practices and trend research recommendations:** Honor current best practices and look beyond borders for additional best practices. Determine what can be replicated in this region.

Trends:

- Integrate medical, transportation, and social services.
- Address healthcare provider shortage and educational needs.
- Integrate a continuum of care for support and services for older adults.

Best practices:

- Realistically addressing the future needs of individuals aged 50+.
- Sun City Transportation
- Orange County model with IT integration
- State of Florida
- Duet
- Find-a-ride.org
- Washington DC models
- Low-income senior housing offered through the Department of Housing and Urban Development (HUD) leading to self-sufficiency for older adults.

**Key information interview recommendations:** Conduct interviews to integrate the wisdom of others working in this field.

- Interview questions (discussion not completed)
- Volunteers to conduct interviews (discussion not completed)
- People to be interviewed

Recommendations:

- Individuals in a wide variety of areas
- Foundation for Senior Living
- Area Agency on Aging
- Senior and Community Center directors
- Medical community – crisis responders, doctors and pharmacies
- Resource guides – CIR and AAA
- DES – care giver resource line, care givers
- Senior companion program
- Duets
- ASU gerontology
- Community college system – care giver training
- Police and fire – well checks
- Non-profits
- Housing – Local Initiatives Support Corporation (LISC), AARP, realtors, HOAs
- Transportation
- Nutrition
- Rotary
- Soroptomist
- Home care – for aging in place and assisted living
- DDD staff
- Churches / places of worship
- Utility services
- About Care and Neighbors Who Care
- Older adults
- Non-credit classes at community colleges (group of active older adults)

**Question and Answer:**

- *Will the process involve speaking with people who are not yet older adults?* The main purpose is to speak with individuals who are age 60+ but also people nearing those years.
- *Is this activity taking place in other parts of state?* Staff is unaware of this project occurring in other parts of the state. Anyone with knowledge of similar models is asked to forward information to Amy St. Peter. The concept for the project derived from a needs assessment implemented by HSTC and HSCC. In surveying cities and towns about what funding impacts they had experienced, older adults were identified often as being greatly impacted.
- *Will transportation needs be part of this project?* Yes, transportation and housing are the two main issues affecting human services.
- *Will the project define types of services that are specific to adults and then seek community input?* Yes, a community forum will be held to obtain input from the community on proposals being made.

**Points for Consideration:**

- Consider how to best communicate the availability of services to older adults.
- Consider having interviews conducted by agency staff already working within specific areas. Individuals will know and trust the person conducting the interview as opposed to sending someone unknown or unfamiliar to conduct the interview.
- Community engagement recommendations include the following: coordinate forums focused around ethnicities; conduct needs assessments with seniors; and include different community groups.
- Consider an incentive program for individuals responding to the survey as well as for organizations that survey individuals.

**Next Steps**

Action	Person responsible	Due date
<ul style="list-style-type: none"> <li>• Develop and distribute an interview guide with a description of the project. Receive recommendation/changes from stakeholder group. Revise and distribute final version.</li> </ul>	<ul style="list-style-type: none"> <li>• MAG</li> </ul>	<ul style="list-style-type: none"> <li>• 04/15/2011</li> </ul>
<ul style="list-style-type: none"> <li>• Create project page on MAG website.</li> </ul>	<ul style="list-style-type: none"> <li>• MAG</li> </ul>	<ul style="list-style-type: none"> <li>• 04/29/11</li> </ul>
<ul style="list-style-type: none"> <li>• Research self-assessment tool on the AZ Links website. The website may be used for those trying to reach older adults.</li> </ul>	<ul style="list-style-type: none"> <li>• MAG</li> </ul>	<ul style="list-style-type: none"> <li>• 04/29/11</li> </ul>
<ul style="list-style-type: none"> <li>• Stakeholder groups were asked to email information to Rachel Brito at <a href="mailto:rbrito@azmag.gov">rbrito@azmag.gov</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• All</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
<ul style="list-style-type: none"> <li>• Approve Guiding Principles.</li> </ul>	<ul style="list-style-type: none"> <li>• HSCC</li> </ul>	<ul style="list-style-type: none"> <li>• 04/27/2011</li> </ul>
<ul style="list-style-type: none"> <li>• Inventory Municipal aging services.</li> </ul>	<ul style="list-style-type: none"> <li>• MAG</li> </ul>	<ul style="list-style-type: none"> <li>• 04/29/2011</li> </ul>
<ul style="list-style-type: none"> <li>• Secure professional services and survey firm.</li> </ul>	<ul style="list-style-type: none"> <li>• MAG</li> </ul>	<ul style="list-style-type: none"> <li>• 05/19/2011</li> </ul>
<ul style="list-style-type: none"> <li>• Conduct key information interviews.</li> </ul>	<ul style="list-style-type: none"> <li>• All</li> </ul>	<ul style="list-style-type: none"> <li>• 05/13/2011</li> </ul>
<ul style="list-style-type: none"> <li>• Next stakeholder group meeting</li> </ul>	<ul style="list-style-type: none"> <li>• All</li> </ul>	<ul style="list-style-type: none"> <li>• 06/07/11</li> </ul>