

Name of Committee: Maricopa Association of Governments (MAG) Human Services Technical Committee		
Name of Subcommittee: Municipal Aging Services Stakeholder Meeting		
Date: June 7, 2011	Start time: 10:00 a.m.	End time: 11:30 a.m.
Location: PURL Studio, 234 North Central Ave., Phoenix		Scribe: Rachel Brito
Attendance: Alice Blackmore, Ride Plus Gary Hardy, Central Arizona Shelter Services Darlene Howard, The Salvation Army Annette Iniguez, Foundation for Senior Living Deanna Jonovich, City of Phoenix Christie Kramer, Blessings for Seniors Vincent Lopez, Maricopa County Dept. of Public Health Sheila Patton, Care 1st	Louise Pelissier, WheelHelp Ruby Phillon , Arizona Dept. of Housing Lora Reid, Valley of the Sun United Way Heidi Ross Ricardo Samano, Duet Sylvia Sheffield, City of Avondale Emily Taylor, Civic Service Institute, NAU Amy St. Peter, MAG Rachel Brito, MAG	
Discussion Points:		
<ul style="list-style-type: none"> • <i>Project update:</i> The first stakeholder group meeting was held in March 2011. The group developed a recommendation for guiding principles which have been approved by the Human Services Coordinating Committee. The first phase of the project included development of an inventory of services geared towards older adults; and conducting key informant interviews with older adults, and service providers from across the region to gain input on the needs of older adults and the role of local government in meeting those needs. Phase I is concluding. Phase II includes community engagement through focus groups and a Regional Community Forum tentatively planned for December 2011. Phase III will focus on development of a model consisting of a menu of best practice options based on information gathered through the first two phases. • <i>Key informant interview results:</i> One hundred thirty-three interviews were conducted. Participants included older adults and agency staff from nonprofits, public and private sector, faith-based organization, caregivers and “others” such as libraries. . <p>“<i>What services do you/older adults need most?</i>” Transportation and socialization were identified as the top two services most needed by older adults. Stakeholder group members concurred with the categories identified. Clarification was requested for who is responding under the category of Caregiver Respite – caregivers or recipients of service. The stakeholder group requested a breakdown by percentage. It was stressed the intent is not to take way or reduce those services that did not rate high on the most needed category.</p> <p>“<i>How have the needs of older adults changed in the past 10 years?</i>” Input received indicates people want to age in place; the impact of the recession is affecting people on a personal level as well as an agency level; individuals have to choose between food, medication and paying utilities; people are remaining employed longer. It was noted there is a longer need for access to resources from older adults raising grandchildren.</p> <p>“<i>Which of these needs is best met by local governments?</i>” Transportation services and socialization were rated the highest. The group discussed method of questioning – whether questions were open ended or a list was provided from which to choose. A list was available, but method of asking may have differed. Recommendations for other ways in which local government may assist include safety/well being checks, and lock boxes.</p> <p><i>A sampling of when local government has been most effective includes:</i> Transportation services include neighborhood circulators and senior centers include socialization. It was noted people do not</p>		

know when to turn to the state vs. municipal government for services as they cannot or do not know how to navigate the system. Suggestions for informing seniors about services available were discussed. Recommendations include flyers in utility bills, longer PSAs, and having a gatekeeper. It is also important to inform young people of services so they are better informed and able to help a parent, neighbor, or friend. Providers noted Arizona State University students intern at senior centers and often continue after they have completed their requirements. Another recommendation was to research an adopt-a-grandparent/parent volunteer program.

A sampling of how local government can enhance the way the needs of older adults are met include recommendations for: sensitivity training and cultural awareness; integrating older adults into the community. It was noted Duet, Benevilla, About Care, Neighbors Who Care and perfect Place have current models that can be researched. In-kind support was also noted; and including nonprofits at the beginning of the process.

How can the community support local government? Responses fell into one of three categories – volunteer, vote and voice.

Decisions:

The following groups volunteered or were recommended to conduct focus groups: Salvation Army, Adult Day Center, Wheel Help (tentative), Senior Companion Programs, City of Avondale Senior Center, About Care, Shelter Without Walls, Perfect Place, Red Mountain Senior Center, Chandler Senior Center, Foundation for Senior Living and Gila Bend Resource Center. Representation is also needed for South Phoenix.

Next Steps

Action	Person responsible	Due date
<ul style="list-style-type: none"> Draft focus group questions. Send to stakeholder group for review and comment. 	Amy St. Peter	6/30/11
<ul style="list-style-type: none"> Approve key informant interview results and inventory. 	HSTC	6/9/11
<ul style="list-style-type: none"> Inform MAG staff of available dates/times from June through early September for conducting focus groups. 	Stakeholders	7/15/11
<ul style="list-style-type: none"> Conduct sub-regional focus groups. 	Amy St. Peter	9/16/11
<ul style="list-style-type: none"> Begin planning for regional forum and complete best practice research. 	Amy St. Peter	7/29/11
<ul style="list-style-type: none"> Next stakeholder group meeting: September 27, 2011 		