

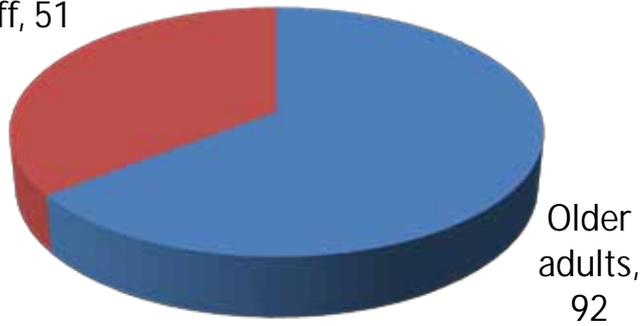
Maricopa Association of Governments
Municipal Aging Services Project
Draft Key Informant Interview Results- Revised June 22, 2011

In total, 134 interviews were completed by older adults and agencies serving older adults. Many thanks to everyone who shared their time and insights, in particular, the following:

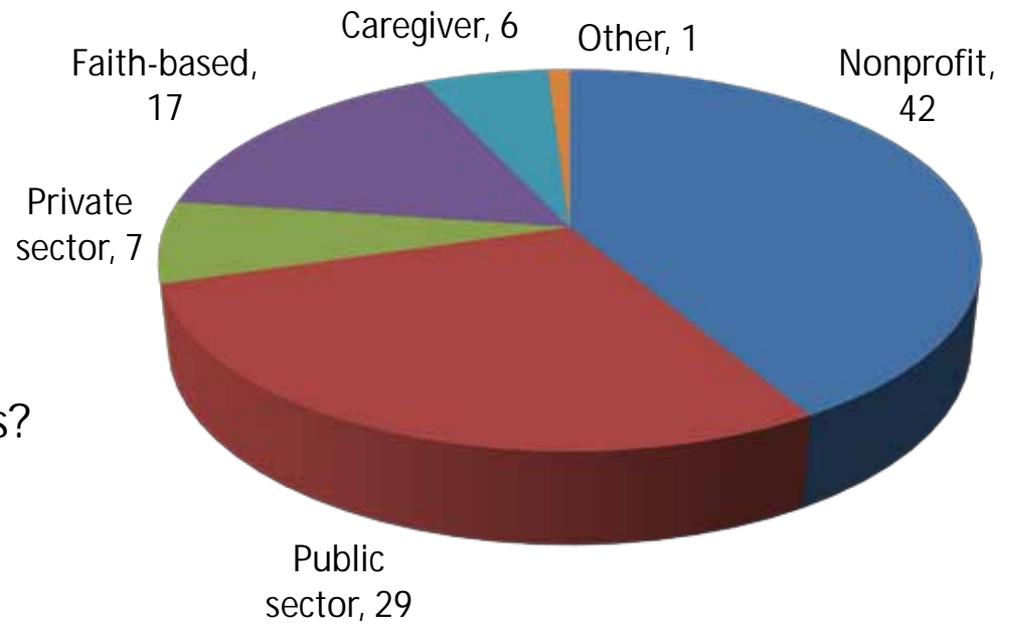
- About Care
- Area Agency on Aging
- Arizona Department of Economic Security, Division of Aging and Adult Services
- Benevilla
- Black Mountain Church of Christ
- City of Avondale
- City of Chandler
- City of Mesa
- City of Phoenix
- City of Scottsdale
- Duet
- East Valley Adult Resources Center
- Eldercare Resources
- Experience Matters
- Foothills Caring Corp
- Foothills Food bank
- Foundation for Senior Living
- Jewish Child and Family Services
- Lifetime Family Dental
- Pauite Senior Center
- Private sector business and landlords
- Residents in the MAG region
- St. Luke's Health Initiative
- Scottsdale Healthcare
- Town of Carefree
- Town of Cave Creek
- Utility companies
- Via Linda Senior Center
- Wheel Help
- Without Walls/Manna Food Bank
- Rehoboth Saints Center

Who participated in the interviews?

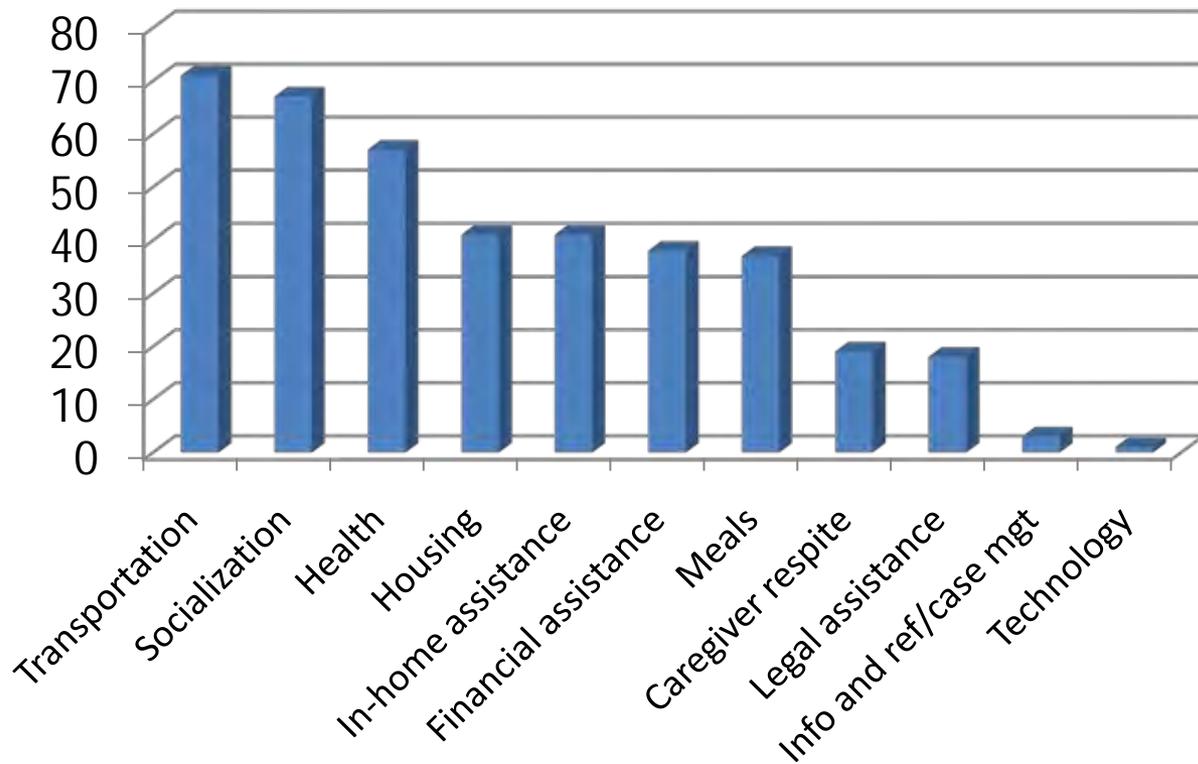
Agency staff, 51



What kinds of agencies are represented in the interviews?



What services are needed the most?



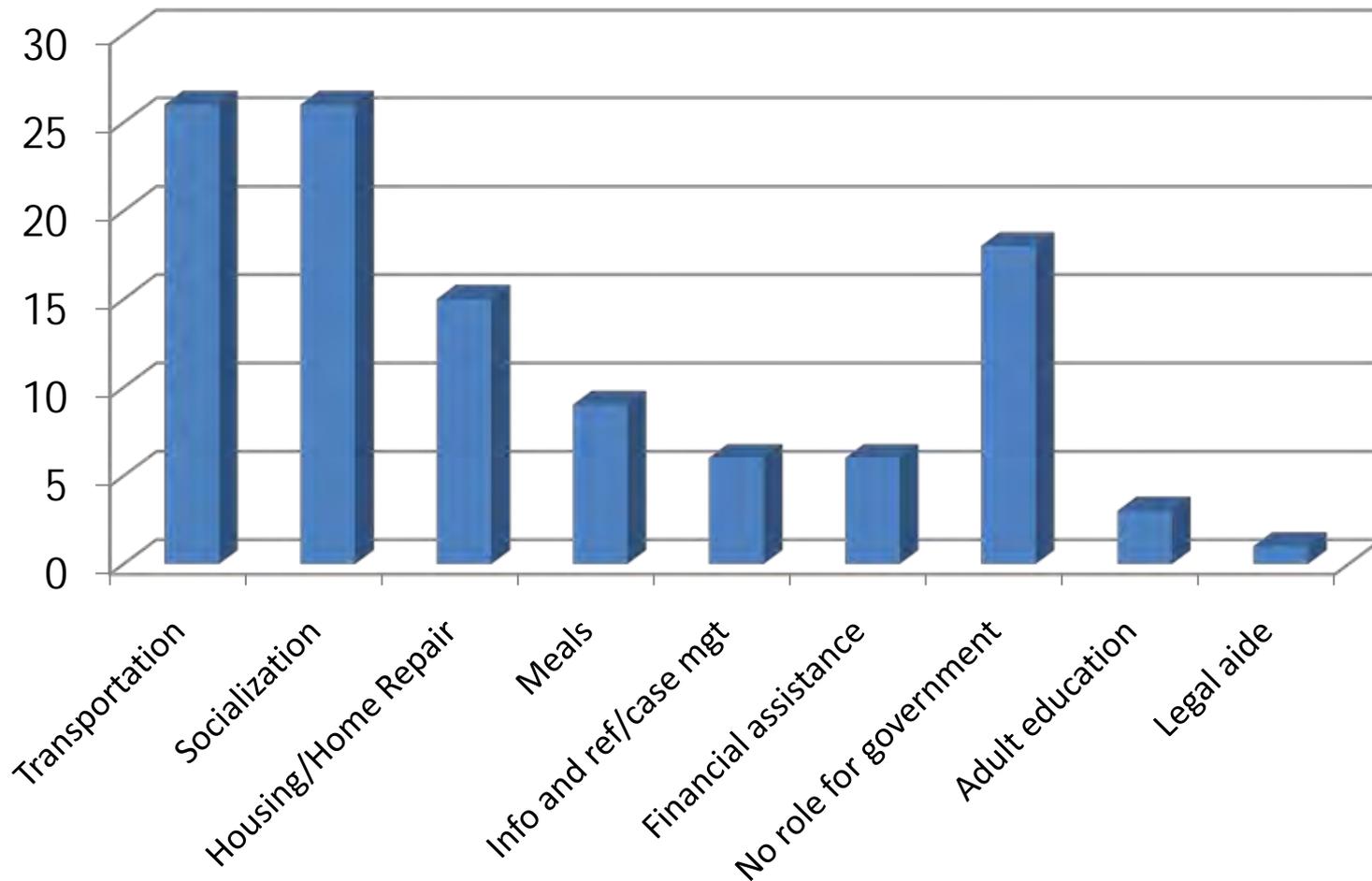
Housing includes home repair and rehabilitation and affordable housing. Meals includes home-delivered meals and congregate meals. Financial assistance includes utility and rent/mortgage assistance. Health includes dental care. Technology reflects cell phone usage as it applies to emergency preparedness.

How have the needs of older adults changed in the past 10 years?

The two biggest changes cited by respondents are:

- A preference for aging in place
 - The impact of the recession
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- People are living longer in general and are wanting to age in place and live longer in their homes.
 - This means more people are addressing acute healthcare needs in their homes.
 - It also refocuses treatment to be home-based as opposed to delivering centralized services.
 - The higher numbers of people needing services is straining the system and demanding that services be delivered in new ways.
 - The recession is forcing people and agencies to make difficult decisions.
 - More people are experiencing difficulty in meeting basic needs like food, housing, and healthcare.
 - Income is declining and people are not as able to sell their homes. This means more people are homebound than before and less able to access much needed resources.
 - Many services have been discontinued despite the value they impart.
 - Needs are more keenly felt in the rural areas of the region.
 - Older adults are working longer because their savings have been depleted and Social Security does not meet their needs.

Which of these needs is best met by local governments?



- **Additional needs** cited by the stakeholders group include lock boxes so fire departments can unlock doors in case of emergency, well checks, sensitivity training, workplace flexibility, adopt a grandparent volunteer program, and raising public awareness.
- Stakeholders also emphasized **funding should not be moved from low scoring services to high scoring services** as this would create an unmet need in the low scoring areas. For example, congregate meals continues to be a vital service.
- **Responses under “no role for government” varied.** Of the 18 responses, four said they did not see a role for local government in meeting needs of older adults, three said they were not aware of services provided by local government, and 12 said “none” and did not elaborate further.

A sampling of specific examples of when local government has been most effective in meeting needs of older adults.

- Scottsdale Cab Connection
- Neighborhood circulators
- Using Community Development Block Grant funds to provide building and operational support for nonprofit agencies
- Mesa's extensive use of older adults as volunteers
- Senior Centers were often cited as providing value
- Weatherization programs help people to live affordably in homes
- Involving nonprofit agencies in planning of programs, as well as service delivery

A sampling of how local government can enhance the way the needs of older adults are met.

- Support efforts to communicate what services are available. *(This was cited by the stakeholders group as being extremely important.)*
- Support senior centers and the services they provide.
- Provide accessible, affordable transportation to older adults and the agencies that serve them.
- Make funding opportunities flexible to allow for intergenerational programming.
- Partner extensively with nonprofit agencies.
 - Provide financial assistance and in-kind support to nonprofit agencies.
 - Keep the infrastructure consistent as much as possible.
 - Involve other agencies in planning and keep open lines of communication.

How can the community support local governments in meeting the needs of older adults?

Volunteer, Vote, and Voice.