

April 17, 2012

TO: Members of the MAG Human Services Coordinating Committee (HSCC)

FROM: Councilmember Michael Nowakowski, City of Phoenix, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Meeting - 10:00 a.m.
Wednesday, April 25, 2012
MAG Office, Suite 200 - Cottonwood Room
302 North 1st Avenue, Phoenix

The next HSCC meeting will be held at the MAG offices at the time and place noted above. Members of HSCC may attend either in person, by video conference or by telephone conference call. 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/HumanServicesCoordinatingCommittee>. 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 Coordinating 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.

c: MAG Human Services Technical Committee

MAG HUMAN SERVICES COORDINATING COMMITTEE
TENTATIVE AGENDA
April 25, 2012

COMMITTEE ACTION REQUESTED

1. Call to Order

2. Call to the Audience

An opportunity will be provided to members of the public to address HSCC 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 the HSCC 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 January 25, 2012 Meeting Minutes

4. MAG Municipal Aging Services Model Project Update

The MASP "Planning for the Next 100 Years – Regional Forum," was held on February 15, 2012. The forum brought together local and national experts to begin to identify regional priorities to address the needs of older adults in the region. The MASP Stakeholder group met on April 9, 2012 to provide input to the MASP Summary of Recommendations developed from information gathered during the forum. The Committee will review the draft table and approve next steps for development of the model.

5. Expect More Arizona

Expect More Arizona is a high expectations movement dedicated to making Arizona education the best in the nation. An overview of Expect More Arizona and the issues affecting the state will be offered to the committee.

2. Information.

3. Approve the HSCC meeting minutes of January 25, 2012.

4. Approve next steps for the MAG Municipal Aging Services Project.

5. Information and discussion.

-
- | | |
|---|--|
| <p>6. <u>Legislative Report</u></p> <p>An update will be offered on Legislative activities at the state and federal level.</p> | <p>6. Information and discussion.</p> |
| <p>7. <u>City Leaders institute (CLI) Issues Statement</u></p> <p>The Partnership for Livable Communities, along with input from the local CLI team, has developed an issues statement/background paper for the region. The Committee will review the issues statement and have an opportunity to provide input. Please refer to issue statement/background paper posted with meeting materials.</p> | <p>7. Information, discussion and input on the City Leaders Institute Issues Statement and background paper.</p> |
| <p>8. <u>Committee Updates</u></p> <p><i>MAG Regional Domestic Violence Council:</i> Renae Tenney, MAG, will offer an update on the STOP Grant funding award and efforts underway to continue the work of the MAG Protocol Evaluation Project.</p> <p><i>MAG Continuum of Care Regional Committee on Homelessness:</i> Brande Mead, MAG, will update the Committee on plans for the 2012 Heat Relief Network efforts.</p> <p><i>MAG Elderly and Individuals with Disabilities Transportation Program Ad Hoc Committee:</i> DeDe Gaisthea, MAG, will offer an update on the FY 2012 Section 5310 Elderly Individuals and Individuals with Disabilities Transportation Program, Section 5316 Job Access Reverse Commute, and Section 5317 New Freedom funding application status.</p> | <p>8. Information and discussion.</p> |
| <p>9. <u>Committee Member Human Services Updates</u></p> <p>Committee members will be invited to share brief updates about human services-related items from their municipalities or agencies for information and discussion. Any proposed action will be requested as an item for a future meeting agenda.</p> | <p>9. Information and discussion.</p> |

10. Request for Future Agenda Items

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

10. Information.

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES COORDINATING COMMITTEE
MEETING MINUTES
JANUARY 25, 2012

<p style="text-align: center;"><u>MEMBERS ATTENDING</u></p> <p>+Barbara Lloyd for Arleen Chin, Tempe Community Council +Vice Mayor Trinity Donovan, Chandler, Chair +Councilmember Alex Finter, City of Mesa +Mayor Marie Lopez Rogers, City of Avondale +Councilmember Manuel Martinez, City of Glendale Councilmember Michael Nowakowski, City of Phoenix, Chair JoAnne Osborne, Vice Mayor, City of Goodyear, Vice Chair *Councilmember Jordan Ray Town of Gilbert</p>	<p>*Supervisor Mary Rose Wilcox, Maricopa County *Councilmember Mike Woodard, City of Surprise</p> <p style="text-align: center;"><u>OTHERS PRESENT</u></p> <p>DeDe Gaisthea, MAG Brande Mead, MAG Amy St. Peter, MAG Renae Tenney, MAG</p> <p>+Those members present by audio/videoconferencing. *Those members neither present nor represented by proxy.</p>
--	---

1. Call to Order
Chair Michael Nowakowski, City of Phoenix, called the meeting to order at 10:00 a.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 October 26, 2011 Meeting Minutes
Chair Nowakowski called for a motion to approve the October 26, 2011, meeting minutes. Vice Mayor Joanne Osborne, City of Goodyear, motioned to approve the minutes. Mayor Marie Lopez Rogers, City of Avondale, seconded the motion. The motion passed.

4. Social Services Block Grant (SSBG) Allocation Recommendations
Chair Nowakowski invited Amy St. Peter, MAG, to offer an update for the Social Services Block Grant recommendation. Ms. St. Peter advised the process used to develop the SSBG recommendations included having the MAG Human Services Coordinating Committee, MAG Human Services Technical Committee (HSTC), and community partners rank the services that are eligible to be funded. In December, the HSTC reviewed the draft ranking results. The Committee had hoped for a greater response rate and as such recommended redistributing the ranking exercise. In January, the HSTC reviewed the revised results. Ms. St. Peter noted not many additional responses were received. Overall, 32 survey ranking forms were submitted. Of those, eleven were from persons representing the older adults target group.

Ms. St. Peter commented having responses from the community is surprisingly problematic when the responses represent just one target group. In January, the HSTC discussed the fact that while thankful for the community's input, the input inadvertently skewed the results. An overview of the community partner recommendations versus the Committee recommendations was offered. Ms. St. Peter noted concern that a disproportionate number of responses received from agencies serving older adults skewed the results. The HSTC, for the first time, recommended approval of the allocations based on just the Committee's rankings. The rationale was that most of the Committee members represent all of the target groups and not any one individual group. Ms. St. Peter advised there was one vote that opposed the motion. The "nay" vote was from an individual who represents the older adults target group. The Committee member advised feedback had been solicited from older adult agencies and he therefore wanted to honor their feedback. Ms. St. Peter added that the Committee wants to honor and integrate the feedback from the community as well, but needs to do it in a way that is proportionate and realistic.

Ms. St. Peter added that HSTC voted to recommend approval of the draft allocations based on the Committee rankings with a caveat to aggressively research ways to improve the process for next year. Ms. St. Peter shared the process used in Tucson for developing the SSBG recommendations. She noted community partner rankings are included during the process for developing the target group fact sheets. The Committee then completes the overall ranking. Ms. St. Peter said another option would be to mathematically weight the results. Weighted results would prevent disproportionate results.

Vice Chair Osborne asked for clarification on the recommendation from HSTC to research the process. Ms. St. Peter confirmed that with approval from HSCC, HSTC will review different options to improve the process for next year. She noted previous discussions with the Pima Association of Governments (PAG) indicated they also struggled with some of the same issues. Therefore, PAG allows community input, but has the Committee complete the ranking as their focus is on the broader range of services. Ms. St. Peter advised the motion before the Committee is to recommend approval of the January 12, 2012, HSTC recommendations.

Councilmember Manuel Martinez, City of Glendale, expressed support of the approach recommended for next year. He noted appreciation for the input from the elderly advocacy groups, but stressed the importance of emphasizing the need for other groups to respond in order to obtain good representation. Councilmember Martinez made a motion to recommend approval of the draft Social Services Block Grant allocation recommendations. Councilmember Alex Finter, City of Mesa, seconded the motion. The motion passed.

5. MAG FY 2013 Human Services Coordination Transportation (HSCT) Plan Update

Chair Nowakowski invited DeDe Gaisthea, MAG, to offer the Human Services Coordination Transportation Plan update. Ms. Gaisthea thanked the City of Phoenix for their continued financial support of human services coordination planning. She acknowledged the Human Services Transportation stakeholders for providing valuable input and feedback for the plan and helping to develop the strategies.

Ms. Gaisthea reported that since 2007, MAG has developed the plans to coordinate human services transportation in response to the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) federal legislation. The legislation requires that applicants who receive federal funding comply with a locally derived plan. Each plan addresses the following requirements: an inventory of services; gaps analysis; prioritized strategies to meet the needs of the region. Also included, although not required, is progress on strategies from the previous plan and short-term and long-term strategies to ensure coordination efforts continue moving forward.

MAG updates the plan yearly although not required to do so in order to allow new potential agencies to apply for federal funding. There has been an increase in the number of grantees from 13 in 2009 to 21 agencies applying last year for three mobility management projects and more than 60 vehicles. The plan presents new strategies developed with input from stakeholders to address gaps. The new goals, which are consistent with the United We Ride goals, include: providing more rides for the targeted population(s) for the same or fewer resources; simplifying customer access to transportation; and increasing customer satisfaction. The goal of the new strategies is to continue coordination efforts and utilize the available resources in the community. A brief description of the short-term strategies for FY 2012 was provided:

- Design a web page to accommodate the MAG Human Services Provider Inventory with searching capabilities. Ms. Gaisthea thanked the Committee for their suggestions to make the Resource Inventory more reader friendly. She noted the inventory has proven to be a useful tool for agencies.
- Continue to address the issue of insurance as a barrier by coordinating unused vehicles. Research policies involve using drivers from other agencies to transport consumers with varying abilities.
- Engage new stakeholders in small and outlying communities to participate in TAP meetings. This will increase the numbers of agencies that provide additional resources for human services transportation. Ms. Gaisthea advised the Transportation Ambassador Program (TAP) was a strategy from the 2008 plan that has proven to be an effective resource. TAP participation has grown from 40 participants in the first year to 365 in the current year.
- Increase communication with and utilization of mobility managers in the region. Last year, three agencies applied for mobility management projects. Ms. Gaisthea advised staff wants to provide outreach and resources to those agencies.

Ms. Gaisthea also provided a description of the long-term strategy:

- Continue to facilitate regional dialogue about the feasibility of establishing a one-call center that would coordinate the scheduling and dispatch of paratransit services for older adults and people with disabilities. This will include hosting at least two best practices presentations at local events.

Ms. Gaisthea advised the plan has been reviewed and recommended for approval by the MAG Human Services Technical Committee. Having neither comments nor questions, Chair Nowakowski asked for a motion. Vice Mayor Trinity Donovan, City of Chandler, made a motion to recommend approval of the MAG FY 2013 Human Services Coordination Transportation Plan Update. The motion was seconded by Councilmember Alex Finter. The motion passed.

6. Committee Outcome Measures Chart

Chair Nowakowski advised that each year, MAG prepares a work program that includes activities for HSCC as well as for HSTC. The measures represented under planning and public relations activities on the Outcome Measures Chart are within the purview of HSCC. He advised staff is proposing to continue focus on aging services and outreach. The Human Services Technical Committee voted to recommend that the outcome measures be included in the FY 2013 MAG Unified Planning Work Program. A motion was requested from the Committee. Councilmember Finter made a motion to recommend approval of the FY 2013 outcome measures to be included in the MAG Unified Planning Work Program. Barbara Lloyd, Tempe Community Council, second the motion. The motion passed.

7. Committee Member Human Services Updates

Chair Nowakowski referred to the draft meeting schedule for calendar year 2012. He stressed the importance of attending the meetings as outlined in schedule to ensure quorum for action items. He asked for a motion from the Committee to approve the 2012 meeting schedule. Vice Mayor Osborne made a motion to approve the CY 2012 MAG Human Services Coordinating Committee meeting calendar. Councilmember Martinez seconded the motion. The motion passed.

8. MAG Municipal Aging Services Model Project Update

Chair Nowakowski invited Ms. St. Peter to offer an update on the MAG Municipal Aging Services Project. Ms. St. Peter said the project has been moving along resoundingly well thanks to a number of community partners, HSCC, and HSTC. She advised the first of three phases was completed last year. Phase I included development of an inventory of services provided directly by local government and/or supported through funding. Additionally, 135 key informant interviews were conducted with leaders and older adults across the region. The interviews identified transportation and social participation as the key issues in the region. Concerns included the ability to move throughout the region and the ability to engage with the community. Ms. St. Peter reported that over the summer, 19 focus groups were completed with approximately 206 participants. Most all focus groups were conducted with people age 65+ with the remaining group consisting of senior center managers.

Currently underway is a scientifically valid survey being conducted by ETC Institute. The goal is to have 1,000 surveys completed. To date, ETC Institute has reported more than 900 surveys completed with people age 55+ in Maricopa county. The survey addressed individuals who are age 55+ to be able to project how people perceive their needs changing and what resources and services will be required. Results of the survey will address the role of local government in meeting needs in a cost-effective and efficient manner.

The MAG Municipal Aging Services – Planning for the Next 100 Years regional forum is scheduled for February 15, 2012. Ms. St. Peter acknowledged Councilmember Nowakowski, Vice Mayor Osborne, and Mayor Hallman for speaking at the event. Kathryn Lawler, Atlanta Regional Commission, will offer the keynote for the forum. Ms. Lawler is the former director of Aging Atlanta. Ms. St. Peter said the Atlanta Regional Commission is a sister agency to MAG. The deadline to register for the event is February 8th. Currently, 180 participants have registered. Ms. St. Peter provided an overview of the purpose and agenda for the event. Additionally, it was noted that the Arizona Grantmakers Forum is fully in support of this program and is looking to MAG to continue the work they started with their aging initiative. The third phase of the project will be development of the model and will be presented before the Committee in April. Ms. St. Peter acknowledged the Virginia G. Piper Charitable Trust for their support of the project.

Chair Nowakowski requested a motion from the Committee. Councilmember Martinez made a motion to approve the next steps for the MAG Municipal Aging Services Project. Councilmember Finter seconded the motion. The motion passed.

9. Committee updates

Chair Nowakowski invited MAG staff to offer updates on activities undertaken by the other Committees at MAG addressing human services.

MAG Regional Domestic Violence Council

Ms. Tenney acknowledged the Governor's Office for awarding new STOP Grant funding. The new funding will allow the Protocol Evaluation Project (PEP) to expand to address misdemeanor and felony level crimes. Ms. Tenney noted PEP participants include more than 500 law enforcement officers, prosecutors, and victim advocates. Additionally, the misdemeanor protocol model, developed during the project's first year, will be updated to reflect the latest research on successful practices. Community partners will evaluate the implementation of felony-level domestic violence protocols and identify opportunities for enhancement. The new phase will also offer training resources that will include a full-day training event and video. The topics and information brought forward to inform development of the training resources will be gathered from affinity group discussion.

The project will also explore opportunities for collecting and analyzing data. Ms. Tenney advised research from last year indicated consistent data collection and analysis is not occurring. National best practices will be researched to inform this process. The Protocol Evaluation Project's success depends on communication and close collaboration among law enforcement, prosecutors, victim advocates, and survivors of domestic violence. Ms. Tenney advised continuance of the affinity groups, to discuss challenges and successes. Staff will also expand affinity groups to have a broader audience on topic driven conversations. This will include more community participation and various perspectives. These conversations will guide refinement of the misdemeanor protocol model and identify areas where more training is needed. Training resources will be developed to ensure misdemeanor and felony protocols are being implemented in the field.

Ms. Tenney expressed excitement that the PEP embarks on its second year with overwhelming community support. Last year there were 13 formal partners. Currently, 20

project partners have either signed a Memorandum of Understanding or provided letters of support for the STOP Grant application. PEP Partners include:

- Arizona Coalition Against Domestic Violence
- Arizona Criminal Justice Commission
- Arizona Peace Officers Standards and Training Board
- Arizona Prosecuting Attorney's Advisory Council
- Apache Junction Police Department
- Avondale Police Department
- Buckeye Police Department
- Glendale City Court
- El Mirage Police Department
- Gilbert Police Department
- Maricopa County Prosecutor's Office
- Mesa Prosecutor's Office
- Peoria Police Department
- Phoenix Police Department, Prosecutor's Office, and Family Advocacy Center
- Scottsdale Prosecutor's Office
- Sojourner Center
- Southwest Family Advocacy Center
- Tolleson Police Department.

Ms. Tenney discussed collaborative efforts with the AVON Program for Women and Justice. The project was started by the Honorable Sandra Day O'Connor as a means to address domestic violence issues. Collaborative efforts through PEP began with affinity group meetings with victim advocates. Following that, the AVON program conducted a survey of victim advocates and developed a report based on input received. The report determined victim advocates felt more support was needed. Staff will work closely with the AVON program and with the Arizona State University Community Action Research Experience (CARE) Program to conduct further research. Ms. Tenney noted the importance of victim advocates and the ability to support them in their work will further help and support survivors of domestic violence.

Vice Mayor Osborne asked for further clarification of whom the training will address. Ms. Tenney advised previous training held in October was focused for law enforcement, prosecutors and crisis responders. The next phase will look at best practices to further assist them in the work they do. Vice Mayor Osborne inquired if training will include recommendations for surveying people moving through the system so that everyone conducting the surveys is following the same format. Ms. Tenney advised research obtained through work conducted by the CARE intern will help to identify what is working well and to gain input on the best way to gather additional information. Work will also include conducting focus group with survivors. Vice Mayor Osborne commented the City of Goodyear was not included in the list of participants noting the City does not receive STOP Grant funding. Ms. Tenney clarified the list of participants are the formal partners that either signed the Memorandum of Understanding (MOU) the STOP Grant.

MAG Continuum of Care Regional Committee on Homelessness

Brande Mead, MAG, addressed the Committee. She advised that the MAG Continuum of Care Regional Committee on Homelessness has coordinated and conducted an annual street count since 2002. Results are released each year. Last year, the count was conducted at the end of January and released later in the year. Concern was raised in regard to the methodology used for conducting the count and the manner in which the information was released to the public.

The Continuum met with service providers, stakeholders and street count coordinators to discuss the methodology and concerns from providers' perspectives. As a result, at the Continuum's meeting in November, the Committee determined not to conduct the street count this January, but to focus efforts on refining the methodology. A formal street count working group was formed. They will be researching the methodology used in the past, strengths, challenges, and best practices. The street count working group includes coordinators from across the region as well as members of the Continuum and service providers. The first meeting was held on January 24th; they will be meeting on a monthly basis. Ms. Mead expressed excitement about the opportunity to review the methodology in preparation for the count that will take place in January 2013.

Vice Chair Osborne inquired about the Department of Housing and Urban Development (HUD) requirements for the street count. Ms. Mead advised HUD requires a street count to be conducted every other year and are not requiring a count in 2012. Street counts are to be conducted in odd number years. Beyond that, it is up to the Committee to determine if they wish to conduct a count on an annual basis. Ms. Mead advised she spoke with MAG's consultant to ensure that not conducting a street count would not have a negative impact on the Continuum's application to HUD for funding.

A homeless shelter count was conducted on January 24th. Ms. Mead noted there are some changes that have occurred. Previously, the count was a paper survey conducted through the Department of Economic Security. The process has been improved and is now conducted through the Homeless Management Information System (HMIS) for those shelter providers that are entering information into HMIS. For those not using HMIS, they received an electronic survey. Information will be collected and combined with HMIS data. The count includes emergency, transitional, and permanent supportive housing. Ms. Mead noted the count also includes numbers from the overflow shelter.

5310 Elderly Individuals and Individuals with Disability Transportation Program Committee

Ms. Gaisthea reported the 2012 5310 Elderly Individuals and Individuals with Disability Transportation program application process is underway. Section 5310 capital programs provide funding for accessible vehicles and mobility management projects. MAG, the Arizona Department of Transportation (ADOT), and the City of Phoenix, are continuing collaboration efforts on training and the grant application process.

The workshop for the Section 5310, 5316 Job Access and Reverse Commute, and 5317 New Freedom Programs, was held at MAG on January 12, 2012. Forty-seven participants attended. Ms. Gaisthea advised there are 23 agencies applying for 5310 funding, including three new agencies. The application process has changed to an online process. The

application is offered online on ADOT's website. Ms. Gaisthea advised a technical assistance webinar is being offered on January 26, 2012 at 10:00 a.m. She noted all three programs now fall under a new Coordinated Mobility application program. The deadline for 5310 grantees to submit applications is February 17, 2012. Applications are due to the MAG office by noon.

Ms. Mead advised the Elderly Persons and Persons with Disabilities Committee will receive the applications and training on February 22, 2012 and will interview applicants on March 21, 2012 in efforts to prioritize agencies' requests. The prioritized rankings will then proceed through the MAG approval process.

Chair Nowakowski thanked staff for offering updates on activities of the MAG human services committees.

10. Committee Member Human Services Updates

An opportunity was provided for the Committee to share updates from their respective cities. Ms. Lloyd advised the Tempe Community Council participated in the Mayor's run through the PF Chang's Rock and Roll Marathon. Tempe Community Council ran with a team of 20 participants that was part of the larger Mayor's team. The team raised close to \$17,000. Ms. Lloyd said the event was very successful and encouraged other communities to consider participation.

Vice Chair Osborne reported on the Youth Action Council trick or treat for canned food. They raised a truck bed of canned food through their efforts. They also partnered with the City of Goodyear and held a Christmas sock tree. The sock tree at City Hall and the YMCA collected 1,000 pair of socks for the homeless youth connection within a two-week period. In partnership with a church, they put together 55 shoe boxes filled with necessities for homeless people. Vice Chair Osborn said she is proud of their efforts noting they were small things but together, those types of different connections make a difference.

11. Request for Future Agenda Items

Committee members were given an opportunity to request topics or issues of interest for discussion at a future meeting. Vice Chair Osborne requested an updated from the Planning for the Next 100 Years forum. Councilmember Finter requested the opportunity to speak with staff and obtain feedback on what the City of Mesa can do to address the challenges facing the homeless population in Mesa.

Mayor Marie Lopez Rogers, City of Avondale, requested a legislative update and timeframe noting legislation coming forward that will affect the human services community. Ms. Mead advised a written update will be requested from Tim Schmlatz, Protection Arizona's Families Coalition (PAFCO).

Chair Nowakowski recommended the Committee have a tour of the Human Services Campus with the possibility of holding a future HSCC meeting at the campus. He said it is very impressive to see many different services working under one roof. He suggested having one site visit per year if the Committee is open to this recommendation. Vice Chair Osborne

noted site visits offer a great opportunity to visit places that are being discussed in meetings. She said it offers a greater perspective. Ms. St. Peter offered to coordinate this effort.

Chair Nowakowski thanked everyone for their input and attendance. The meeting adjourned at 11:00 a.m. The next MAG Human Services Coordinating Committee meeting is scheduled for April 25, 2012 at 10:00 a.m. in the Cottonwood Room at the MAG Office.

Maricopa Association of Governments
Municipal Aging Services Projects
Summary of Recommendations

The following recommendations will assist local governments as they partner with nonprofit agencies, faith-based organizations, academic institutions, and others to meet the needs and tap into the talents of people aged 65 years plus. Please document specific steps local governments can now and in the future to address each of these areas. Please note specific people, organizations, and resources that may be of assistance.

Responses may be sent Rachel Brito at rbrito@azmag.gov or by calling (602) 254-6300 by April 23, 2012.
Thank you!

Recommendations	Action Steps and Resources
Support People Aging in Place	
Integrate plans for people aging in place into all future planning processes.	<ol style="list-style-type: none"> 1. Add aging in place to general plans and other municipal planning documents. Each community may need to define and operationalize this for their area. Refer to City of Scottsdale character area plan for Southern Scottsdale adopted in 2010. 2. Conduct studies and community engagement to ascertain how services will impact people aged 65 years and older. Refer to the MAG Northwest and Southwest Transit Systems Studies.
Provide ways of serving seniors in their homes and close to their homes.	<ol style="list-style-type: none"> 1. Sun Health and Area Agency on Aging both operate care transitions programs that provide assistance to people aged 65 years and older who have been recently discharged from the hospital. This reduces the rate of re-admission and suffering from relapses into illness. 2. Refer to Area Agency on Aging's other home-base care programs.
Ensure safety through fall prevention.	<ol style="list-style-type: none"> 1. Promote services that address the three main factors that contribute to falls. This includes providing services that provide needed home repairs, assistance to counteract confusion and instability caused by medicines interacting (the rate of this happening increases significantly when people are taking more than four medications), and promoting physical activity. Physical activity is the single best remedy to prevent falls. 2. Collaborate with the Arizona Falls Prevention Taskforce (refer to http://www.azstopfalls.org/).
Promote preventative health services.	<ol style="list-style-type: none"> 1. Calls relating to falls and diabetes are two of the issues likely to generate the largest number of calls to first responders like the fire department. Services that address these issues will have a dramatic impact on people's wellbeing, as well as reducing budget of related departments. 2. Refer to agency that provides assistance with diabetes. 3. Consider use of kiosks and relational agents in areas where people aged 65 years plus are to provide medical information.
Meet caregiver needs.	<ol style="list-style-type: none"> 1. Establish a hotline for caregivers and educate the public. 2. Collaborate with the Arizona Caregiver Coalition (refer to http://www.azcaregiver.org/).

Promote Transportation Options	
Provide alternatives to the car: <ul style="list-style-type: none"> • Taxi-cab vouchers. • Increase accessible transportation options. • Increase visibility and awareness. 	The MAG Human Services Transportation Planner will fill in the transportation sections. Other recommendations are welcome.
Promote safe roads and safe drivers: <ul style="list-style-type: none"> • Develop complete streets. • Create walkable communities. • Support safe driving. 	
Increase Social Participation	
Keep older adults active and engaged: <ul style="list-style-type: none"> • Engage seniors as volunteers and employees. • Provide intergenerational programming. • Increase awareness and advocacy by supporting elder economic security and community development. 	<ol style="list-style-type: none"> 1. Engage people aged 65 years plus in conducting assessments of their communities and senior centers. Arizona State University College of Nursing and Health Innovation has an assessment framework that facilitates people taking pictures and recording their observations of the built environment. 2. Replicate Carefree’s first “Carefree Gets Friendly” event conducted over a weekend in February 2012 to promote neighborhood interaction. They plan to repeat the event next year with an element that increases competition among neighborhoods. 3. Enhance Getting Arizona Involved in Neighborhoods (GAIN) events held by a number of communities host in October to promote community cohesion. Elements related to people aged 65 years plus could be expanded within these events. 4. Replicate local best practices in utilizing people aged 65 years plus as volunteers such as the City of Phoenix’s partnership with the Orangewood Church, City of Goodyear Police Department, Duet, and the City of Mesa (refer to appendix). 5. Replicate local best practices in intergenerational programming such as Benevilla and Rehoboth All Saints Center (refer to appendix). 6. Replicate local best practice senior centers such as Granite Reef Senior Center, recipient of NuStep’s Pinnacle Award.
Re-imagine senior centers and create prototype senior center of the future: <ul style="list-style-type: none"> • Conduct a regional assessment. • Become more market and consumer driven. 	<ol style="list-style-type: none"> 1. Conduct a regional assessment of senior centers using the New York study and BoomerANG study as models (refer to the appendix). These models can be expanded to include users of senior centers and other people aged 65 years plus to assess the centers. 2. Implement a Village movement pilot project with four sites: urban, rural, faith-based, and an ethnically defined community. The pilot project would include a community assessment, a service coordinator, community outreach, the development of a qualified vendor list, the establishment of a website, referrals to community events, and a sustainable business model for communities with a range of incomes, including low to moderate incomes. Pre and post tests would track the impact made. 3. Replicate virtual senior center models such as “Senior Center Without Walls” from CA and “YMCA Without Walls” in Chicago.

Increase Organizational Capacity	
<ul style="list-style-type: none"> • Support alternative or creative funding options. • Coordinate education and training opportunities. • Build a strong coalition of supporters. • Co-locate services. 	<ol style="list-style-type: none"> 1. Engage in public private partnerships and other alternative funding mechanisms. Refer to Birt’s Bistro, a microenterprise through Benevilla, and other best practice examples. 2. Coordinate existing trainers and providers. This would include surveying to determine supply and demand and the creation of a website to provide centralized information. 3. Dedicate a position to senior issues. 4. Build positive relationships with a range of people including elected officials, service providers, and end users of the services. Demonstrating a financial impact will help make the case for these partnerships. Public private partnerships may be helpful as well. Refer to local best practice examples. 5. Co-locate services with agencies that have different core competencies that can benefit the other partners. For example, the North Penn Community Health Foundation is facilitating a \$28 million project that provides housing for seniors with low incomes, a YMCA, a senior center, and a congregate meal program. The senior center is contracting with the YMCA to provide the health and fitness programs for their clients. The congregate meal program is opening a restaurant, providing the meals for the senior center and the children who go to the YMCA, and seating is mixed and open to all the groups. People who go to the YMCA may be enticed to start attending the senior center. The project is made possible in part through low income housing tax credits and an endowment. The City of Scottsdale has co-located services through Granite Reef Village, a LEED certified center next to housing, an accelerated care clinic, and an adult day care program. 6. Include specific elements in Request for Proposals (RFP) that support people in aging in place. This will ensure that new services and programs provide critical services. Refer to the City of Scottsdale RFP.
Utilize Technology	
<ul style="list-style-type: none"> • Use technology to increase coordination and access to services and information. 	<ol style="list-style-type: none"> 1. Coordinate education and training opportunities by constructing a website of services for agencies serving older adults (refer to Increase Organizational Capacity section). 2. Develop an informational website for people aged 65 years plus. This could have a medical component that relays biosensor data from patients to their healthcare providers. 3. Replicate technology programs to serve people aged 65 years plus by collecting donated computers and related equipment, training volunteers, and providing classes on using the computers and going online. Refer to Page Commons in Gilbert, About Care, and Duet as examples (see appendix). 4. Replicate the City of Scottsdale’s website pages developed for each neighborhood. The sites include an interactive element where people can talk with each other online.



World-Class Education for All Arizona Students

MAG Human Services Human Services Technical Committee
April 11, 2012



EXPECT MORE ARIZONA®
Ready Kids • Ready Graduates • Ready Workforce

Expect More Arizona

- **Championing a Shared Vision for Arizona's Future:**
 - Arizona education is the best in the nation and our students are competitive with the best in the world.
- **Our Mission:**
 - To build a high expectations movement of Arizonans committed to ensuring all Arizona students attain a world-class education, birth through career, that prepares them to thrive in the 21st century.



Why do we need a Movement?



Academic Achievement

- **74% of 4th graders** are below proficient in reading
- **69% of 8th graders** are below proficient in math
- **50% of graduates** don't qualify to enroll in Arizona's public universities
- **30% of Arizona graduates** require remediation upon entry into college
- **85% of new Jobs** in Arizona will require some form of higher education and work experience



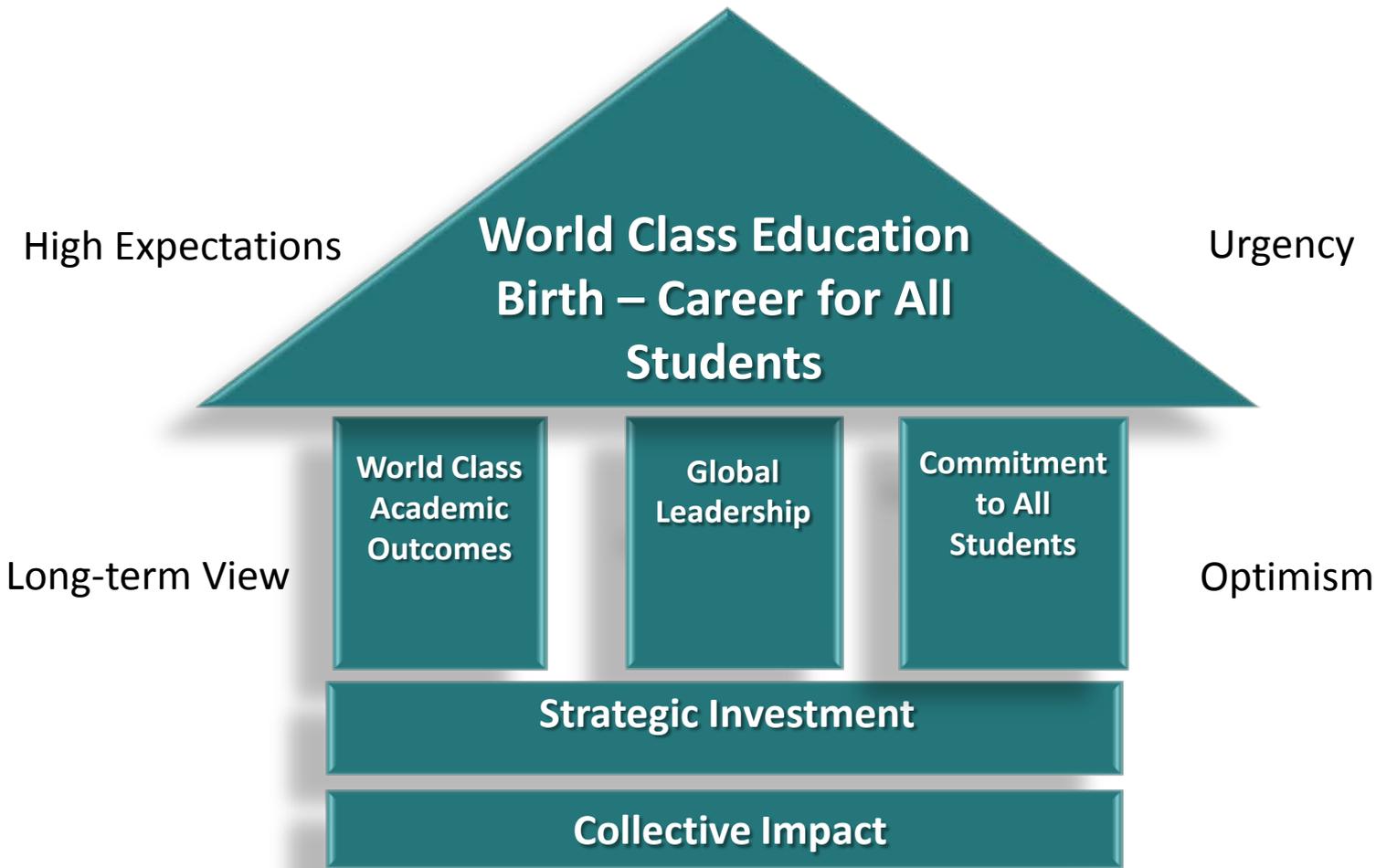
Our World Has Changed...

**...Education Must Change
with it**

**If we are to Succeed,
Everyone Must Play a Role**



Building Blocks for Culture Change

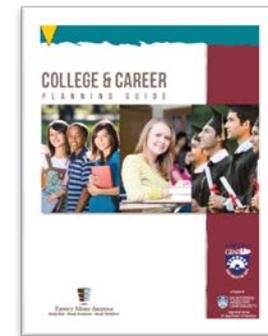


Highly Effective Educators and Leaders



Key Strategy: Parent Engagement

- Multimedia Public Awareness Campaign
 - TV, Radio, Print and Online
- ExpectMoreArizona.org
- Grassroots Outreach and Presentations
- Resources for Parents:
 - Academic Milestones One-pagers
 - College and Career Planning Guide & Checklists
 - High Expectations Booklet
 - Parent University Workshops



Partner with Expect More Arizona

- Invite Expect More Arizona to present to your city council, staff, or community partners
- Share Expect More Arizona information in your newsletters, intranet and web sites
- Distribute our parent engagement materials to your staff and network
- Sign up to join the movement at ExpectMoreArizona.org



Thank you!

Pearl Chang Esau
President and CEO
Expect More Arizona

Pearl@ExpectMoreArizona.org
602-381-2272

ExpectMoreArizona.org

 Facebook.com/ExpectMoreArizona

 Twitter: @ExpectMoreAZ



City Leaders Institute

on AGING IN PLACE

Greater Phoenix Issue Backgrounder

Greater Phoenix Region Demographics

- County Population Size:
- County Land Size:
- Population Density:
- The 2010 Census showed that
- Other items of interest

THE GREATER PHOENIX REGION, ARIZONA

(Summary Description)

Issue Statement

The Greater Phoenix region is not prepared to fully meet the socialization needs of people aged 60 years and more given the dramatic increases in population and their diverse needs. Senior centers provide critical services, but the changing nature of the expectations, needs and demands of this diverse customer base coupled with reductions in public and non-profit funding sources have increased the difficulty of providing appropriate services to this group. Additionally, the talents of older adults are often untapped opportunities and not always viewed as resources. This initiative is inclusive of but not exclusive to senior centers. The issue is how to keep people socially engaged in the most effective way possible.

Goal Statement

The goal of the Greater Phoenix Civic Team initiative is the development of new and enhanced service delivery mechanisms to connect older adults with their peers and with the community, to provide relevant activities and services, and to leverage their talents.

Issue Background

The Greater Phoenix region will experience significant population growth in people aged 65 years and older over the next eight years; increasing from 462,000 people to more than 700,000 people by 2020. Research demonstrates that the ability to connect with peers and others in the community is a critical element to aging in place well.(footnote).

People live longer in general and prefer to age in place, living longer in their homes. More people are addressing acute healthcare needs in their homes. It refocuses healthcare treatment and other services to home-based models as opposed to centrally delivered services. The higher numbers needing services is straining the system and requires new delivery mechanisms.

The recession is forcing people and agencies to make difficult decisions. More people are experiencing trouble in meeting basic needs like food, housing, and healthcare. As income declines people are not as able to sell their homes. More individuals are homebound and fewer are able to access much needed resources. Many services have been discontinued despite the value they impart especially 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.

In December 2011, the Maricopa Association of Governments/ ETC Institute conducted a survey of residents age 55 and older to determine service priorities in Maricopa County. The purpose of the survey was to help determine overall satisfaction with quality-of-life issues and was designed to obtain statistically valid results from senior households throughout Maricopa County. The survey found that 59 percent of those aged 55 to 59 years are not satisfied with opportunities to meet their peers. Nearly three quarters (73 percent) age 55 to 90 years report they do not use indoor public or nonprofit facilities. This figure increases to 83.6 percent of people between the ages of 55 and 59 years. Based on the sum of their top three choices, the services and activities that households indicated they used most often are: public parks and trails (46%), active recreation opportunities (29%), arts and cultural amenities (26%), and volunteer opportunities (14%). Only 12% indicated that they use or participate in senior centers and 14% use public transportation. This suggests people coming into the older adult

MetLife Foundation Partners for Livable Communities

City Leaders Institute

on AGING IN PLACE

demographic need to better connect with the community but are not doing so within the current service delivery model.

Prior to the survey, the MAG conducted 134 interviews with older adults and agencies serving older adults. The interview results identified two important needs of seniors relating to transportation and socialization. Additionally, respondents indicated that the two biggest changes in the needs of older adults over the past ten years were:

- A preference for aging in place
- The impact of the recession

The MAG then engaged the community by conducting focus groups throughout the region. Nineteen different focus groups were held with a total of 206 participants. The focus group discussions began in July and ended in late September. The findings of the focus group support the findings of the interviews, but offered additional detail.

A primary topic of the focus groups was transportation, which was discussed at every meeting. The quality of life of individuals lies in great part within their ability to access transportation. From doctor appointments to grocery shopping, individuals' vitality depends on their ability to freely move from one activity to the next. The large geographic area of the valley requires longer trips for necessities. Top on participants' wish lists were: safe vehicles, dependable and unrestricted transportation, and cost-contained options to ensure access to all.

A second issue discussed was social participation. Individuals felt strongly about the need to provide options for socialization. In particular, participants expressed the need for more senior centers throughout the valley. Currently, seniors have to travel long distances to get to senior centers. In some cases, assisted transportation to senior centers was eliminated in recent years due to budgetary constraints. Additionally, participants acknowledged the existence of a wide spectrum of ability within the aging community. It was suggested that senior centers be cognizant of the ability range and interest among patrons, and offer options that meet different senior needs. A few focus group participants acknowledged that they feel lost in the larger centers where activities are centered on the active adult.

A commonly shared response of focus group participants was interest in having senior centers open longer than the customary 2:00 p.m. closing time. For many seniors, the senior centers are their only opportunity to socialize. Seniors are eager to have more culturally enriching opportunities; when organized by the senior center, individuals are more apt to participate in the offerings principally because transportation is arranged.

Leadership Challenge How can the Greater Phoenix team create person-centered, community-driven approaches to keep people socially engaged in the most effective ways possible?

What are sustainable models and how can the community connect people with the resources they need to participate in them? How do the models differ between high and low income individuals? Can separate initiatives may be leveraged and perhaps integrated to support pilot projects in Village models.

Assets for Action

The Greater Phoenix region will benefit from allowing people aged 60 years plus an opportunity to integrate with, actively participate in and give back to their community. Success in this area will also ease the burden on the community to meet the needs of a growing senior population.

The Greater Phoenix region has a number of agencies, programs and initiatives that support the proposed initiative. Collaboration and partnerships between and among agencies serving older adults, local governments, and foundations and the implementation of the MAG Municipal Aging Services Project will be assets in finding sustainable approaches to keeping older adults active and socially engaged. The Municipal Aging Services Inventory, a survey of the needs of older adults in Maricopa County, focus groups, key informant interviews, and access to skilled staff are important resources that the civic team will be able to rely on to assure success.

The MAG Municipal Aging Services Project provides the foundation for this work. A model toolkit is being developed that local governments can use when collaborating with other entities to meet the needs of older adults. The research and collaborations formed within this project will benefit the region's participation in the City Leaders Institute.

The Village model has proven sustainable in mid to upper income communities because they can pay annual fees that cover the costs of a service coordinator. The challenge is to find a model that is sustainable in communities with low incomes. Separate initiatives may be leveraged and perhaps integrated to support pilot projects in Village models. Areas such as Sunnyslope, Sun City, and Sun Lakes area may be well positioned for a pilot project. Funding may be available from local foundations to support this work. Additionally, as healthcare reform penalizes hospitals for high readmission rates, it behooves the region to discover ways the community can pick up where care transitions leave off. This will save money, penalties for readmission rates, and will do more to preserve the health and wellbeing of people over the age of 65 years. Volunteers such as those through the Americorp program, ITN, time banking, and other programs may be resources.

Potential Barriers to Progress

There are potential obstacles to the success the Civic Team initiative. One is the fact that the region will need to build consensus for the end outcome as well as agree upon the best method to achieve the end outcome. Without this consensus or authority to mandate changes, the best laid plans will not be implemented. The lack of any regional assessment of senior centers may be an impediment to good analysis and to achieving consensus. The team would also benefit from greater clarity about the end outcome we are trying to achieve with senior centers and how well the current model is achieving that outcome.

Additionally, if the needs of mid to higher income older adults can be met and sustained through community intervention, government funding and intervention may be prioritized for people with lower incomes.