

DISCUSSION GUIDE

A Public Deliberation on...

AGING 2020



**How will State agencies in
Arizona meet the opportunities and
challenges of our aging population?**

Fall 2004

Sponsored by:



Office of the Governor



Participating State Agencies and Departments:

Administration, AHCCCS, Attorney General, Board of Regents, Commerce, Corrections, Economic Security, Health Services, Housing, Parks, Public Safety, Tourism, Transportation, Veteran's Services.

WELCOME & GUIDING PRINCIPLES

...by 2020, 26% of the population in Arizona will be 60 years of age or older

The forum in which you are about to participate is part of an ongoing discussion about how Arizona can be best prepared to address the challenges and opportunities of an aging population. An aging Boomer generation, a shrinking workforce and an increasing need for health and social services in Arizona will affect the business of all state agencies. In light of these demographic realities, Governor Napolitano issued an Executive Order in March 2004 mandating that state agencies submit an Aging 2020 plan—a plan to address and meet the needs of our aging population into the year 2020.

Each agency report was organized around several questions, including what they were currently doing to address the issue, what actions they would recommend, and what results they hoped to achieve.

Before a comprehensive statewide plan can be finalized, it is vital for the public to have a voice in this process. Therefore the Office of the Governor has called on the Arizona Community College Association (ACCA) to convene forums statewide to gather input from Arizona's communities about these plans and to engage them in action.

As the Aging 2020 process has moved forward, several overarching **Guiding Principles** emerged to guide agencies' work and activities outlined in their plans, and to guide forum participants in their discussion of the Aging 2020 plan elements:

- Agencies involved in Aging 2020 are looking to create good communities where persons of all ages, with and without disabilities, can live meaningful, productive, long, healthy lives.
- By 2020, older people will expect to have the adequate care options to promote community living, and will expect to be able to choose and direct their own care in the community.
- Likewise, Aging 2020 services and policies will reflect the multiculturalism so vital to Arizona, while acknowledging that government, faith-based organizations, and the private sector must work together to successfully plan for and address the state's growing aging population.
- The Aging 2020 plan acknowledges Arizona's regional differences, is attentive to the rural, urban, and suburban need, and takes a multidisciplinary approach to systems development and service delivery.

The findings of these forums will be compiled into a report that will assist the agencies in completing their Aging 2020 plans. These final plans will be reviewed in three state summits in Spring 2005.

The public is also invited to review the full text of the state agency plans and submit comments online at this site: <http://www.azdes.gov/gaca/pdf/aging2020plan.pdf>.

Thank you for your time, thoughtful deliberation, and invaluable feedback.

Welcome to the Discussion!

FORMAT...

This Discussion Guide begins with a snapshot of information to help participants visualize the aging of Arizona by the year 2020. The Guide then presents five themes or “approaches” that are illustrated by citing specific examples of objectives or activities that state agencies have included in their plans. After each theme is briefly presented, we would like you to deliberate on three questions:

What do you like about this approach?

What else needs to be included?

Who should be brought to the table?

After considering the five themes, you will be asked:

What are you as an individual willing to do to make your community more elder friendly?

What is something your community could do to address the challenges and opportunities of an aging population?

The Forum is meant to be an open dialogue among participants, with a neutral moderator. There are a few ground rules to help guide us through today’s discussion, which are listed on the wall and will be reviewed by the moderator.

For further information on these plans or this process, please contact the Governor’s Advisory Council on Aging at 602.542.4710.

SNAPSHOTS...ARIZONA IN 2020

These data points describing what Arizona will be facing in 15 years were taken from the Aging 2020 plans developed by state agencies.

Population

- Baby Boomers have one-half as many children as their parents. (Economic Security)
- By 2025, there will be about two Hispanics ages 65-84 years for every White in this age group. (Economic Security)
- The most rapid population growth will occur among those 85 years of age or older. (Economic Security)
- Nearly half of the veterans in Arizona in the year 2020 will be over the age of 65. (Veterans’ Services)
- The number of AHCCCS members age 65+ could increase approximately 65% by 2020. (AHCCCS)
- By 2020, the state anticipates a 79 percent increase in inmates that are 50 years of age and older, and a 115 percent increase in the 60 and over age group of inmates. (Corrections)
- Over 90,000 adults in Arizona suffer from Alzheimer’s disease, and an estimated 145,250 will be affected by the year 2020. (Economic Security)

Workforce

- Some 39% of the AHCCCS agency’s workforce will reach retirement age by the year 2020. (AHCCCS)
- The Corrections workforce currently numbers 10,322, and a number of these employees are eligible to retire in the next one (416), five (1,054), ten (2,389), and fifteen (4,778) years.
- Currently, the annual growth in new health care jobs in Arizona is 29 percent. Between now and 2010, the number of medical assistants will increase by 57 percent, home health aides by 47.3 percent, and nursing aides by 23.5 percent. (Health Services)

APPROACH 1...PUBLIC EDUCATION

The dramatic increase in numbers of aging Baby Boomers will require innovative programs by state agencies to prepare employees to respond effectively to changing needs, to inform the public about their services and to engage Arizonans in active participation in the design and delivery of state programs.

- a. Conduct education campaigns in partnership with local government and grass roots organizations, including Town Hall meetings throughout the State of Arizona. (Attorney General)
- b. Expand citizens' participation in advocacy. (Economic Security)
- c. Explore the strengths of the aging population as a community resource of knowledge, experience, and abilities. (Economic Security)
- d. Improve information and educate the public on the importance of self-sufficiency to seniors and how to be supportive of them in these efforts. (Economic Security)
- e. Research refinancing, manufactured housing, and universal design opportunities for seniors, and disseminate information throughout the state. (Housing)
- f. Engage seniors in personal information exchanges through meetings, gatherings, clubs, and events using volunteers and retirees. (Public Safety)
- g. Provide customized workshops on aging during the annual Governor's Conference on Tourism and the Rural Development Conference. (Tourism and Commerce)
- h. Utilize technology and communication systems to make agency resources, best practices, and partners accessible to aging adults, partners, and providers. (Health Services)
- i. Make websites more convenient and available to a wider audience. (Parks)
- j. Develop a recognized, 24-hr "point-of-contact" and Ombudsman relating to senior services. (Public Safety)

APPROACH 2...WORKFORCE DEVELOPMENT

State agencies' workforces will be looking to retire, while Baby Boomers will be looking to engage in productive work after retirement. The need for health and social support services and new direct care workers is expected to outpace availability, while the role of technology in health care will be unprecedented. This will create opportunities and challenges for families, health and social service providers, private sector industry and government.

Family & Private Sector Workforce

- a. Use advocacy and community support to reduce or eliminate barriers to employment which older Arizonans experience, including lack of skills appropriate to the current labor market, lack of appropriate transportation, physical disabilities, and age discrimination. (Economic Security)
- b. Coordinate with industry constituents to develop a volunteer opportunity database and increase knowledge about jobs and opportunities available to the aging workforce. (Tourism)
- c. As employees become primary elder care givers, provide employees assistance to balance work/life issue through part-time work, job sharing, flexible work schedules, family care support, and health and wellness initiatives. (AHCCCS)
- d. Develop short- and long-term strategies designed to train and retrain an aging population. (Commerce)
- e. Increase job training and employment opportunities that incorporate flexible hours, are less physically demanding, easily accessible, and include supportive services (such as clothing, tools, and bus passes), vocational assessments, mentoring, workplace accommodations, and assistive technology. (Economic Security)

Healthcare and Social Services Workforce

- f. Work with partners to support new systems for retaining older experienced health care workers, including the development of new models of care, such as medication assistants and personal care attendants. (Health Services)
- g. Expand the use of physician extenders in underserved areas, e.g. nurse practitioners and physician assistants. (AHCCCS)
- h. Increase the number of formal and informal health care providers to meet the needs of an aging population. (AHCCCS)
- i. Prepare for the needs of a growing ethnically diverse population by promoting cultural competency in health-care education. (AHCCCS)

State Employees/Government

- j. Enhance succession management programs in state agencies. (Economic Security)
- k. Engage retiring state employees to serve as inspiring mentors for state agencies. (Administration)
- l. Develop staffing model requirements to support an aging population, including incentives to encourage employees who retire between the ages of 46 to 55 to continue to work after minimum retirement age, without losing retirement benefits. (Corrections, Public Safety)
- m. Provide a continuum of state-of-art pre-service, in-service and career development training programs to enable employees to respond to demographic changes. (Corrections)
- n. Create awareness of aging issues among employees, including teaching them better methods of conversing with the elderly, providing techniques for calming fears, improving listening skills, and increasing sensitivity to physical impairments affecting seniors. (Public Safety)

APPROACH 3...SAFETY & PREVENTION

Greater longevity and greater numbers mean increased attention must be paid to preventing disease and crimes against seniors.

Elder Rights & Protection

- a. Protection and advocacy services must evolve to meet the needs of our aging and diverse population. (Attorney General)
- b. Prevent the diverse aging population from becoming victims of civil rights violations and consumer fraud scams. (Attorney General)
- c. Identify new civil rights issues that may have an adverse impact on the aging population, particularly minorities. (Attorney General)
- d. Since the number of elderly citizens living alone will increase, target those seniors who are more likely to fall victim to crime without timely detection. (Public Safety)
- e. Develop programs to help seniors avoid financial and internet crime, consumer fraud, elder abuse, neglect and exploitation, and predatory business crimes. (Public Safety & Economic Security)
- f. Make the state's transportation system safe for seniors, including bus shelters and stations, transportation equipment, and medical review programs that promote early intervention for those with compromised driving ability. (Transportation)

Wellness, Prevention & Health Management

- g. Encourage providers to practice preventive care. (AHCCCS)
- h. Since a greater percent of the aging population will suffer from multiple chronic conditions, Arizona must expand chronic disease management programs. (AHCCCS)
- i. Expand mandatory offender programs that focus on personal accountability for health, aimed at disease prevention. (Corrections)
- j. Proactively focus on prevention, planning, alternatives, and options to out-of-home care, since today's services to the aging population are focused on reacting to identified needs. (Economic Security)
- k. Provide mini-grant opportunities to community agencies to improve healthy lifestyles. (Health Services)
- l. Offer evidence-based health promotion and prevention programs for adults and older adults. (Health Services)
- m. Coordinate the development of a fall prevention plan for Arizona. (Health Services)

APPROACH 4...SERVICE & SYSTEM DEVELOPMENT

Changes in the way state agencies do business must be coupled with innovations in service programs, health and human service delivery infrastructure development, and funding mechanisms to adequately serve the growing numbers of older Arizonans.

Financing Mechanisms

- a. Ensure the stability of nursing home facilities, hospitals and other critical providers through equitable reimbursement rates and support of strategies that address unsustainable malpractice premiums. (AHCCCS)
- b. Encourage and support non-traditional methods of financing long term care, e.g. compensating family caregivers via tax credits and respite. (AHCCCS)

Service & Program Development

- c. Universities must become increasingly accessible and appealing to older learners seeking to “re-tool” for second or third careers. (Regents)
- d. Create long-term care services that accommodate choice and respect personal dignity, and offer assistance in order to navigate through this maze of choices. (Economic Security)
- e. Build a continuum of accessible practical, and user-friendly services through public, private, and community sources to meet elder abuse victims’ service needs. (Economic Security)
- f. Develop a comprehensive program designed to allow senior citizens the maximum opportunities to remain in their existing housing and successfully age in place, including development of new senior housing, home modification programs, homeowner rehabilitation and manufactured housing replacement programs. (Housing)
- g. Develop end-of-life programs for inmates. (Corrections)

System Infrastructure Development

- h. Update technical assistance efforts associated with rural infrastructure development, community planning, and economic development programs to include principles promoting “aging in place.” (Commerce)
- i. Adapt highway and roadway design and offer more handicapped parking, greater security at rest areas, and alternative modes of transportation for the elderly non-driver. (Transportation)
- j. Build an additional state veterans’ home. (Veterans’ Services)
- k. Establish a consistent, recognized, direct source of assistance for all retirees from state service in Arizona. (Public Safety)

APPROACH 5...PARTNERING

Through collaboration between state agencies and other public and private organizations, Arizona can capitalize on the increased opportunities of an aging population while meeting the growing demands for timely and supportive services for its older citizens.

Education

- a. Increase partnerships with community colleges and other learning institutions for technical training, and promote collaboration between the Community College and University systems to enhance programs to serve seniors. (Administration, Regents, Corrections)
- b. Advocate for continuing collaboration with other State agency partners under the direction of a unifying entity to address vital aging issues, e.g. university department of gerontology, local research or educational organization. (AHCCCS)
- c. Work with educational institutions to develop training programs and curriculum that meets the evolving needs of the aging services workforce. (Regents, Corrections)
- d. Involve citizens and provide them with information through “community-oriented policing” to take advantage of the anticipated increase in seniors which will mean more demand for citizen interaction, information and education on public safety issues, crime prevention, and crime resistance. (Public Safety)

Health

- e. With the involvement of multiple stakeholders, identify gaps in services and facilitate mutual improvement efforts to close these gaps. (AHCCCS)
- f. Develop partnerships with businesses, community organizations and health care providers to address the risk factors associated with chronic diseases, future workforce needs, and to improve the health and quality of life of older Arizonans. (Health Services)
- g. Collaborate with governments and industry partners to improve travel options and travel support for seniors facing mobility challenges. (Tourism)

Employment

- h. Collaborate with the Department of Economic Security to support the Governor’s Council on Workforce Policy in its efforts to align the state’s workforce system with the training needs of seniors seeking to re-enter or remain in the workforce. (Commerce)
- i. Partner with a federally-funded program for low-income seniors to pay seniors to work part time at state parks. (Parks)

Housing

- j. Change local zoning ordinances, and promote interagency and community collaboration to increase placement options for elderly offenders. (Corrections)
- k. Collaborate to leverage private and public resources for new construction, rehabilitation and modification of existing housing, to allow seniors to age in place at the lowest possible cost to themselves and the State. (Housing)