

1. INTRODUCTION/PURPOSE

In February 1999, Tempe Mayor Neil Giuliano asked the Tempe Community Council to begin a series of citizen Task Force studies to review and report on specific human service target groups. The first of these was a study on homeless, completed in 2000. This report, the second in the series, is on aging. Both reports are a part of an overall "People Improvement Plan". As Mayor Giuliano stated in the February 2001 "State of the City Address", "I am very proud that for the first time in our history, in addition to having a capital improvement program, we are developing a people improvement program." The charge of each task force is to assess current human service levels, project the increased demand for needed services in the future, and make recommendations to the Mayor and City Council based on the assessment.

"Old age is like everything else.
To make a success of it,
you've got to start young."
—Theodore Roosevelt

2. COMPOSITION OF THE TEMPE TASK FORCE ON AGING

Members

Members invited to serve on the Task Force on Aging included: residents that expressed an interest in serving after reading a solicitation article in the September 2001 water bill publication "Tempe Today", past participants in Tempe Community Council aging committees and forum, and Tempe Community Council Board Members. To provide an impartial viewpoint, task force participants included lay citizens/residents and excluded employees of organizations providing aging services and City of Tempe employees.

Members received a letter of invitation, dated October 9, 2001, from Mayor Neil Giuliano. The letter began, "I am writing to invite you to be a member of a citizens task force formed to study aging issues in the City of Tempe." and continued, "it is my hope that the task force will come up with some creative suggestions and potential solutions to address our future need for aging services."

To provide an impartial viewpoint, the membership of the Tempe Task Force on Aging consists of lay citizens who are not employees of the City of Tempe, or employees of organizations providing aging services.

Task Force

Linda Spears,
former City Council member (**Co-chair**)
Pat Hatton,
former City Council member (**Co-chair**)
Judy Aldrich, Community Activist
Charlotte Armbruster, Clinical Associate
Professor, ASU College of Nursing
Bill Arnold, Ph.D.,
Director of Gerontology, ASU
Roger Boylan,
retired physician, Internal Medicine
Kermit Clark, Senior Advocate
Jeanie Ghan, retired teacher
Ann Hardt, Professor Emeritus, ASU
Joseph Harris, Professor Emeritus, ASU
Carol Hartwig, local business owner
Diane Hughes, President,
Hughes and Hughes, Inc.
Bob Lofgren, retired
Mental Health Administrator
Sue Lofgren, retired Public Affairs Consultant

Steve MacFarlane, Human Services Planner
Marianne Mitchell, retired teacher
Chris Moss, Tempe St. Luke's Hospital
Judie Scott, Community Volunteer
Brenda Shears, Treasurer,
Tempe Community Council
Dee Sirkis, Community Volunteer
Carol Smith, Community Volunteer,
former City Council member
Ellie Strang, Program Manager, Injury
Prevention, AZ Dept. of Health Services
Virginia Tinsley, Community Activist
Polly J. Turner, M.D., Internal Medicine

Ex-officio Members

Tempe Mayor and City Council

Staff

Kate Hanley, Shana Ellis, Steve Wise, Pamela Coleman, Martha Cronin, TCC staff
Marnie Green, Consultant

Resource Persons

Input was sought from various organizations that have expertise, knowledge and interest about aging issues in Tempe and the surrounding communities. Agencies that serve aging were invited to make presentations regarding their services and/or remain informed about the group's progress through meeting notices and minutes. The agencies were asked to respond to the following questions:

- What is the purpose/mission of your organization?
- What services does your organization provide to Tempe's aging population?
- What are the unmet needs you are aware of related to Tempe's aging population?
- What recommendations would you like the Task Force to consider making to the City of Tempe?

Thirteen of the solicited organizations responded. Eleven offered to make presentations to the Task Force; eight requested to remain on the mailing list to receive agendas and meeting minutes. A summary of the representatives presenting to the Task Force can be found in Appendix A on page A1.

Several representatives from organizations and interested community members attended the Task Force meetings on a regular basis. Time was set aside on each agenda for "Public Comment," to provide guests an opportunity to speak to Task Force members to make suggestions and voice concerns. These comments were given consideration when the Task Force formulated their recommendations.



3. TASK FORCE PROCESS AND TIMELINE

Timeline	Phase	Tasks/Activities
October-November 2001	Education	Task Force members review existing information on aging; presentation of census information, past reports and studies
December 2001-February 2002	Community Input	Presentations to Task Force from resource persons regarding aging needs and issues.
March-April 2002	Subcommittee Work	Task Force members divide into four groups to study specific issues in-depth: housing, policy/advocacy, information/referral, and health/nutrition.
May 2002	Formulate Recommendations	Task Force has a facilitated discussion where each group comes up with 3-4 recommendations. Task Force discusses how report will be organized: immediate, short-term and long-term goals. In addition, the Task Force divides the aging population into three groups: fit, fragile, and frail. A subgroup on transportation is added.
June-September 2002	Draft Report	TCC staff formulates a draft of report; draft is sent to Task Force members and then is taken to the community for reaction and input (see Appendix C, page C1 for resulting community input); Task Force may reconvene to approve changes.
November 2002	Submission to City Council	Task Force submits report to Mayor and City Council.

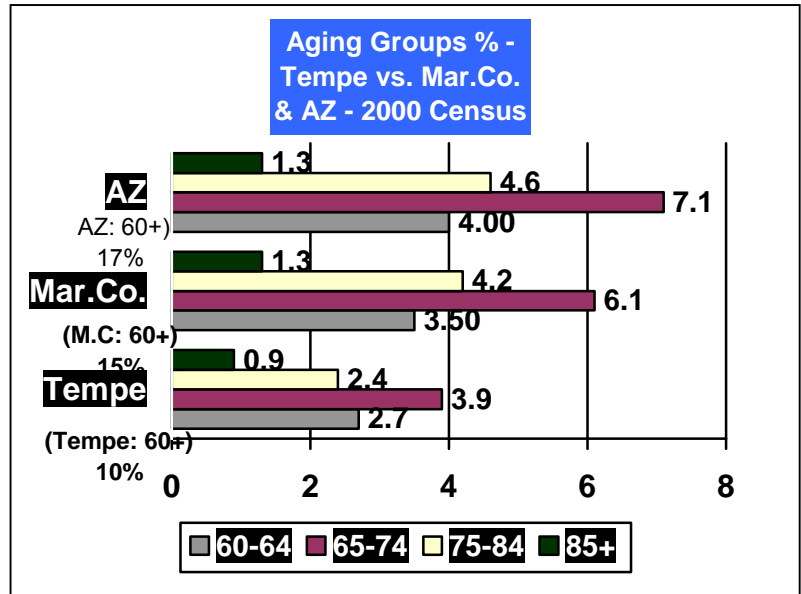
4. DEMOGRAPHICS OF TEMPE AGING POPULATION

Who are Tempe's aging population? - Arizona is projected by the U.S. Census Bureau to be one of seven states to double in its aging population by 2020. Tempe's aging are becoming more numerous as well, although not as rapidly as elsewhere. The chart below shows *percentages* of those age 60+ in 2000 for Tempe (bottom row) compared to Maricopa County (middle row) and Arizona (top row), broken out by four age groupings of people.

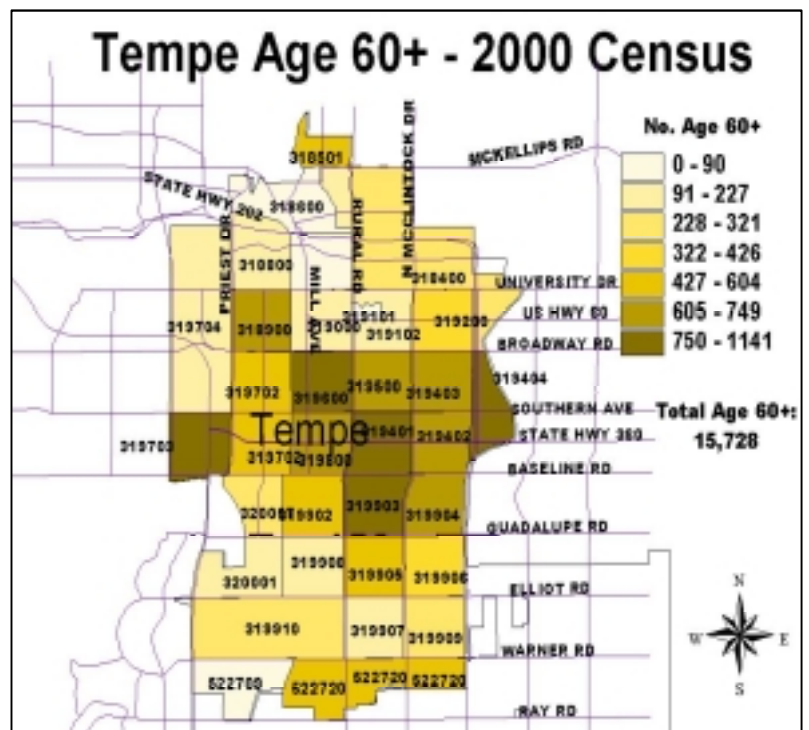
“Aging: if it’s not your issue now...it will be.”

The Coming of Age, St. Luke's Health Initiatives, May 2002, p. 9

- Tempe's aging population reached 10% for the first time during the last decade, for a total of 15,728 people.
- Maricopa County as a whole had a higher proportion of aging than Tempe: 15%..
- Arizona as a whole had an even higher ratio of seniors: 17% were age 60 or older.
- Note the percentage of Tempeans 85+ is nearing 1% (1,371 people).
- There were 11 people age 100-104 and 3 age 105-110 in Tempe in 2000.



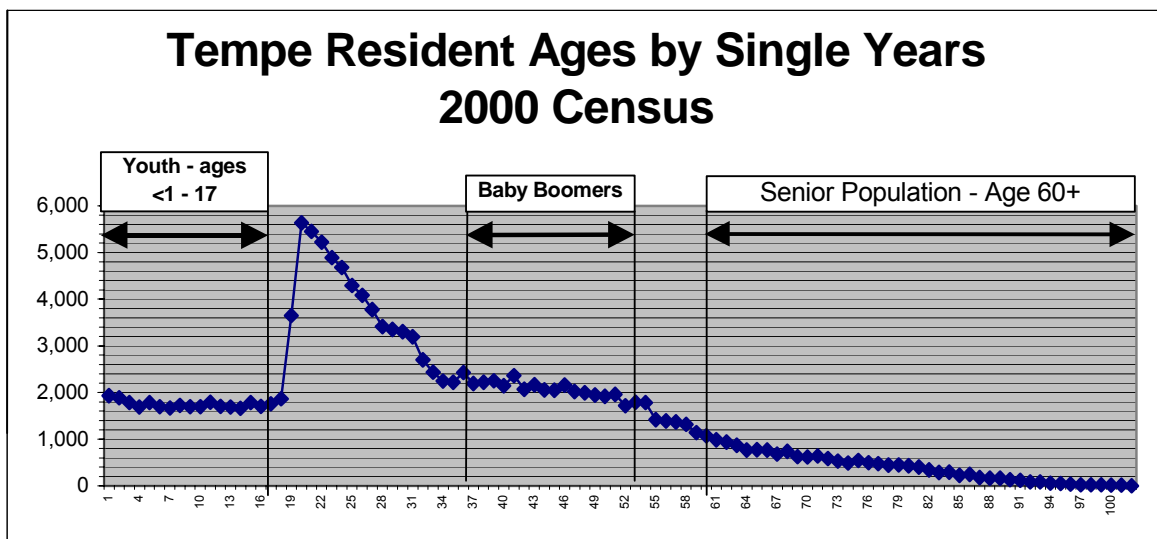
Where they are - the map to the right shows the relative concentrations of those age 60 or more by Census Tract in Tempe. More seniors live in the central part of Tempe, between Broadway and Guadalupe Roads. In 1990, about half of Tempe's seniors lived between Broadway and Baseline, indicating growth to the southern part of the city in the last decade.



“...the next group of elders, namely the members of the baby boom, is bigger than any other before....As the 77 million members of the baby boom (born from 1946-1964) have moved through each life stage, they have remade U.S. Institutions and expectations....With the 20th Century’s largest generation reaching retirement age around 2008, ‘elderhood’ is their next stop.”

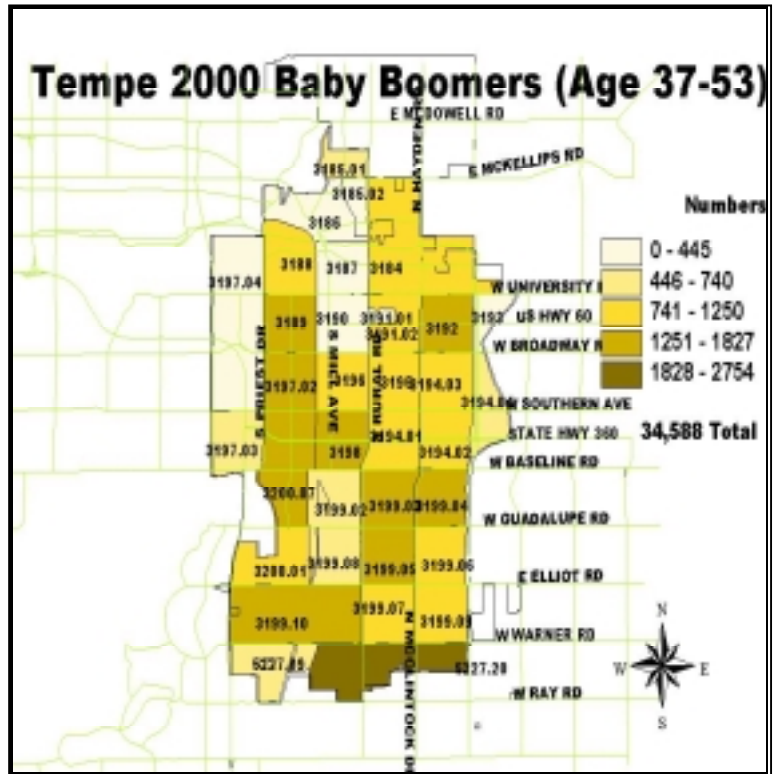
The Coming of Age, St. Luke’s Health Initiatives, May 2002, p. 9

The Boomers are Coming - Along with the rest of the nation, Tempe will soon see a significant growth in its aging population. The chart below shows numbers of Tempeans in 2000 by each year of age. The current population age 60+ is shown at the right; Tempe’s Baby Boomers are shown in the central part of the chart - they were between ages 37 and 53 in 2000. Note that the numbers of “boomers” (34,588) exceed the numbers of youth between <1 and 17 shown on the left of the chart (31,482).



- Tempe’s ratio of Baby Boomers is less than the rest of Arizona: about 1 in 5 (21.8%) vs. 1 in 4 Boomers in Arizona.
- Tempe’s Boomers are fairly evenly spaced out with an average of 2,035 per each year of age.
- The largest Tempe Boomer age group in 2000 was age 40 @ 2,363.
- The smallest Tempe Boomer age group in 2000 was age 51 @ 1,712 persons.
- The older members of Tempe’s Boomers (ages 45-53) are somewhat fewer in number than the younger members (ages 37-44): 1,920 average number per year of age for the older group vs. 2,164 average for the younger grouping.

Where are the Boomers? - The map to the right shows where Tempe's Baby Boomers were living in 2000. As can be seen, the largest concentration is farthest south in the City. Other areas with large numbers of Boomers are in the northwest part of Tempe (The new Westside Multigenerational center is in this area), in Tract 3192 between University and Broadway (Escalante Center is in this area) and south of Baseline Road.



Other characteristics of Tempe's current aging population from the 2000 Census:

- More Tempe seniors age 65+ (67%) live in *family households* (i.e. householders related in some way) than in non-family households.

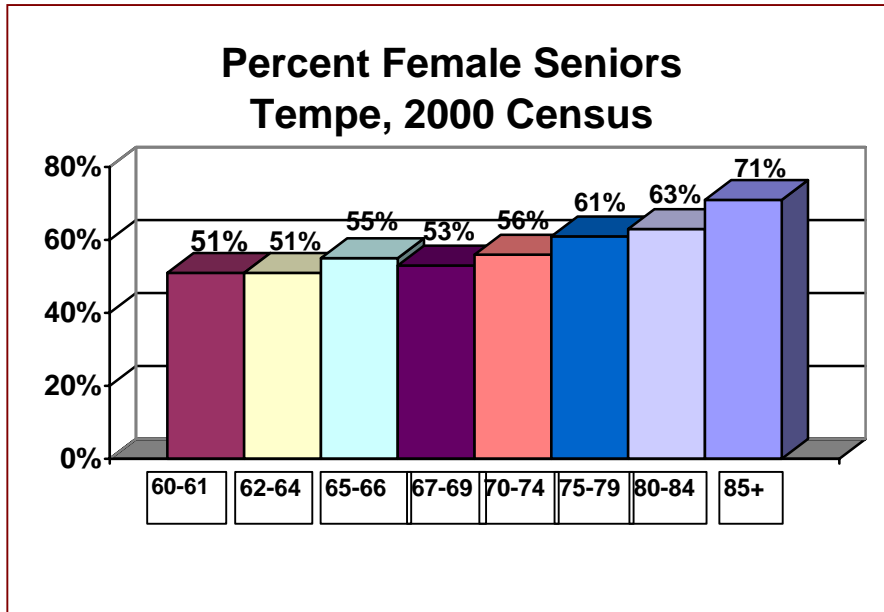
TEMPE HOUSEHOLDS WITH AGE 65+ INCLUDED
11,406 (18% of Total)

FAMILY HOUSEHOLDS:	7,685	67%
NON-FAMILY HOUSEHOLDS:	3,287	29%
IN GROUP QUARTERS:	434 (Nursing Homes: 384)	4%

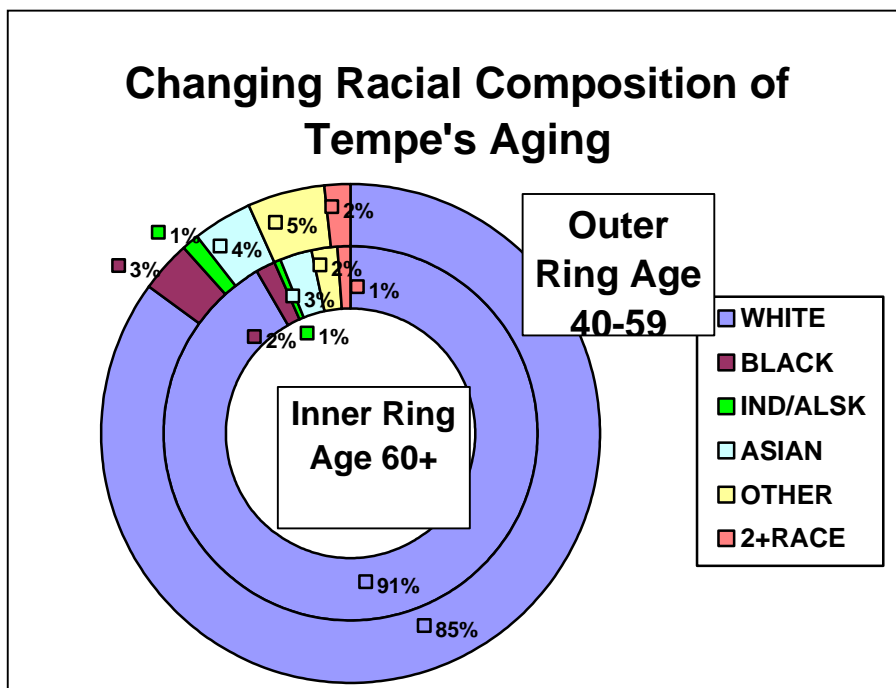
- Many Tempe seniors age 65+ were *living alone* in 2000 AND more of those seniors living alone were female.

TOTAL HOUSEHOLDS W/AGE 65+ INCLUDED	11,406
Male Householder Living Alone	666 - 6%
Female Householder Living Alone	2,257 - 20%

- Tempe’s aging population continues to become “feminized” - see the chart below.

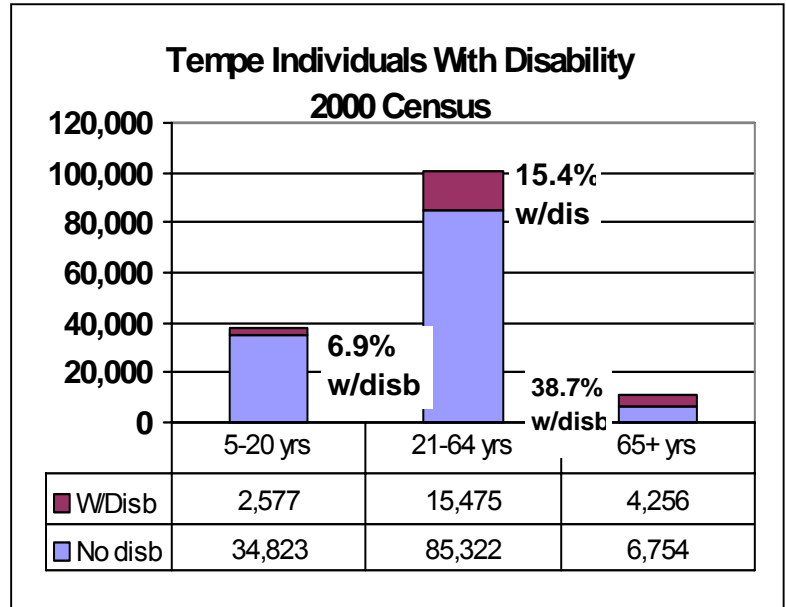


- The *racial composition* of Tempe’s aging population is changing. See the chart below, which compares the current senior population in Tempe as of 2000 (inner ring) with those on their way to become seniors . The White population decreases from 91% with the current seniors to 85% for the upcoming group and the proportion of the other racial groups (except Indian/Alaskan Native) increases in the younger group.

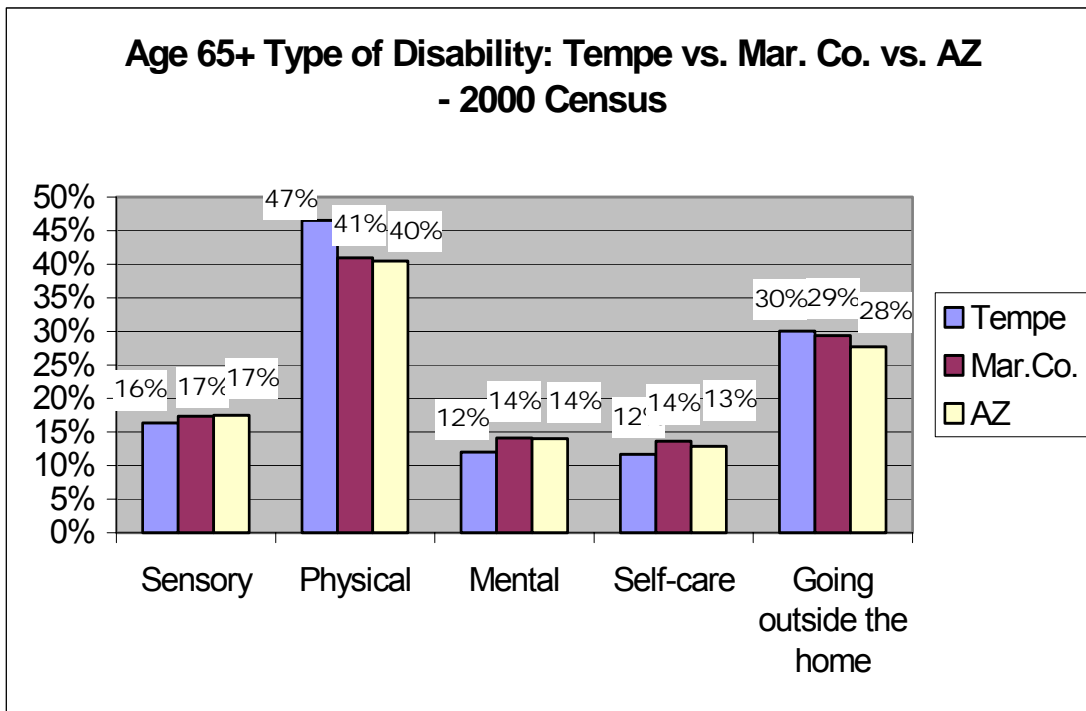


- Information on **Disabilities** – 4,256 Tempeans age 65+ (out of 11,406 non-institutionalized persons) reported having a disability in 2000 – 38.7% of the total. As can be seen in the chart on the right, this is a significantly higher proportion than the younger age groups. For Maricopa County as a whole, 38.3% of age 65+ reported a disability, a similar proportion.

By comparison, in 1990, of the 8,964 non-insitutionalized persons in Tempe age 65+, 1,227 or 16% reported mobility and self-care limitations.

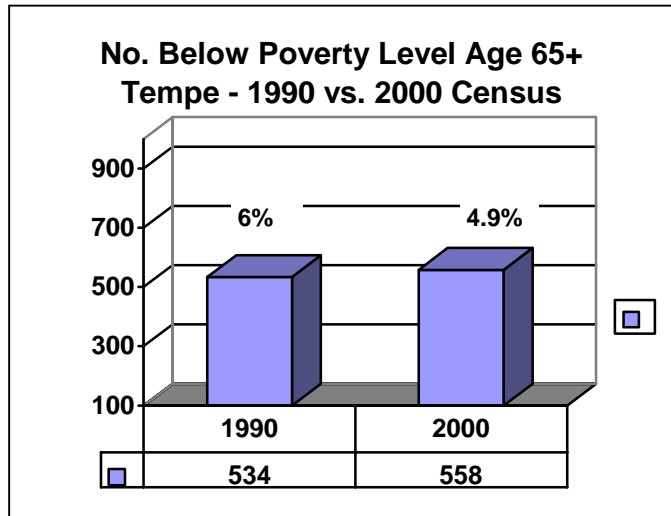


The chart below shows the population ages 65 and up by *type of disability*, comparing Tempe with Maricopa County and the state of Arizona. Tempe's proportion of the various types of disabilities is similar to both the county's and those of the state as a whole, with physical disability being most frequent, followed by going outside the home problems.

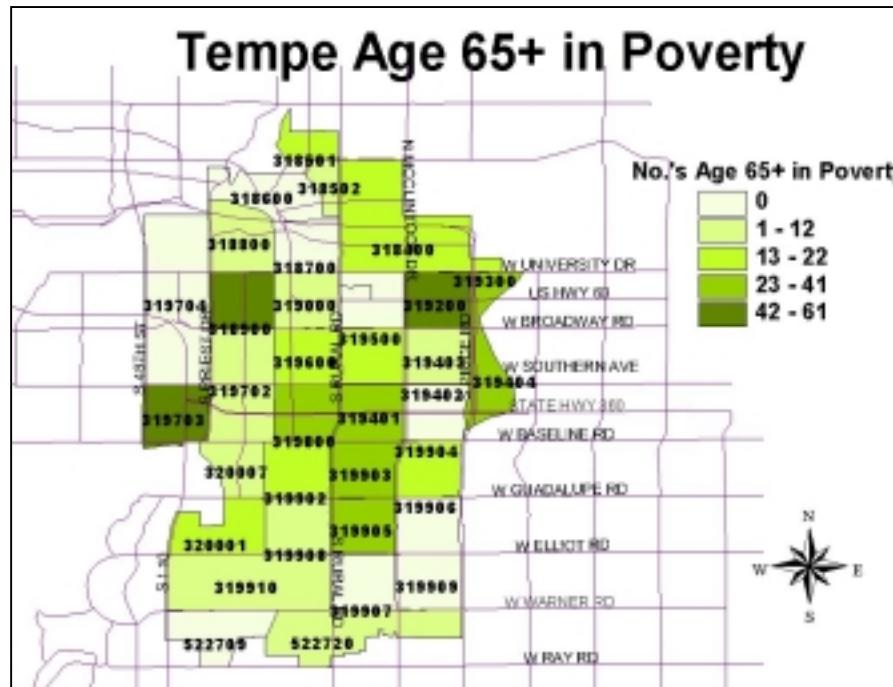


- Information on **Poverty** - In the 2000 Census, 558 or 4.9% of the 11,406 non-institutionalized persons age 65+ were living below the poverty line. By comparison with Maricopa County, 7.2% of seniors were living in poverty.

In 1990, 534 or 6% of Tempe's age 65+ non-institutionalized seniors lived below poverty. Thus, although the number of seniors living in poverty is somewhat higher, the percentage as a whole has dropped slightly in 2000 (see chart to the right).

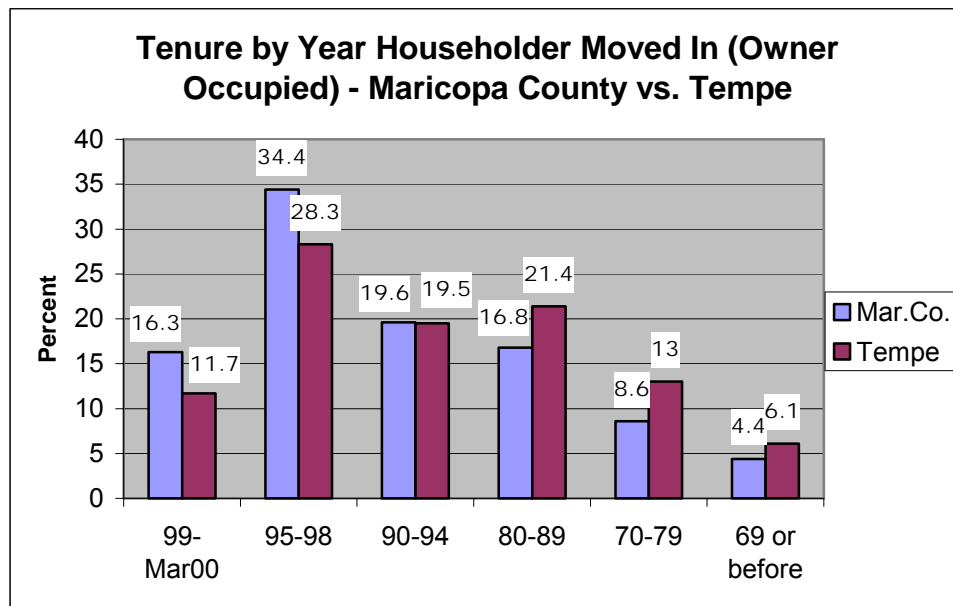


Where are those in poverty? – The map below shows where the 558 individuals age 65+ lived in Tempe in 2000.



- Information on **Grandparents as Caregivers** – Grandparents as caregivers for their grandchildren is a growing population. There were 2,131 Tempe households in 2000 where grandchildren under age 18 lived with a grandparent. Of those households headed by grandparents, 873 or 41% were responsible for their grandchildren. For Maricopa County as a whole, 41% of grandparents were also responsible for their grandchildren in their households.

■ Information on **Aging in Place** – Encouraging and supporting our senior residents is an important aspect of our sustaining older people over the longer term. The 2000 Census does provide evidence that many Tempeans tend to be longer-term residents than the rest of Maricopa County, *at least for owner occupied housing*. The chart below shows the percentages of owner occupied households by the year the householder moved in (note: including all ages). As can be seen, the proportions of Tempe citizens who have resided in their home longer rise compared with the county as a whole.



That pattern does *not* carry through to *renter occupied* housing in Tempe; in fact, Tempe renter occupied housing residents are less likely to be longer-term residents than county renter residents as a whole.

Also, Tempe has always had a lower proportion of owner occupied housing than the rest of the state, a condition that remains as of the 2000 Census: 51% owner occupied housing in Tempe vs. 68% in the state as a whole.

However, Tempe residents age 65 and over do represent a higher proportion of owner occupied housing (17.8%) than their proportion of the overall population (7.19%) and therefore are better represented among the longer term Tempe residents.

5. AGING NEEDS

As is clear from the previous section, Tempe is not just a “college town,” teeming with youth. Although the continuous in-flux of college-age students, along with the fact that Tempe is becoming built out, keeps the growth rate of seniors somewhat lower than that of surrounding communities, the number of Tempeans aging into their later years is increasing significantly nonetheless. Clearly, Tempe is not immune to this state and national trend. Although this trend is often characterized in a negative light—as an inventory of potential problems—in fact, much of the news is good. The increase in the numbers of elderly in our community, and in the nation as a whole, is, in part, the result of better health care

and healthier living.

People are simply living longer.

Subsequently, today’s seniors and those of tomorrow can expect to

be more active and vital longer than their predecessors were.

Forty-four percent of Americans, age 65 and older, describe the present as the best years of their lives. “American Perceptions of Aging in the 21st Century,” The National Council on the Aging (NCOA), 2000.

Chronological age is no longer a valid predictor of health, wellness and vitality. As James Firman, president and CEO of the National Council on the Aging (NCOA), stated, “We’ve entered a new age of old age. The possibility of experiencing positive, vital aging lasting into our tenth decade of life is one of the new realities of the 21st century.”

As stated in the “Coming of Age” report from the MacArthur Foundation Study, “Successful Aging,” there are three primary elements or characteristics to successful aging. They are, maintaining (1) low risk of disease; (2) high mental and physical function; and (3) active engagement with life.

The challenge of this Taskforce was to envision an environment in Tempe where we can lower the risk for disease by educating our citizens on ways to prevent and forestall chronic illnesses and establish opportunities for active community involvement well into our senior years. While there is reason for optimism, we must also recognize that many seniors do face hardships, and we need to prepare for increasing numbers of individuals who will experience illness, isolation and financial strains. If, as a community, we prepare now, the “problems” predicted by an increasing number of older citizens can become “positives.”

As Tempe City Councilmember Barb Carter stated when she addressed the Taskforce, “How can Tempe demonstrate to our senior residents that they are valued members of our community, that we want them to fully participate in activities and interests they may not have had time for when they were working and raising families, and when they and/or their families need support, that support is there?”

The issues presented below provide a summary of Tempe’s aging “needs.” The Taskforce members have carefully studied the community needs to formulate their recommendations and action plans.

■ **Coordinated and centralized information and referral**

A common challenge of Tempe's aging population is navigating the often complex "system" of services. As stated in St. Luke's Health Initiatives "The Coming of Age" Report, "Arizona's health care networks and community services...can hardly be called systems. Rather, they are an amalgam of providers and services." While a myriad of services for the aging are available, discovering what and where services are offered, who is eligible to receive them and at what cost is often a daunting exercise.

The City of Tempe, itself, supports several agencies that serve the elderly, including Shared Living Village for the Elderly, the Foundation for Senior Living and Tempe Adult Day Health Care, Concord Senior Center, Escalante Senior Center, Pyle Adult Recreation Center, Assistance for Independent Living, and East Valley Dial-A-Ride. This list is not complete, as the City also supports social service agencies that serve multiple populations, including seniors.

In addition to the services funded by or provided directly by the City of Tempe, the Area Agency on Aging exists, in part, to provide comprehensive advocacy, and information and referral services in support of the senior population. The Area Agency on Aging, Region One, is located in Phoenix and serves all of Maricopa County. It is part of a national network of organizations established under the Older Americans Act (OAA) to respond to the needs of older adults. There are more than 650 Area Agencies on Aging throughout the United States. They also operate a 24-hour Senior Help Line to provide assistance and information about the services available in the caller's area, including housing, transportation, home care, long term care, and others.

While these and other quality programs are available, Tempe's seniors need to know about them and how to access their services. Better publicity and promotion of existing programs is essential, and Tempe should also work toward enhancing collaborations among programs, so they may work in a complementary fashion to provide for the comprehensive needs of seniors.

■ **Affordable and age-appropriate housing**

Aging in Place:

Not surprisingly, a majority of elderly individuals in the U.S. prefer to stay in their own homes and communities as they get older. Since the warm climate makes Arizona attractive to older individuals as a retirement destination, it's no wonder that those who have raised children and have made their livelihoods here in Tempe also intend to remain here after retirement. According to a 1994 study that was cited in the J.M. Grace Associates Report, *Challenging Demographic Trends and Tempe's Elderly*, 89% of ASU employees intend to continue to live in the Phoenix area after retirement.

Additionally, Tempe's senior population appears to be somewhat unique in the Valley in that many are long-time residents. Whereas other Valley communities attract more

transplanted seniors who are recent arrivals, enticing them with large age-restricted retirement communities, many of Tempe's seniors have grown older along with the City. They have contributed in very significant ways to making Tempe the vital community that it is today. In an almost literal way, Tempe was built by those who are now choosing to live the remainder of their years here. These individuals have made valuable contributions to our community, and we must do whatever is feasible to ensure that they have opportunities to continue to be active, participating community members while able and that services are in place when assistance is needed.

Because of this trend, Tempe will be faced with increasing the support services available to meet the needs of those choosing to age in their own homes. Those support services include the following:

- Increased need for home health care services.
- Increased need for services to provide home modifications.
- Increased need for home-based support services, such as, grocery shopping, house and yard maintenance and menu planning.

For those aging in place, social isolation and depression may become serious problems. As was indicated in the previous section on demographics, of the 11,406 households with individuals ages 65 and over, 26 percent of those households were comprised of seniors living alone. Therefore, in addition to in-home support services, social out-lets and volunteer opportunities are also vital for maintaining healthy, active lives.

While the Escalante Center, Pyle Center, Concord Village and the Westside Community Center offer congregate meals and other activities for seniors, the times offered and scope of those services is limited. In addition, there is clearly a deficit of services offered for those living in the southern part of Tempe.

Affordability:

According to preliminary findings from the *Arizona Affordable Housing Profile* report prepared by Elliott D. Pollack and Company for the Governor's Office of Housing Development and the Arizona Housing Commission, Tempe has a significant "affordability gap." A housing affordability gap is the difference between the number of households within specified income ranges and the number of housing units available that are affordable to those households. Typically, this gap occurs at the lower end of the income range where there are more households than affordable units, which means that these people must pay more than 28% of their income for housing.

Tempe's affordability gap as a percentage of all households is **13.6 percent**. This is somewhat above the state average of 12 percent of all households and considerably greater than the Maricopa County average of 10.5 percent of households.

As stated previously, according to the 2000 Census, 4.9 percent of Tempe's residents age 65 and over have incomes that fall below the federal poverty level.

While Shared Living Village for the Elderly offers affordable housing for those age 60 and over, as Tempe's senior population increases, the need for affordable housing options is likely to increase as well.

■ Preventive health practices and screenings

Clearly, good health is a crucial component in maintaining an active and fulfilling

“It’s time to dispel the false and discouraging claim that old age is too late for efforts to reduce risk and promote health.” Drs. Rowe and Kahn, *Successful Aging*.

life. While we are all aware of the two inevitabilities of life—death and taxes—more can be done to forestall the former, and increase quality of life, than can be done to delay or avoid the latter.

According to the Arizona Public Health Association report, *Living and Dying in Arizona*, February 2000, the leading causes of death of adults over the age of 65 are the following:

- (1) Heart disease,
- (2) Cancer,
- (3) Stroke,
- (4) Chronic obstructive pulmonary disease (COPD), and
- (5) Pneumonia and flu.

The promotion of preventive health practices and screenings can have a significant impact in improving all areas of health provision. Health care costs may be reduced by lessening the numbers of extended hospital stays and the need for acute medical treatment. Complications from flu and pneumonia are the fifth leading cause of death in Arizona among those age 65 and over, and yet, inoculations are available that may prevent these potentially serious illnesses.

Additionally, deaths from COPD, the fourth leading cause of death, are believed to result primarily from cigarette smoking.

Clearly preventive health is an important element in promoting successful aging. Even so, the fact of the matter is that older age groups require a disproportionately large share of special services and public support. Chronic diseases and functional limitations increase along with greater longevity. The good news is that according to a 1998 RAND Research Brief, *Trends in Functional Limitations: Are Older Americans Living Longer and Better*, for the period from 1984 to 1993, the prevalence of functional limitations among the elderly declined significantly. This means that an increase in longevity is not producing a large growth in the numbers of individuals with poor quality of life, living with physical and cognitive impairment.

The report cautions, however, that “even if [this trend] were to continue, the absolute number of disabled individuals is likely to increase, given the expected growth in the older population. Thus, planning for the needs of a growing number of disabled people will

remain a challenge. “ The 2000 census data cited in the previous section demonstrates those needs, with 38.7 percent of Tempeans age 65 and over reporting a disability.

■ More individuals entering healthcare professions

An increasingly problematic issue impacting the quality of health care in Arizona is the emerging shortage of healthcare workers. Currently, Arizona has fewer physicians and registered nurses than the national average. According to a Spring 2002 St. Luke’s Health Initiatives Report, *Boom or Bust? The Future of the Health Care Workforce in Arizona*, Arizona currently has 628 registered nurses per 100,000 residents, while the national average is 782 RN’s per 100,000 people. Unfortunately, if the current trend continues, this problem is only going to get worse. Arizona’s RN’s are getting older, with an average age of 46.8, and there are not enough individuals entering the field to replace those who will soon be retiring.

Healthcare fields have developed a negative image, as being careers with long hours, low pay and very hard work. In addition, there are now significantly more career options for women, and yet nursing still carries the stigma of being a “women’s profession.”

■ Additional transportation options

Losing one’s mobility independence is often a traumatic realization for elderly individuals. Transportation options are essential to creating an environment where

“There’s nothing worse than not being able to drive, no matter how nice people are,” says Annetta. “If you want to just stop and run into this spot or that spot, you don’t have the nerve to ask. The fact that you just don’t have the freedom to do what you want to do – it’s a scary thing.” – From the February 2001 issue of MAGAZine, a publication of MAG (Maricopa Association of Governments) in an article about mobility options for seniors.

seniors can remain independent, vital members of the community. According to the City of Tempe Transit Division, seniors (age 55 and older) are a significant portion of the people using public transportation in Tempe.

Seniors currently have three major public transportation options in Tempe. They are (1) Fixed route bus service, (2) FLASH (free local area shuttle), including the neighborhood circulator system and (3) Dial-a-Ride.

While the City of Tempe has made the development and expansion of public transportation a priority--including light rail development, which will be an additional transportation option within the foreseeable future--significant mobility barriers remain for seniors, some psychological/attitudinal and others physical.

In a recent survey, seniors cited the following reasons for not riding the bus:

- They prefer their car
- The bus takes too long
- They need a car for business
- They don't know how to use the bus
- The bus is not frequent enough and
- The bus stop is too far away

When driving their own car is no longer a safe alternative, seniors should have a means for learning to feel comfortable using available public transit services and have additional flexible options for running errands and other short trips.

■ Prepare for the Boomers

Nearly one-third of the U.S. population—76 million children—were born between 1946 and 1964. By 2011, the first baby boomers will turn 65 and will become part of the largest elderly generation in history. By 2030, there will be over 70 million seniors in the U.S., compared with approximately 40 million today. This coming “age wave,” as termed by author Ken Dychtwald, is “destined to crash upon society’s shores, transforming everything in its path.”

Nearly 22 percent of Tempe’s population is a part of the “baby boom” generation, while only 10 percent of Tempe’s population is currently age 60 or over. Clearly, the wave will hit Tempe within the next couple of decades. This means that all of the current needs indicated above will become that much more urgent if the foundation isn’t built now to accommodate coming senior boomers.

In addition to the dramatic need for increased special services, such as housing, transportation, recreation, health and nutrition, there will also likely be a significant demographic shift in Tempe as well. Assuming that the trend to “age in place” holds true for the boomers, more services for seniors will be needed in the southern part of Tempe, south of Baseline Road. As was apparent in the previous section of this report, Tempe’s senior population is gradually moving south. Ten years ago, Tempe’s seniors were concentrated between Broadway and Baseline. Today that concentration has expanded South to Guadalupe, and since a significant concentration of baby boomers live in the southernmost part of the City, this trend will likely continue over the next few decades.

During this time, there will also be large increases in the numbers of individuals over the age of 85, who tend to be among the most vulnerable because they may have outlived spouses and other family support persons. Consequently, the number of people requiring nursing home care and in-home services will rise sharply along with the aging of the boomers.

In addition, the Social Security and Medicare systems are likely to be strained by the increase in beneficiaries, as compared with the numbers in the generations following who will be supporting the system. As stated in the *Coming of Age* report, “In 1960, 5.1

workers supported each Social Security recipient. In 2000, there were just 3.4. By 2040, 2.1 workers will be counted for each Social Security beneficiary.”

"While ideas about aging are improving, Americans still need to do a better job of preparing for old age," said Robert Butler, MD, CEO of the International Longevity Center. "Boomers, especially, need to save more and take better care of their health. Employers and policymakers must help to encourage older workers to stay on the job and to prevent age discrimination since we will need these older workers' contributions in our workforce."

Clearly, Tempe will be facing many challenges in this effort to strengthen our community as a place where all citizens feel safe, comfortable and actively engaged in social and civic life. This Taskforce spent many months examining the current needs of Tempe's aging citizens, and projecting those that will likely arise in the future, to develop the recommendations and steps for action, presented in the next chapter.

6. RECOMMENDATIONS

The recommendations of the Task Force are shown below, presented in two formats:

- By Key Issue Areas - First, the recommendations are listed within six key issue areas (not in priority order):
 - **Policy**
 - **Intergenerational Education and Training**
 - **Health**
 - **Housing**
 - **Transportation**
 - **Information and Referral**
- In Table Format, by level of urgency, showing who will most benefit and with proposed action steps. The recommendations are listed again in a table format, prioritized by the level of urgency that the Task Force believes the recommendations should be implemented:
 - **Immediate** needs are those recommendations that should be implemented within the next two years.
 - **Short-term** recommendations are those that should be implemented within two to four years.
 - **Long-term** recommendations are those the City of Tempe should consider in five or more years.

Also shown in the table are the primary target group(s) of older people who would most benefit from the recommendation: Fit, Fragile or Frail. The senior population has varying needs that are not necessarily based on age. Some seniors are **fit**, enjoying unrestricted mobility and health; some are **fragile**, requiring some assistance with mobility and life activities; and others are **frail**, requiring assistance that may include home health care or other full-time services.

The final column of the table lists proposed action steps, needed to implement the recommendation.

Task Force recommendations emerged from presentations made by community representatives with expertise in aging issues and services (see Appendix A, page A1), as well as from research completed by individual subcommittees. Task force members respectfully submit these recommendations to the City Council with the belief that these practical steps will make significant contributions toward addressing the emerging needs of Tempe's growing elderly population.

Policy

- Develop a long-range plan in support of aging citizens in Tempe.
- Develop a strategy to attract and effectively use volunteers and those performing community service to work with Tempe's senior population.
- Assign a specific person to coordinate senior issues for the City of Tempe.
- Develop effective collaborations among institutions and agencies to provide the best services.
- Create a City of Tempe Commission on Aging and monitor its progress.

Intergenerational Education and Training

- Provide information and training on end of life options.
- Expand programs offered in existing senior centers to afternoons and evenings.
- Provide classes for seniors that would be informative about senior issues including health, housing, fitness, healthy eating, transportation, and referral sources.
- Foster intergenerational programs with schools.
- Conduct training for boomers to develop a pool of quality volunteers in the community.
- Work to provide more emphasis on geriatric professions (such as audiology, speech/language pathology, occupational therapy, pharmaceuticals, rehabilitative medicine and nursing) at the high school level.
- Work with high schools to include the importance of life-long responsibility and learning in the curriculum.
- Promote life-long learning and employment by educating employers and offering re-training opportunities to second-career seniors.
- Provide short-term tuition loan assistance for those entering care-giving professions and require a term of service in a Tempe household.
- Provide in-service training for Police, Fire, Housing, and other City departments on senior issues.

Health

- Provide additional funding for agencies assisting seniors to remain in their home.
- Subsidize a caregiver's respite program for those who care for elderly relatives.
- Establish a program for non-medical emergency response, and/or community triage, that is an alternative to 911 or the Lifeline program (emergency response remote buttons worn around the neck)
- Enhance health promotion for seniors including prevention and remedial health:
 - Coordinate physical activity programs for seniors and develop a special pull-out section in "Tempe Opportunities"
 - Offer health promotion services at Tempe senior centers, modeled after the Healthy Way program at the Escalante Center

- Endorse and underwrite a campaign to encourage senior physical activity, beginning with a kickoff activity, and offering home exercise materials
- Enhance the use of Tempe Senior Centers by
 - Developing a satellite adult day care facility in South Tempe to complement the existing Tempe Adult Day Care.
 - Providing more senior services south of Baseline including meal delivery, socialization, transportation, and home care.
 - Opening a senior center in South Tempe that includes congregate meals, nursing assessments, case management, respite care options, etc.

Housing

- Adopt a policy that advocates for the universal design concept.
- Provide property tax relief to low-income seniors.
- Use the Community Land Trust to purchase and build quarters for the elderly that are affordable, targeting the area between Broadway and Baseline Roads.
- Use the Community Land Trust to facilitate reverse mortgage options for seniors to stay in their homes.
- Develop a program of incentives for builders to develop affordable housing within the City of Tempe.
- Propose a partnership with property owners in Tempe (i.e. Bashas' Corporation) and the City of Tempe to use vacant strip center properties for a respite care center or other senior service facilities.
- Provide affordable senior housing (i.e. Tanner Gardens) that offers a place for seniors to raise grandchildren, exercise, have meals, and other services.
- Study ways to improve easy and safe walking distances and propose changes in zoning to facilitate them.

Transportation

- Develop point-to-point transportation services targeted to the elderly population that would improve on existing Dial-a-Ride services.
- Adopt “enabling transportation” (ET), a voucher program for seniors.
- Work with the Transit Division to improve bus routes and effective senior transportation.
- Ensure senior input is sought on the development of light rail.

Information and Referral

- Create a center or network to distribute housing options information.
- Create a staff position of “Senior Specialist” to coordinate information and referral in one place and also to coordinate a senior volunteer program.
- Create a webpage that has links to senior services through the City of Tempe website.
- Include various discount prescription plans on the senior website.

- Conduct a public information campaign for those who want to remain in their own home that includes information about meal delivery, Project Safe Home, and the Senior Help Line.
- Utilize the Area Agency on Aging's Elder Resource Guide as our information guide. Aid in distribution of the publication to all involved in senior services.
- Include the Area Agency on Aging Senior Help Line phone number in "Tempe Today", the newsletter that comes with the City water bill.
- Insert flyers into monthly water bills regarding health tips for seniors.
- Develop outreach programs for free informal support services including legal, counseling, shopping, phoning, and caregiver relief.
- Improve the image of caregiving professionals through a public information campaign.
- Subscribe to 211 – the community services hotline available throughout the state.

Tempe Task Force on Aging Recommendations

Recommendations presented are the same as on pages 19-22. Here, the recommendations are listed in order of urgency, as determined by the Task Force.

Recommendation	Key Issue Area	Fit	Fragile	Frail	Considerations
Develop a long-range plan in support of aging citizens in Tempe.	Policy	✓	✓	✓	<ul style="list-style-type: none"> • This Tempe Task Force on Aging Report can be used as the foundation of an Aging Plan for Tempe. • A subcommittee from the Task Force on Aging can work with the soon-to-be-formed “General Plan 2030” Committee to ensure planning for seniors is included.
Develop a strategy to attract and effectively use volunteers and those performing community service to work with Tempe’s senior population.	Policy	✓	✓	✓	<ul style="list-style-type: none"> • Work with the Volunteer Center, the Retired and Senior Volunteer Program, and City of Tempe Volunteer Coordinator to provide specific options for volunteering with seniors.
Develop effective collaborations among institutions and agencies to provide the best services.	Policy	✓	✓	✓	<ul style="list-style-type: none"> • Have quarterly “provider” meetings for those serving seniors in our community • Encourage senior providers to join the East Valley Resource Coalition. • Ask the East Valley Resource Coalition to devote two meetings per year to topics affecting seniors.
Create a City of Tempe Commission on Aging and monitor its progress.	Policy	✓	✓	✓	<ul style="list-style-type: none"> • Work with other cities that already have Commissions on Aging (i.e. Chandler) to discuss their mission and goals. • Work with the Tempe City Council and Community Services staff to see if forming a commission is feasible.
Create a staff position of “Senior Specialist” to coordinate senior issues and provide information and referral.	Information and Referral/ Policy	✓	✓	✓	<ul style="list-style-type: none"> • Determine with City staff, TCC and aging providers where this position would best be located. • Help to secure funding for this position. • The staff person would serve as a resource and support person to respond to questions regarding health plans and options for seniors. • The staff person would also serve as a 1) volunteer coordinator and 2) would see that the recommendations contained in the Tempe Task Force on Aging Report (this document) are

Recommendation	Key Issue Area	Fit	Fragile	Frail	Considerations
					implemented.
Create a webpage that has links to senior services through the City of Tempe website.	Information and Referral	✓	✓	✓	<ul style="list-style-type: none"> • Work with aging providers (i.e. Area Agency on Aging) to see if a comprehensive senior web site exists or is planned • Ensure that information on a prescription component is included. • Meet with the City of Tempe webmaster for best placement of links for seniors.
Insert flyers into monthly water bills regarding health tips for seniors.	Information and Referral	✓	✓	✓	<ul style="list-style-type: none"> • Meet with Communications Division to schedule senior services information in “Tempe Today” (the newsletter that comes with all City of Tempe water bills) on a regular basis. • Include the Area Agency on Aging Senior Help Line phone number.
Utilize the Area Agency on Aging’s Elder Resource Guide as our information guide. Aid in distribution of the publication to all involved in senior services.	Information and Referral	✓	✓	✓	<ul style="list-style-type: none"> • Work with Area Agency on Aging to get additional copies of the Elder Resource Guide. • Make copies available through City of Tempe Social Services, Tempe Community Action Agency and other senior service providers.
Subscribe to 211 – the community services hotline available throughout the state.	Information and Referral	✓	✓		<ul style="list-style-type: none"> • Meet with Community Information and Referral to see what plans exist for a 211 hotline. • Endorse this concept in any published information about the 211 hotline.
Create a center or network to distribute housing options information.	Information and Referral	✓	✓	✓	<ul style="list-style-type: none"> • Work with Area Agency on Aging to distribute information on housing options available. • Ensure that housing organizations in Tempe (Section 8, Community Land Trust) have this information and are

Recommendation	Key Issue Area	Fit	Fragile	Frail	Considerations
Improve the image of caregiving professionals through a public information campaign.	Information and Referral	✓	✓	✓	<p>distributing it to seniors when requests for housing are received.</p> <ul style="list-style-type: none"> • Work with non-profits employing these professionals for positive information or anecdotal stories to publicize and encourage entering the caregiving profession(s).
Develop outreach programs for free, informal support services including legal, counseling, shopping, phoning, caregiver relief, etc.	Information and Referral		✓	✓	<ul style="list-style-type: none"> • Survey existing senior providers to find out what senior services are available for free. • Have information available at public venues about free services for seniors. • Request funding for additional free services as indicated.
Conduct a public information campaign for those who want to remain in their own home, that includes information about meal delivery, Project Safe Home, and the Senior Help Line.	Information and Referral		✓	✓	<ul style="list-style-type: none"> • Send out a press release on senior services available to Tempe residents. • Include information regularly in TCC newsletter. • Publicize Community Information & Referral 24-hour phone number.
Adopt a policy that advocates for the universal design concept.	Housing	✓	✓	✓	<ul style="list-style-type: none"> • Educate Tempe Redevelopment Division employees on the concept of universal design. • Advocate for inclusion of these principals in new development and redevelopment whenever possible.
Study ways to improve easy and safe walking distances and propose changes in zoning to facilitate them.	Housing	✓			<ul style="list-style-type: none"> • Work with City of Tempe planning and zoning board to develop signage and policy for new development that would take this into consideration. • Work with Planning Division staff to ensure these items are included in the General Plan 2030.
Propose a partnership with property owners in Tempe (e.g. Bashas' Corporation) and the City of Tempe to use vacant strip center properties for a respite care	Housing			✓	<ul style="list-style-type: none"> • Meet with Bashas' Corporation to determine if space is available for facilities. • Coordinate a meeting with aging providers to examine expansion/relocation options.

Recommendation	Key Issue Area	Fit	Fragile	Frail	Considerations
center or other senior service facilities.					
Use the Community Land Trust to purchase and build quarters for the elderly that are affordable, targeting the area between Broadway and Baseline Roads.	Housing	✓	✓		<ul style="list-style-type: none"> • Meet with a representative from the Community Land Trust to find out what requirements/openings exist on the CLT Board. • Find a representative (or representatives) from the Tempe Task Force on Aging that are interested in serving on the CLT Board.
Develop a program of incentives for builders to develop affordable housing within the City of Tempe.	Housing	✓	✓		<ul style="list-style-type: none"> • Work with Housing Division staff to determine existing incentives for senior housing. • Meet with Housing Division representatives from other cities to see what options they are offering. • Propose new programs as indicated.
Provide affordable senior housing (e.g. Tanner Gardens) that provides a place for seniors to raise grandchildren, exercise, have meals, and other services.	Housing	✓	✓		<ul style="list-style-type: none"> • Confer with developers of Tanner Gardens and other quality, encompassing senior housing in other communities. • Encourage these developers to work with the City of Tempe for proposed senior housing. • Further promote Shared Living Village for the Elderly as an affordable housing option for seniors.
Use the Community Land Trust to facilitate reverse mortgage options for seniors to stay in their homes.	Housing	✓	✓		<ul style="list-style-type: none"> • Discover what options are given to Community Land Trust clients for mortgages. • Provide information to the Community Land Trust on reverse mortgages. • Confer with other provider agencies on reverse mortgage programs and options.
Provide property tax relief to low-income seniors.	Housing	✓	✓	✓	<ul style="list-style-type: none"> • Watch the progress of Proposition 104—Property Tax Freeze for Seniors, passed in 2000 • Using Census information for Tempe to determine those most needing help. • Study the impact of reducing property taxes for seniors over 55, 60, 65 and 70.

Recommendation	Key Issue Area	Fit	Fragile	Frail	Considerations
Provide information and training on end of life options.	Intergenerational Education and Training	✓	✓	✓	<ul style="list-style-type: none"> Work with agencies providing these services on end of life topics (i.e. Community Legal Services) and encourage them to offer classes in Tempe.
Promote life-long learning and employment by educating employers and offering re-training opportunities to second-career seniors.	Intergenerational Education and Training	✓			<ul style="list-style-type: none"> Work with businesses in Tempe and agencies providing placement services to inform them of resources for working seniors. Provide the information to the Tempe Chamber of Commerce.
Expand programs offered in existing senior centers to afternoons and evenings.	Intergenerational Education and Training	✓			<ul style="list-style-type: none"> Meet with City of Tempe and Tempe Community Action Agency on options to expand hours.
Provide short-term tuition loan assistance for those entering care-giving professions and require a term of service in a Tempe household.	Intergenerational Education and Training		✓	✓	<ul style="list-style-type: none"> Gather information on tuition loan programs and scholarship programs (e.g. Tempe Teacher Corps). Request funding from foundations for this purpose. Offer scholarships to high school seniors and community college students to encourage them to enter the geriatric field.
Provide classes for seniors that would be informative about senior issues including health, housing, fitness, healthy eating, transportation, and referral sources.	Intergenerational Education and Training	✓			<ul style="list-style-type: none"> Prepare an inventory of classes being offered in Tempe to determine unmet class needs and consult with other communities to get ideas for additional classes. Request funding for additional needed classes.
Foster intergenerational programs with schools.	Intergenerational Education and Training	✓			<ul style="list-style-type: none"> Facilitate meetings with senior center staff and school administration. Involve Tempe/Kyrene Communities in Schools.
Work with high schools to include the importance of life-long responsibility and learning in the curriculum.	Intergenerational Education and Training	✓			<ul style="list-style-type: none"> Coordinate meetings with high school teachers and specialists in the gerontology field for ideas to incorporate into the curriculum. Work with high school and university/community colleges service learning programs

Recommendation	Key Issue Area	Fit	Fragile	Frail	Considerations
Provide in-service training for Police, Fire, Housing, and other City departments on senior issues.	Intergenerational Education and Training	✓	✓	✓	<ul style="list-style-type: none"> • Work with senior center staff, gerontologists and other specialists in the field to develop a training manual. • Work with the City of Tempe’s Tempe Learning Center to offer training in this area.
Work to provide more emphasis on geriatric professions (such as audiology, speech/language pathology, occupational therapy, pharmaceuticals, rehabilitative medicine and nursing) at the high school level.	Intergenerational Education and Training	✓	✓	✓	<ul style="list-style-type: none"> • Encourage the gerontologists at ASU to work with high school teachers and guidance counselors to present options for careers in the geriatric field.
Conduct training for boomers to develop a pool of quality volunteers in the community.	Intergenerational Education and Training	✓	✓	✓	<ul style="list-style-type: none"> • Encourage boomers to volunteer in the senior field. • Work with the Volunteer Center, the Retired and Senior Volunteer Program and agencies providing services to seniors for volunteer training and needs.
Adopt “enabling transportation” (ET), a voucher program for seniors.	Transportation	✓	✓		<ul style="list-style-type: none"> • Confer with existing providers of voucher Transportation (e.g. Community Forum) on current programs and options. • Propose feasible new programs and request funding.
Develop point-to-point transportation services targeted to the elderly population that would improve on existing Dial-a-Ride services.	Transportation	✓	✓		<ul style="list-style-type: none"> • Work with City o Tempe Transit Division on their contract with Dial-a-Ride to determine existing services. • Find out what other options exist in other municipalities and what the success rates are. • Propose improvements as indicated.
Work with the Transit Division to improve bus routes and effective senior transportation.	Transportation	✓			<ul style="list-style-type: none"> • Encourage representatives from the Task Force on Aging to serve on the Transportation Commission. • Advocate for enhanced transportation for seniors: pedestrian and bicycle routes, bus service, light rail, etc.
Ensure senior input is sought on the development of light rail.	Transportation	✓			<ul style="list-style-type: none"> • See above, and encourage seniors to attend public hearings on current light rail services being planned. • Advocate for new services as appropriate.

Recommendation	Key Issue Area	Fit	Fragile	Frail	Considerations
Subsidize a caregiver's respite program for those who care for elderly relatives.	Health			✓	<ul style="list-style-type: none"> • Confer with providers of aging services on feasibility of establishing this program. • Request funding for the program as appropriate.
<p>Enhance health promotion for seniors including prevention and remedial health</p> <ul style="list-style-type: none"> • Coordinate physical activity programs for seniors and develop a special pull-out section in "Tempe Opportunities" • Offer health promotion services for all Tempe senior centers, modeled after the Healthy Way program at the Escalante Center • Endorse and underwrite a campaign to encourage senior physical activity, beginning with a kickoff activity, and offering home exercise materials 	Health	✓			<ul style="list-style-type: none"> • Work with City of Tempe Community Services staff to publicize all senior activities at senior centers in Tempe. • Coordinate with the Escalante Elder Care Coalition to offer health programs at all senior centers in Tempe. • Work with Tempe Community Action Agency/Escalante Senior Center staff to partner with their health fairs for a possible kickoff and offering of home exercise materials. • Participate/partner with Tempe/Kyrene Communities in Schools on health fairs offered to families at Tempe schools.
Establish a program for non-medical emergency response, and/or community triage, that is an alternative to 911 or the Lifeline program (emergency response remote buttons worn around the neck).	Health		✓	✓	<ul style="list-style-type: none"> • Meet with representatives from the Tempe Fire Department and Tempe St. Luke's Hospital to dialogue about other options for response to seniors.

Recommendation	Key Issue Area	Fit	Fragile	Frail	Considerations
<p>Enhance the use of Tempe Senior Centers by</p> <ul style="list-style-type: none"> • Developing a satellite adult day care facility in South Tempe to complement the existing Tempe Adult Day Care. • Providing more senior services south of Baseline including meal delivery, socialization, transportation, and home care. • Opening a senior center in South Tempe that includes congregate meals, nursing assessments, case management, respite care options, etc. 	Health	✓	✓	✓	<ul style="list-style-type: none"> • Coordinate a meeting with the ASU Nursing Department (which conducted a study about needed senior services in South Tempe), the City Community Services Department staff, Tempe Adult Day Health Care staff, and Tempe Community Action Agency staff about planning for senior services in South Tempe. • Request inclusion in City of Tempe Capital Improvement Program (CIP) as appropriate.
<p>Provide additional funding for agencies assisting seniors to remain in their home.</p>	Health		✓	✓	<ul style="list-style-type: none"> • Work with providers of senior services to determine feasibility • Explore funding options.