

Arizona Department of Public Safety (DPS) 2014 Aging 2020 Update by Goal

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

Objective 2.1: Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
e.	Have agency representatives make personal contact with senior groups to discuss safety issues, provide information, and supply personal advice.	DPS	DPS Community Outreach & Education (CORE) Unit	On Hold	Agency represented at Coalition of DPS Retirees meetings to maintain personal contact with retirees and provide updates on issues.
f.	Use a combination of agency employees and volunteers/retirees to provide community education services on topics such as predatory lending, life care planning, ID theft, etc.	DPS	DPS CORE Unit, Highway Patrol, Coalition of DPS	Ongoing	For the calendar year 2014, AZ DPS received and responded to 14 Community Outreach and Education (CORE) requests with 3323 people attending.

Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
a.	Use internal methods to inform and create awareness of aging issues among employees.	DPS	DPS CORE Unit which encompasses all internal media	Ongoing	Human Resources Bureau contacted units throughout agency to solicit opportunities for seniors and volunteers. AZ DPS continued use of Intranet for internal communications with department personnel informing them of retirement meetings and retiree issues. AZ DPS features Mature Worker program in the department newsletter and on Internet web site.

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Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
b.	Conduct "advanced basic" as well as "in-service" training for both civilians and veteran officers to prepare employees for changing demographics.	DPS	DPS Training Unit which oversees advanced basic and in-service training	On Hold	No agency-wide required training for civilians took place in calendar year 2014. Refer to Strategy C for information regarding officers.
c.	Provide officers with more exposure to seniors and teach them better methods of conversing with the elderly, techniques for calming fears, improved listening skills, increased sensitivity to physical impairments, and methods for taking enforcement action to "educate" senior violators without being condescending.	DPS	DPS Training Unit which oversees advanced basic and in-service training	Reactivated	Agency Senior Driver Program retained as part of Highway Patrol Officer advanced basic training program.
d.	Train officers on "voluntary compliance" to promote traffic safety among senior drivers through means other than enforcement.	DPS	DPS Training Unit, Highway Patrol Division	On Hold	None

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Goal 4: Increase the safety and well-being of older Arizonans.

Safety in our communities is important for ensuring both the health and financial well-being of older adults. With increasing numbers of older adults living in their homes and living alone, maintaining safe communities will need more attention and take new strategies.

Objective 4.1: Promote new and existing strategies to improve community safety for older adults.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
a.	Involve citizens in traffic safety and crime prevention efforts by providing information.	DPS	DPS CORE Unit and the Highway Patrol Division through local districts	Ongoing	Agency received and responded to 14 Community Outreach and Education (CORE) requests with 3323 people attending.

Objective 4.2: Strengthen efforts to prevent and respond to reports of elder mistreatment.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
d.	Provide agency investigators with advanced technological training and specialized services and equipment to access, evaluate and monitor the Internet for potential fraudulent schemes, develop a public alert system, and exchange intelligence regarding cyber crime.	DPS		Ongoing	AZ DPS Criminal Investigations Division continually investigates fraudulent schemes. Cyber Reports informing employees of current cyber threats and scams listed on the DPS Intranet on an ongoing basis.

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Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

Objective 5.1: Provide support for families in their efforts to care for their loved ones at home and in the community.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
e.	Offer flexible working conditions for employees with child and elder care issues, and better use of succession planning techniques such as mentoring, phased retirement, and employment flexibility.	DPS, DES	Law Enforcement Merit System Council	Ongoing	Flexible work schedules are offered as an option as per General Order 2.3.90, Telecommuting and General Order 2.4.100, Non-Exempt Employee Time Accounting.

Objective 5.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
f.	Develop a skills inventory and training programs for retirees and potential volunteers to serve as instructors, serve on advisory committees and in public information and data services roles.	DPS	DPS Community Outreach and Education (CORE) Unit	Ongoing	Twenty-nine separate retiree and potential volunteer classifications and job descriptions are posted on the internet. Documented savings through the use of retirees and volunteers was \$283,781 for January through October, 2014. 223 volunteers donated 12,207 hours.

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Objective 5.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce.

<u>STRATEGIES</u>		<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
f.	Agency representatives and the Merit System Council are reviewing the rules and identifying those that may be in need of modification in preparing for aging issues.	DPS	Law Enforcement Merit System Council (MSC) which sets provisions for employment and compensation	Ongoing	Merit System Rules Advisory Committee meets on a regular basis to review administrative rules for possible revision and update. AZ DPS is certified as a Mature Worker Friendly Employer. Part of the certification process includes documentation regarding agency efforts at rule revisions, skills retention, volunteers, and hiring accommodations.
g.	Implement temporary appointments, hourly employment, and flexible scheduling to fill gaps in specialized areas.	DPS	Law Enforcement Merit System Council (MSC) which sets provisions for employment and compensation	Eliminated	None
h.	Offer flex hours, job sharing, reduced work weeks, telecommuting, programmed rotation, and temporary assignments of a shorter duration.	DPS	Law Enforcement Merit System Council (MSC) which sets provisions for employment and compensation	Ongoing	Flexible work schedules are offered as an option as per General Order 2.3.90, Telecommuting; General Order 2.4.100, Non-Exempt Employee Time Accounting; General Order 2.5.120, Limited Duty; and General Order 2.5.100, Accommodations.

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Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

Objective 8.2: Improve administrative processes to streamline activities and increase coordination.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
b.	Use the Strategic Planning Process to adjust for challenges such as recruitment, retention, training and service delivery brought on by an aging population.	DPS		Ongoing	AZ DPS completed Strategic Plan through FY13-18 with executive, management, supervisor, and employee participation. Plan includes consideration of strategic issues from Aging 2020. Agency staff monitored list servers for information on seniors in law enforcement and responded to inquiries from planners in other states.

Key:	Participating State Agencies and Boards
ABOR	Arizona Board of Regents
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney General's Office
AHCCCS	Arizona Health Care Cost Containment System
AOT	Office of Tourism

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DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging