

**MARICOPA ASSOCIATION OF GOVERNMENTS  
CONTINUUM OF CARE REGIONAL COMMITTEE ON HOMELESSNESS  
MARCH 21, 2011 MEETING MINUTES**

MEMBERS ATTENDING:

Shana Ellis, City of Tempe, Councilmember,  
Chair  
\*Roberto Armijo, Community Information &  
Referral Services  
Karia Basta, Arizona Department of Housing  
\*Kathryn Brown, AZ Dept of Corrections  
Kendra Cea, APS  
\*Krista Cornish, Town of Buckeye  
Tim Cole for JoAnn Del-Colle, Phoenix Family  
Advocacy Center  
Steve Frate, City of Glendale, Vice Mayor  
\*Kevin Hartke, City of Chandler,  
Councilmember  
Theresa James, City of Tempe  
\*Michael Johnson, City of Phoenix,  
Councilmember  
\*Don Keuth, Phoenix Community Alliance  
+Stephanie Knox, Magellan Health Services of  
Arizona  
Donna Bleyle for Judith Fritsch for Arizona  
Department of Economic Security  
Nick Margiotta, Phoenix Police Department  
Michael McQuaid, Human Services Campus  
Frank Migali, Arizona Department of Education  
Linda Mushkatel, Maricopa County  
Darlene Newsom, UMOM New Day Centers  
Joanne Osborne, City of Goodyear,  
Councilmember, Vice Chair  
Gina Ramos Montes, City of Avondale  
\*Brenda Robbins, Arizona Dept of Health  
Services  
+Amy Schwabenlender, Valley of the Sun  
United Way  
Joan Serviss, Arizona Coalition to End  
Homelessness  
\*Christina Soto, Catholic Charities  
Jacki Taylor, Save the Family  
\*Margaret Trujillo, MG Trujillo Associates  
\*Mary Rose Wilcox, Maricopa County,  
Supervisor

Nicky Stevens for Ted Williams, Arizona  
Behavioral Health Corporation  
Margot Cordova for Diana Yazzie Devine, Native  
American Connections, Inc.

OTHERS PRESENT

+Jeanne Bosarge, City of Chandler  
David Bridge, HSC  
Cynthia Brooks, NOVA Safe Haven  
Cheryl Brunton, City of Phoenix  
Kimberly Craig, Community Bridges  
Margaret Finn, Southwest Behavioral Health  
Services  
Dick Geasland, Tumbleweed Center for Youth  
Development  
Kathy Hidalgo, City of Phoenix  
Mark Holleran, Central Arizona Shelter Services  
Anthony Irby, Department of Veterans' Affairs  
Mattie Lord, UMOM, New Day Centers  
Stacy Miller, RIAZ  
Dottie O'Connell, Chicanos por la Causa  
Greg P, Central Arizona Shelter Services  
Charyn Palmisano, City of Glendale  
Connie Phillips, Sojourner Center  
Marlena Pina, The Salvation Army  
Milon Pitts, Homeward Bound  
Maria Rodriguez, Basic Mission  
Amber Wakeman, City of Tempe  
+Chris Wudarski, Women In New Recovery

Rachel Brito, MAG  
Brandee Mead, MAG

\*Those members neither present nor represented by  
proxy.

+Those members present by audio or  
videoconference.

1. Call to Order and Introductions

Vice Chair Osborne, City of Goodyear, called the meeting to order at 2:12 p.m. She advised Chair Shana Ellis was in route to the meeting. Introductions ensued.

2. Call to the Audience

Audience members were given an opportunity to address the Committee. No comments were made. (*Note: Chair Ellis arrived at meeting*)

3. Approval of the January 24, 2011 Continuum of Care Regional Committee on Homelessness Meeting Minutes

Vice Chair Osborne requested a motion to approve the January 24, 2011 meeting minutes. A motion to approve the minutes was made by Kendra Cea, Arizona Public Service. The motion was seconded by Darlene Newsome, UMOM New Day Centers. The minutes were approved unanimously.

4. Committee Officer Appointments

Vice Chair Osborne advised per MAG policy, MAG Committee officers may serve one-year terms. At the end of the first year, officers may serve a second one-year term with appointment by the MAG Executive Committee. She noted Chair Ellis is currently serving her second one-year term. Per MAG policy, the Vice Chair will ascend to the Chair position in June. Letters of interest are being sought for a new Vice Chair position. Chair positions are required to be held by representatives of MAG member agencies. Letters of interest will be mailed to the Chair of the MAG Regional Council, Mayor Thomas Schoaf, and the new Vice Chair will be appointed by the MAG Executive Committee in June 2011.

Brandee Mead, MAG, referred the Committee to a memo provided in the meeting materials describing the process and requirements for Officer appointments. She advised per MAG Policy, the Vice Chair will ascend to the Chair position noting MAG policy requires the Chair and Vice Chair positions to be a representative from a MAG member agency. Letters of interest are requested by Friday, May 27, 2011. Vice Chair Osborne asked for questions or comments from the Committee. There were none. (*Note: Vice Mayor Steve Frate arrived at meeting*)

5. Planning Subcommittee Report

Chair Ellis addressed the Committee. She invited Theresa James, Chair of the Continuum of Care Planning Subcommittee, to provide a report. Ms. James advised the Planning Subcommittee met on February 28, 2011. The following topics were addressed:

**HUD McKinney-Vento HEARTH Act Implementation**

- The Planning Subcommittee formed a working group that will be charged with developing recommendations to the Continuum of Care Regional Committee on steps for implementing the HEARTH act.
- The working group met last March 16, 2011 and recommend the following actions:
  - Research centralized intake models from across the country for possible adaptation in the Continuum. Some work has already been done in this area.

Valley of the Sun United Way is piloting a model at the Human Services Campus.

- The Continuum of Care received a letter from HUD indicating that the Continuum is a priority Continuum based on our size and federal funding amounts. Therefore, HUD has offered technical assistance on implementing HEARTH. Piper Ehlen was contracted by HUD to provide the technical assistance. An initial conversation with Piper and MAG staff is being held on to determine the extent of technical assistance that will be available to the Continuum. Staff will report back to the Continuum on next steps.
- The working group recommended bringing transitional housing providers together to discuss outcomes under the HEARTH and concerns about length of time homeless goals. She noted HUDs expectation is that people are homeless for no more than 20 days.
- Community Information and Referral is working with MAG staff to complete an evaluation tool that was developed by the National Alliance to End Homelessness. The tool was designed to help Continuums figure out where they currently are in regards to outcomes under the HEARTH Act.

### **Regional Plan to End Homelessness Implementation**

- The Planning Subcommittee reviewed implementation of the Regional Plan to End Homelessness and recommends adding local goals and outcome measures related to implementation of the HEARTH act to the Regional Plan in the future.

### **2011 Gaps Analysis Process**

- The Planning Subcommittee recommends using the same gaps analysis process that was used last year. Last year, HUD's unmet need formula as well as community discussion and consensus were used to calculate the unmet need. The Planning Subcommittee is planning to conduct the gaps analysis process in April as the numbers are required to be entered in to HUD's Homeless Data Exchange system.

Chair Ellis asked for input or comments. Having received none, she asked for a motion from the Committee. Vice Mayor Steve Frate, City of Glendale, made a motion to approve the Planning Subcommittee report. Ms. Newsome seconded the motion. The motion was approved unanimously.

#### **6. Shelter Mobility Manager**

Chair Ellis invited Ms. Mead to offer an update on a possible opportunity for a Shelter Mobility Manager. Ms. Mead advised Ms. St. Peter was not able to attend the meeting to offer an update. She recalled MAG staff coordinated with Arizona State University (ASU) last year, to have an intern work on transportation needs study. The study would help determine the needs of clients in homeless and domestic violence shelters across the valley. A final report was presented to the Continuum at a past meeting. Ms. Mead advised the 2011 MAG Coordination Plan includes recommendations from the study for the Human Services Transportation Committee. One of the recommendations is for a coordinated van pool as was recommended by clients. The van pool would assist with transportation to medical appointments, job interviews, education, and training classes. She advised this opportunity is

being researched as possible funding may exist through 5310, 5316 and 5317 federal funding sources.

In addition to the needs of homeless and domestic violence shelter clients, Community Action Program (CAP) agencies also expressed interest in a coordinated van pool. They indicated clients seen at CAP offices may be the same clients seen at shelters. Ms. Mead advised a meeting was held with CAP agencies on March 4, 2011 and referenced the meeting notes provided in the handouts. She said CAP agencies requested a report be offered to the Continuum of Care and MAG Regional Domestic Violence Council requesting feedback on action steps and process for moving forward with a shelter mobility manager. The outcome would consist of a vanpool as well as a Mobility Manager to coordinate services of a van or multiple vans for clients in the region. Ms. Mead said input is requested on additional needs clients may have as well as input on possibilities for a lead agency to apply for transportation funding. Additionally, MAG staff is also researching the scope of the project with funding offered through 5310, 5316 and 5317.

Ms. Mead noted the project continues to move forward. She asked for feedback on interest in the project and if there are certain needs to keep in mind or groups that should be considered as a lead agency. Linda Mushkatel, Maricopa County Chief Resource Office, inquired about 501c3 requirements for the lead applicant; or whether the applicant can be a unit of government. Ms. Mead advised the lead agency is required to be designated a 501c3 nonprofit however, she offered to confirm whether it is open to other eligible applicants.

Chair Ellis requested input from the Committee. Having no further discussion, she requested a motion. Michael McQuaid, Human Services Campus, made a motion to approve activities and next steps for the creation of a Shelter Mobility Manager. Ms. Newsome seconded the motion. The motion passed unanimously.

7. Update on the 2011 Homeless Street and Shelter Count

Chair Ellis invited Ms. Mead to update the Committee on the 2011 Homeless Street Count and Donna Bleyle, Department of Economic Security, to provide an update on the Shelter Count. Ms. Mead advised final street count data is not available. Initial data has been received from cities and towns for the street count conducted in January. However, additional data is still pending. Ms. Mead indicated that the final street count numbers will be provided at the next Committee meeting. Ms. Mead advised preliminary Shelter Count numbers are available. She invited Ms. Bleyle to provide an update.

Ms. Bleyle provided preliminary data for the 2011 Point-in-time Shelter Survey. She said any additional changes would consist of minor reconciliations noting the shelter count has not significantly changed. She said there was a seven percent reduction in families which was offset by a five percent increase in households without dependent children. Additionally, she noted changes for youth on their own and older populations. Both experienced increases. Ms. Bleyle said there was a decrease in chronic substance abuse noting that increase was offset by an increase in SMI.

Ms. Bleyle briefly reviewed the 2010 Capacity Summary noting 2011 capacity data is still under review. Ms. Bleyle asked for questions and/or comments. Having none, Chair Ellis noted the street count numbers will be approved at a future Committee meeting.

8. 2011 Veterans Stand Down Update

Chair Ellis invited Joan Serviss, Executive Director of the Arizona Coalition to End Homelessness, to provide a report on the 2011 Veteran's Stand Down. Ms. Serviss said the 2011 Veterans Stand Down was held February 4-6 at the Phoenix Veterans Memorial Coliseum. The Stand Down served 1,048 Veterans which was a 30 percent increase over last year. The Arizona Stand Down is now the largest in the nation in terms of Veterans served. While happy to have such community support and collaborations with partners, she said it is bittersweet in a sense that there are so many veterans in need of assistance.

Ms. Serviss said there were more than 50 public and private agencies in participation and hundreds of volunteers. At time of registration, Veterans indicated their needs in terms of being homeless or at risk and were connected with a guest guide to escort them and assist them with accessing services needed. The Valley of the Sun United Way's Project Connect Guest Guides was a new addition to this year's event. Veterans were given access to a myriad of services including court services, Social Security Administration, medical, dental, and many others. Ms. Serviss said there were 400 requests for legal assistance and noted over 190 individuals met their court ordered service at the event. The Social Security Administration assisted over 200 Veterans including one individual, who through completion of a few more forms was able to begin receiving monthly benefits and back-pay of over \$2,000.

Another new addition was DMVs ability to streamline their computer system to access records. This allowed Veterans the ability to receive their driver's license or an identification card while at the event. Additionally, 943 individuals received new clothing and/or shoes. Ms. Serviss reported the Vulnerability Index was administered for the first time at the Arizona Stand Down. This allowed Veterans who indicated either living on the streets or in emergency shelters the opportunity to complete the assessment. At the end of the event, volunteers were able to determine who the most medically vulnerable individuals were. Working with HUD VASH (housing vouchers for veterans), those individuals were connected with permanent supportive housing. Thirty-one placements were made. Ms. Serviss completed her report noting Friday, February 4, 2011 was also the Arizona Summit to End Veteran Homelessness. The summit linked federal, state and Phoenix Veterans' Health Care System services.

Vice Chair Osborne congratulated Ms. Serviss on the success of the Arizona Stand Down. She expressed hope that the rest of the nation may follow some of the steps implemented at the event. Nicky Stevens, Arizona Behavioral Health Corporation, commented the event was very well coordinated and complimented the use of guest guides noting it was an extremely rewarding experience.

Vice Mayor Frate, City of Glendale, also commented on use of guest guides. He stressed the importance of getting Veterans' attention, building a relationship and inquiring about their

needs. He noted many were focused on things such as the free shoes, but were unaware of the many other services available to them. He commended the event for reaching so many individuals.

Chair Ellis inquired about the court services offered. Ms. Serviss said several jurisdictions were present, including Superior Court, City of Glendale, City of Phoenix, and others, working together to address the legal needs of Veterans. Ms. Bleyle said the best comment heard from a Veteran was “Last year when I came here, I was just interested in stuff. This year I finally figured it out, it’s about all the services I can get there”.

She said in terms of court services, the primary reason they are there is to provide services that will attract veterans and prove to them they can come off the streets and get into housing. She said one of the biggest barriers is outstanding court cases which interfere with obtaining a drivers license and employment. She noted if court cases can be dismissed, it gives the individual a second chance. Courts are a vital part as is medial, and social security services offered.

A Committee member inquired about testing for driver licenses. Ms. Bleyle advised Veterans were able to receive their driver’s license, however the service did not involve testing. She explained if an individual has a criminal offense or owes fines, their license will be suspended. When this happens, it becomes more difficult to get to work as the individual is unable to drive, or drives with a suspended license leading to additional offenses. The service offers individuals the ability to have their license reinstated. Chair Ellis congratulated a very successful event.

9. Request for Future Agenda Items

Chair Ellis asked for input from the Committee on any requested topics or issues of interest to consider for future agendas. She noted results of the Homeless Street Count will be on the agenda.

Ms. Mead advised the Planning Subcommittee will make recommendations at the next Continuum of Care meeting on action steps for implementing HEARTH. Kendra Cea, APS, advised a Membership Subcommittee report will be provided. Michael McQuaid, Human Services Campus, recommended the Committee receive regular updates on ongoing progress of permanent supportive housing projects to keep the Continuum abreast of what is being done.

10. Announcements

Chair Ellis asked for announcements from Committee members. She explained that announcements are for information only.

She reminded the Committee about the Continuum of Care Appreciation Luncheon being held at the Arizona Biltmore on March 22nd. The keynote speaker is Deborah DeSantis of the Corporation for Supportive Housing. Chair Ellis encouraged everyone to attend. Additionally, she noted Tim Cole and Nicky Stevens will be receiving awards.

Chair Ellis congratulated Councilmember Osborne for being re-elected to the City Council in Goodyear.

Mr. McQuaid announced David Bridge, former Chief Program Officer at CASS is now the interim Managing Member, at the Human Services Campus; soon to be Managing Member. He welcomed Mr. Bridge's talent and experience.

Ms. Serviss discussed Senate Bill 1616 noting it will eliminate the 10.5 million dollars in unclaimed property revenues that goes to the housing trust fund. The bill will swipe the funds and put it in the general fund. She urged Committee members to contact their representatives and the Governor to express concern over SB 1616.

Dick Geasland, Tumbleweed Center for Youth, expressed gratitude to the Department of Housing and DES for extending the two year pilot project for housing homeless youth. He said there are several hundred youth that have received housing. With regard to the low number of minors resulting from the shelter count, Mr. Geasland stressed the reason for such low numbers is due to lack of beds. He said there are hundreds youth on the street.

#### 11. Adjourn

The meeting adjourned at 2:52 p.m. The next regular meeting of the Continuum of Care Regional Committee on Homelessness is scheduled for May 16, 2011, at 2:00 in the MAG Saguaro Room.