

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS (MAG)
CONTINUUM OF CARE REGIONAL COMMITTEE ON HOMELESSNESS

July 21, 2014

MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

Tammy Albright, City of Mesa

Karia Basta, Arizona Department of Housing

#Libby Bissa, City of Phoenix Family Advocacy
Center

Donna Bleyle, Arizona Department of Economic
Security (DES)

*Kathryn Brown, Arizona Department of
Corrections

*Rick Buss, Town of Gila Bend, Town Manager

Steve Capobres, Catholic Charities

*Kendra Cea, Arizona Public Service

*Michael Celaya, City of Surprise

*Krista Cornish, Town of Buckeye

*Shana Ellis, City of Tempe, Councilmember

Kevin Hartke, City of Chandler,
Councilmember, Chair

*Ian Hugh, City of Glendale, Councilmember

*Theresa James, City of Tempe

*Stephanie Knox, Magellan Health Services

Melissa Kovacs, Maricopa County Justice
System Planning and Information

*Bruce Liggett, Maricopa County Human
Services Department

*Neither present nor represented by proxy.

#Attended by telephone conference call.

+Attended by video conference.

Nick Margiotta, Phoenix Police Department

Michael McQuaid, Human Services Campus

*Frank Migali, Arizona Department of
Education

Darlene Newsom, United Methodist Outreach
Ministries (UMOM) New Day Center

*Christina Plante, City of Goodyear

Sean Price, Arizona Department of Veterans
Services

Gina Ramos Montes, City of Avondale

Michelle Thomas for Catherine Rea, Community
Information & Referral Services

Amy Schwabenlender, Valley of the Sun United
Way

Joan Serviss, Arizona Coalition to End
Homelessness

*Jacki Taylor, Save the Family

*Margaret Trujillo, MG Trujillo Associates

Ted Williams, Arizona Behavioral Health Corp.

Thelda Williams, Councilmember, City of
Phoenix, Vice Chair

*Diana Yazzie Devine, Native American
Connections

OTHERS PRESENT

Brent Babb, Salvation Army
Riann Balch, City of Phoenix
Mike Bell, St. Vincent De Paul
Bob Bergman, SW Management Technology
David Bridge, Human Services Campus
Tricia Cano, Community Information & Referral
Billie Cawley, Central Arizona Shelter Services
Stacey Cavaliere, One-N-Ten
Tiffani Cullin-Johnson, Sojourner Center
Jenny Day, Basic Mission
Mark Dobay, A New Leaf
Kelli Donley, Arizona Department of Health Services
Linda Elliot, One-N-Ten
Margaret Finn, Southwest Behavioral Health
Charlene Flaherty, Corporation for Supportive Housing
Davette Floyd, Recovery Innovations
Cherylann Galdi, Save the Family
Moises Gallegos, City of Phoenix
Kathy Gomez Lee, Chicanos Por la Causa
Tom Hutchinson, A New Leaf
Rosalie Hernandez, A New Leaf
Miranda Jilek, Lifewell Behavioral Wellness
#Tisha Jones, WINR Achievers
Margaret Kilman, Human Services Campus
Karen Kurtz, CBI Community Bridges
Tracey Lane, Homeward Bound
Gilbert Lopez, City of Glendale

Mattie Lord, UMOM
Vivien Mann, Tumbleweed
Nancy Marion, House of Refuge East
#Chris Pritcher, Consultant
John Scott, U.S. VETS
#Laura Skotnicki, Save The Family
Rachelle Smith, House of Refuge
Liz Smithhart, Recovery Innovations
Ruben Soliz, Human Services Campus
Sharon Light Stephenson, City of Scottsdale
Nicky Stevens, ABC Housing
Kimberly Thompson, Labor's Community Service Agency
Carla Trepak, Chrysalis
Craig Tribkin, Central Arizona Shelter Services, and Arizona Housing Inc.
Pilar Vargas, Chicanos Por La Casa
Kim VanNimwegz, Valley of the Sun United Way
Eugenio Villafane, City of Scottsdale
Amy Vogelson, Southwest Behavioral Health Corporation.
Will Vucurevich, A New Leaf
John Wall, Arizona Housing, Inc.
#Matt White, ABT Associates
Gene Wikle, CASS
Piper Ehlen, Home Base
Brande Mead, MAG
Amy St. Peter, MAG

1. Call to Order and Introductions

Councilmember Kevin Hartke, City of Chandler, Chair, called the meeting to order at 1:35 p.m. Introductions of the Committee and audience ensued.

2. Call to the Audience

Audience members were given an opportunity to address the Committee on items that were not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that

are on the agenda for discussion or information only. There were no comments from the audience.

Chair Hartke motioned to the floor for public comments. No comments were provided.

3. Approval of the May 19, 2014, Continuum of Care Regional Committee on Homelessness Meeting Minutes

Chair Hartke motioned to the floor for comments or questions regarding the May meeting minutes. No comments were made. Chair Hartke motioned to move the minutes.

A motion was requested to approve the May 19, 2014, meeting minutes. A motion to approve the minutes was made by Mike McQuaid. The motion was seconded by Councilmember Williams. The motion passed.

4. Update on the Selection Process for the Continuum of Care Board Membership

Chair Hartke introduced Ms. Brande Mead for an update on the Continuum of Care Board membership process.

Discussion followed with Ms. Mead describing the current status of the CoC Board Membership process.

Ms. Mead stated that applications and letters of interest were due on June 27th 2014 and the CoC Board did receive 21 applications for a 7-13 member board. Copies were not made for attendees of the July 21st meeting; however Ms. Mead stated that copies were provided along with additional meeting materials emailed out with the agenda.

Ms. Mead provided copies of a table listing the applicants and corresponding categories. The CoC Planning Subcommittee met on July 14th 2014 to collaborate on the key considerations for each of the categories listed for membership.

Ms. Mead stated that the membership workgroup has collected all applications and is in the process of conducting full reviews. Ms. Mead stated that the Membership Workgroup met on July 16th 2014 to review all feedback from the CoC Planning Subcommittee meeting on July 14th. The Membership Workgroup recognizes the importance of making recommendations for the first ever CoC Board and wishes to ensure ample time and diligence is placed for all decisions.

Ms. Mead further stated that the Membership Workgroup developed a scoring tool to assess the applications. In addition, the Membership Workgroup drafted an application for potential applicants seeking the formerly homeless representative position. The Membership Workgroup would like to move forward with a separate application process to select a member specifically for the formerly homeless category. Currently the application is simple, primarily requesting contact information. Ms. Mead spoke for the Membership Workgroup, stating that the workgroup believes that with assistance from members of the homeless providers, potential applicants will be easier to locate and better informed to potentially apply. Applicants are requested to fill out a contact form and attend a brief interview.

Applicants would be asked about their interest in serving on the board, why they feel they would be a good representative, and to describe any knowledge of the Continuum they may have. In addition, how they would be asked about their approach to collecting feedback from other currently or formerly homeless individuals.

The Membership Workgroup plans to complete the following:

- Meet again in August and score the applications
- Provide all of the recommendations to the CoC Committee meeting in September for approval
- Ensure full transparency of the selection process.

Ms. Mead stated that there are two Workgroup members whom decided after they joined the Workgroup, to submit applications to serve on the CoC Board. Ms. Mead also stated that there are members of the Membership Workgroup who have others in their organization that have applied to serve on the CoC Board as well. The Membership Workgroup has asked that all current Workgroup members who are applying for CoC Board positions or any individual that is aware of a potential applicant, to please recuse themselves from scoring the particular applicant category they would be associated with. After further discussion, Ms. Mead motioned asked for any questions or recommendations from the CoC Committee. Chair Harkte followed Ms. Mead's point and stressed the delicate issue that individuals attending the CoC Committee meeting on July 21st are passionate about homelessness and it may be difficult to find suitable applicants without some form of outside influence. Chair Hartke further stated that all parties involved would work diligently to ensure a fair and just application.

After the discussion, Nick Margiotta commended Chair Hartke's response to such a delicate situation. Mr. Margiotta also asked CoC Committee members why a formerly homeless applicant would be required to attend an informal interview rather than fill out a full application. Ms. Mead answered Mr. Margiotta's question, stating that the Membership Workgroup believed the formerly homeless applicant would feel more comfortable explaining their choice to apply, in person rather than on a full length written application.

Following the discussion, Chair Hartke opened the floor questions or comments from the CoC Committee. None were stated. Chair Hartke then opened the floor to questions or recommendations from the audience. None were stated. Chair Hartke emphasized that the proposal was for discussion only.

5. Update on CoC Technical Assistance Efforts: Maricopa Homeless Management Information System (HMIS) Project Assessment and Performance Measurement Work

Chair Hartke began the report by stating that the following presentations were actions with a possible action. Chair Hartke introduced Mr. Matt White from ABT Associates regarding the HMIS Assessment, and Piper Ehlen from HomeBase. Ms. Ehlen and Mr. White communicated via conference call.

Mr. White began the discussion by providing a brief update on a report provided last week detailing the results of the HMIS Assessment. The report was the result of a technical assistance request submitted by the CoC late in 2013, and was an issue approved by HUD and initiated in spring 2014. The reports used the results of an online survey distributed to CoC Committee members. In addition, the assessment team which included Mr. White, reviewed the HMIS project materials, policies and procedures, and conducted a site visit in late April 2014. The information was compiled into a report to describe the findings and recommendations to improve the HMIS project. The report was organized according to core questions that guided the assessment process. Within each category there were key findings with corresponding recommendations to improve those findings as listed below.

- How to improve HMIS governance and decision making
 - Recommend restructuring
 - Recommend that the region re-organize the project management system to improve clarity on accountability, and decision making.
- HMIS system design and usability data.
 - Users felt the design was robust.
 - Recommend support generation.
 - Promote data sharing.
- HMIS improvements related to Coordinated Assessment and alignments
 - Multiple access points.
 - Uniform intake tool.
- The immediate next step for implementation steps to move the project along.
 - Communication reset.
 - Visioning exercise, Guiding principles, and to improve HMIS functionality with action plan.
- Discuss how HMIS can support a coordinated assessment program.

Following the report, Mr. White requested a future meeting to thoroughly discuss the report. Chair Hartke opened the floor for any questions or recommendations.

Joan Serviss made a recommendation to the CoC Committee to follow through with Mr. White's recommendation for a future in-depth discussion of the report. Ms. Serviss asked the CoC Committee for any comments from members that read the report ahead of time. No comments were given. Chair Hartke opened the floor for comments or feedback. Ms. Mead stated her support for Ms. Serviss's suggestion to follow through in more detail with Mr. White's report at a future meeting that Ms. Mead would also coordinate. Discussion on Mr. White's report ceased.

Ms. Ehlen introduced her presentation on the performance measurement technical assistance update. Ms. Ehlen also stated that due to the brand new nature of the update, the results would be limited. Ms. Ehlen began her report by stating that she will be working with the Continuum to create system-wide performance measures. Ms. Ehlen stated that only one meeting has occurred thus far, where the group identified measures to focus on. The group chose the HEARTH measures, and some indicators that were consistently asked about on the CoC application. Ms. Ehlen further stated that currently CIR is taking HMIS data to fill in for the purpose of baseline data for the draft measures. Ms. Ehlen continued on to state that at

her next meeting in late August the previously mentioned baseline data would be analyzed to see if the group is ready to start setting targets for the indicators that were already chosen. Ms. Ehlen stated that a plan is being designed to track the measures and would be ready within the next three months for the Continuum to review and adopt. Following Ms. Ehlen's presentation, Chair Hartke opened the floor for comments or recommendations. No comments or recommendation were given. Chair Hartke further stated that both presentations would be treated as information only with more actions to follow.

6. HEARTH Act Implementation: Coordinated Assessment Update

Chair Hartke introduced David Bridge from the Human Services Campus and Mattie Lord from UMOM. Mr. Bridge provided a brief update on Coordinated Assessment. Mr. Bridge stated that due to the realities of the community and to ensure a safe environment for all, two systems were established; a system for singles and a system for families. Mr. Bridge elaborated on the reasoning.

Mr. Bridge discussed the following:

- Based on the focus of a coordinated two system process that meets the HEARTH Act principles.
 - Singles hub
 - Families hub
- Both agencies are data driven but share the same principles, have a common vision, and are coordinated.
- Ultimate goal: To improve the client experience and decrease homelessness.
- Current process on the family side
 - Greeted, and directed to services.
 - Given VI-SPDAT
 - Can be diverted if needed
 - On high acuity range: SPDAT squad, intensive case management
- Mr. Bridge outlined the November 2013 accomplishments and emphasized
 - VI-SPDATS conducted
 - Coordinated Assessment referrals
 - 40 Permanent supportive housing cases managed
 - 940 Phone calls for families taken by family hub
- Mr. Bridge outlined the organizations working with the VI-SPDAT
- Mr. Bridge then explained the Coordinated Assessment vision –next steps
 - Bring in other systems, other parts of the Continuum
 - Outreach
 - 25 Cities campaign to engage veterans
 - Looking into engaging youth
- Mr. Bridge concluded with describing the next steps
 - Integration of other systems
 - Regionalization
 - Process/procedure improvements
 - Fiscal resources

Ms. Serviss asked what regionalization meant. Mr. Bridge answered the question by stating that a regional plan is necessary due to the size and scope of the project and issue.

Ms. Bleyle asked about partner agreements. Ms. Bleyle wanted to know if the City of Phoenix would continue to be the only HUB for homeless individuals, or if the Continuum would branch out into other areas of the valley. Mr. Bridge answered the question by stating that regionalization of the system is needed to reduce homelessness across the entire Continuum. Ms. Bleyle also asked why only 8 percent of homeless have been rehoused when there is a rapid rehousing program.

Mr. Bridge answered the question by stating that the diversion percentage is not related, and that Ms. Bleyle's questions would be properly answered by Mattie Lords' presentation. Mr. Margiotta commended Mr. Bridge on his presentation, and commented on outreach and the VI-SPDAT. Mr. Margiotta also emphasizes the non-traditional stakeholders as a concern. Mr. Margiotta stressed to identify where needs were and that the presentation will require a macro conversation in the future. Mr. Bridge concluded his presentation and turned the audience over to Mattie Lord's presentation. Ms. Lord began her presentation by identifying the coordinated assessment for families with children

- The Current Hub includes:
 - 5 hotel rooms
 - \$64,000 dollar budget
 - Using donations
 - \$372,000 were the initial calculations of need
- Ms. Lord describes a typical layout of the space
 - Welcome reception
 - Sign in and play area
 - Walk-ins and appointments area
 - Confidential assessment area
 - Diversion
 - VI-SPDAT
- Determine eligibility
- Program eligibility and availability

Ms. Lord stated that for the future east valley location the same process, resources, and space would occur. Ms. Lord then continued to describe the additional parts of the process which include

- Document & data collection
- Referral to program (large paradigm shift for families)
- Service priority list

Ms. Albright asked Ms. Lord about the amount of personal information disclosed to partner organizations. Ms. Lord responded to Ms. Albright's question and stated that the point of the process is to disclose only the most important information necessary for assistance.

Ms. Lord continued to identify the list.

- Arrange transportation
- Short term planning
- Long term planning
- Increase budget for transit and birth certificates

Ms. Lord showed the CoC Committee a draft timeline

Priority 1: pending decisions

- 26 decisions to be made
- Ten pending decisions were placed as priority one.

Ms. Lord emphasized the presentation as a set of recommendations to the Continuum. Ms. Lord requested to motion to approve the recommendations. Mr. Margiotta motioned to approve the recommendations as presented. Ms. Basta seconds the motion.

Chair Hartke opened the floor for questions or comments. Ms. Schwabenlender posed a question about the current number of priority specialists. Ms. Lord answered and stated that currently there are no priority specialists.

Mr. McQuaid commented on Ms. Lord's presentation that although it was obvious that more resources are necessary, Mr. McQuaid commended Ms. Lord and Mr. Bridge on their work.

Furthermore, Ms. Bleyle, asked Ms. Lord if it was possible that there was a shared database for cohesive awareness. Ms. Lord responded by stating that everything will go through one access point. Ms. Bleyle further asked how many priority specialists would be required to assess the number of homeless individuals already counted. Ms. Bleyle indicated that these types of decisions should be made based on data collected from the pilot sites.

Libby Bissa left the conference (via phone)

Ms. Lord stated that due to a lack of time to present information pertaining to Bleyle question and concern she could not fully answer.

Ms. Mead stated that Bleyle's concern was very important, and if time allowed, Mattie Lord has needs assessment information she would like to present based on the number of family VI-SPDATs collected in the family pilot project.

Mr. Margiotta stated his support for the new system considering the hard pressed issues of the various programs and limited funding and believed it was fair and objective. Ms. Basta stated that it was time to start rather than wait for the perfect timing.

Chair Hartke stated a motion and a second was on the floor to approve the priority one pending decisions as presented by Ms. Lord. The motioned was approved.

7. Approval of Continuum of Care Participation in St. Joseph's Hospital Communities of Care Grant

Chair Hartke welcomed Charlene Flaherty from the Corporation for Supportive Housing (CSH). Ms. Flaherty sought CoC approval to collaborate with CSH and Circle the City on a St. Joseph's Grant. Ms. Flaherty stated that the grants are for individuals who are medically vulnerable. Furthermore, Ms. Flaherty briefly explained the grant's requirements

- Intended to fill gaps in healthcare services.
- Create networks of care.
- Integrate best practices in the community and hospital.
- Change the healthcare paradigm of care.
- To serve as a foundation of the Affordable Healthcare Act.

Ms. Flaherty asked the CoC committee for the CoC to be the third partner in the process. Councilmember Williams motioned. Mike McQuaid seconded the motion. Discussion continued. Ms. Newsome asked what exactly CoC's role would be. Ms. Flaherty responded that the the CoC's role as the third partner would be to ensure accuracy. Chair Hartke motions to pass.

8. Department of Behavioral Health Services Report

Chair Hartke introduced Kelly Donolly from the Department of Behavioral Health Services Report who is in charge of implementing and overseeing the implementation of the class action lawsuit *Arnold v. Sarn* which includes service capacity increases for the seriously mentally ill of Maricopa County. Ms. Donolly announced that the Permanent Supportive Housing capacity will increase by 1200 units. (Applause ensued.) Ms. Donolly provided contact information for further questions following the meeting.

9. Community Initiatives Update

Chair Hartke welcomed Ruben Soliz who discussed SOAR and is actively involved in SOAR programming since October. Mr. Soliz described the SOAR methodology as providing an expedited way for individuals with co-occurring disorders to apply for Social Security Benefits. Mr. Soliz stated that the National approval rate average was a 65% on a 100 days average. Mr. Soliz also stated that there is currently one SOAR case manager in addition to Mr. Soliz providing technical assistance for the implementation of SOAR with other programs. Furthermore, Mr. Soliz stated that his program had a 74% approval rating. Applause followed. Mr. Soliz continued to speak about a SOAR leadership academy hosted in Phoenix where strategies for coordination and implementation were taught. Mr. Soliz disclosed two steering committee meetings completed, and future dates for SOAR training on September 22nd.

10. Request for Future Agenda items

An opportunity was provided for Committee members to request future agenda items. No requests were submitted.

11. Comments from the Committee

An opportunity was provided for Committee members to present a brief summary of current events.

Amy Schwabenlender, Valley of the Sun United Way, announced that another Project Connect event is in the near future.

Adjourn

The meeting was adjourned at 3:02 p.m. The next Continuum of Care Regional Committee on Homelessness is scheduled for September 22, 2012.