

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES COORDINATING COMMITTEE
MEETING MINUTES
JANUARY 25, 2012

<p style="text-align: center;"><u>MEMBERS ATTENDING</u></p> +Barbara Lloyd for Arleen Chin, Tempe Community Council +Vice Mayor Trinity Donovan, Chandler, Chair +Councilmember Alex Finter, City of Mesa +Mayor Marie Lopez Rogers, City of Avondale +Councilmember Manuel Martinez, City of Glendale Councilmember Michael Nowakowski, City of Phoenix, Chair JoAnne Osborne, Vice Mayor, City of Goodyear, Vice Chair *Councilmember Jordan Ray Town of Gilbert	*Supervisor Mary Rose Wilcox, Maricopa County *Councilmember Mike Woodard, City of Surprise <p style="text-align: center;"><u>OTHERS PRESENT</u></p> DeDe Gaisthea, MAG Brande Mead, MAG Amy St. Peter, MAG Renae Tenney, MAG +Those members present by audio/videoconferencing. *Those members neither present nor represented by proxy.
---	--

1. Call to Order
Chair Michael Nowakowski, City of Phoenix, called the meeting to order at 10:00 a.m. Introductions ensued.

2. Call to the Audience
An opportunity was provided for members of the public to address the Committee. No public comments were made.

3. Approval of the October 26, 2011 Meeting Minutes
Chair Nowakowski called for a motion to approve the October 26, 2011, meeting minutes. Vice Mayor Joanne Osborne, City of Goodyear, motioned to approve the minutes. Mayor Marie Lopez Rogers, City of Avondale, seconded the motion. The motion passed.

4. Social Services Block Grant (SSBG) Allocation Recommendations
Chair Nowakowski invited Amy St. Peter, MAG, to offer an update for the Social Services Block Grant recommendation. Ms. St. Peter advised the process used to develop the SSBG recommendations included having the MAG Human Services Coordinating Committee, MAG Human Services Technical Committee (HSTC), and community partners rank the services that are eligible to be funded. In December, the HSTC reviewed the draft ranking results. The Committee had hoped for a greater response rate and as such recommended redistributing the ranking exercise. In January, the HSTC reviewed the revised results. Ms. St. Peter noted not many additional responses were received. Overall, 32 survey ranking forms were submitted. Of those, eleven were from persons representing the older adults target group.

Ms. St. Peter commented having responses from the community is surprisingly problematic when the responses represent just one target group. In January, the HSTC discussed the fact that while thankful for the community's input, the input inadvertently skewed the results. An overview of the community partner recommendations versus the Committee recommendations was offered. Ms. St. Peter noted concern that a disproportionate number of responses received from agencies serving older adults skewed the results. The HSTC, for the first time, recommended approval of the allocations based on just the Committee's rankings. The rationale was that most of the Committee members represent all of the target groups and not any one individual group. Ms. St. Peter advised there was one vote that opposed the motion. The "nay" vote was from an individual who represents the older adults target group. The Committee member advised feedback had been solicited from older adult agencies and he therefore wanted to honor their feedback. Ms. St. Peter added that the Committee wants to honor and integrate the feedback from the community as well, but needs to do it in a way that is proportionate and realistic.

Ms. St. Peter added that HSTC voted to recommend approval of the draft allocations based on the Committee rankings with a caveat to aggressively research ways to improve the process for next year. Ms. St. Peter shared the process used in Tucson for developing the SSBG recommendations. She noted community partner rankings are included during the process for developing the target group fact sheets. The Committee then completes the overall ranking. Ms. St. Peter said another option would be to mathematically weight the results. Weighted results would prevent disproportionate results.

Vice Chair Osborne asked for clarification on the recommendation from HSTC to research the process. Ms. St. Peter confirmed that with approval from HSCC, HSTC will review different options to improve the process for next year. She noted previous discussions with the Pima Association of Governments (PAG) indicated they also struggled with some of the same issues. Therefore, PAG allows community input, but has the Committee complete the ranking as their focus is on the broader range of services. Ms. St. Peter advised the motion before the Committee is to recommend approval of the January 12, 2012, HSTC recommendations.

Councilmember Manuel Martinez, City of Glendale, expressed support of the approach recommended for next year. He noted appreciation for the input from the elderly advocacy groups, but stressed the importance of emphasizing the need for other groups to respond in order to obtain good representation. Councilmember Martinez made a motion to recommend approval of the draft Social Services Block Grant allocation recommendations. Councilmember Alex Finter, City of Mesa, seconded the motion. The motion passed.

5. MAG FY 2013 Human Services Coordination Transportation (HSCT) Plan Update

Chair Nowakowski invited DeDe Gaisthea, MAG, to offer the Human Services Coordination Transportation Plan update. Ms. Gaisthea thanked the City of Phoenix for their continued financial support of human services coordination planning. She acknowledged the Human Services Transportation stakeholders for providing valuable input and feedback for the plan and helping to develop the strategies.

Ms. Gaisthea reported that since 2007, MAG has developed the plans to coordinate human services transportation in response to the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) federal legislation. The legislation requires that applicants who receive federal funding comply with a locally derived plan. Each plan addresses the following requirements: an inventory of services; gaps analysis; prioritized strategies to meet the needs of the region. Also included, although not required, is progress on strategies from the previous plan and short-term and long-term strategies to ensure coordination efforts continue moving forward.

MAG updates the plan yearly although not required to do so in order to allow new potential agencies to apply for federal funding. There has been an increase in the number of grantees from 13 in 2009 to 21 agencies applying last year for three mobility management projects and more than 60 vehicles. The plan presents new strategies developed with input from stakeholders to address gaps. The new goals, which are consistent with the United We Ride goals, include: providing more rides for the targeted population(s) for the same or fewer resources; simplifying customer access to transportation; and increasing customer satisfaction. The goal of the new strategies is to continue coordination efforts and utilize the available resources in the community. A brief description of the short-term strategies for FY 2012 was provided:

- Design a web page to accommodate the MAG Human Services Provider Inventory with searching capabilities. Ms. Gaisthea thanked the Committee for their suggestions to make the Resource Inventory more reader friendly. She noted the inventory has proven to be a useful tool for agencies.
- Continue to address the issue of insurance as a barrier by coordinating unused vehicles. Research policies involve using drivers from other agencies to transport consumers with varying abilities.
- Engage new stakeholders in small and outlying communities to participate in TAP meetings. This will increase the numbers of agencies that provide additional resources for human services transportation. Ms. Gaisthea advised the Transportation Ambassador Program (TAP) was a strategy from the 2008 plan that has proven to be an effective resource. TAP participation has grown from 40 participants in the first year to 365 in the current year.
- Increase communication with and utilization of mobility managers in the region. Last year, three agencies applied for mobility management projects. Ms. Gaisthea advised staff wants to provide outreach and resources to those agencies.

Ms. Gaisthea also provided a description of the long-term strategy:

- Continue to facilitate regional dialogue about the feasibility of establishing a one-call center that would coordinate the scheduling and dispatch of paratransit services for older adults and people with disabilities. This will include hosting at least two best practices presentations at local events.

Ms. Gaisthea advised the plan has been reviewed and recommended for approval by the MAG Human Services Technical Committee. Having neither comments nor questions, Chair Nowakowski asked for a motion. Vice Mayor Trinity Donovan, City of Chandler, made a motion to recommend approval of the MAG FY 2013 Human Services Coordination Transportation Plan Update. The motion was seconded by Councilmember Alex Finter. The motion passed.

6. Committee Outcome Measures Chart

Chair Nowakowski advised that each year, MAG prepares a work program that includes activities for HSCC as well as for HSTC. The measures represented under planning and public relations activities on the Outcome Measures Chart are within the purview of HSCC. He advised staff is proposing to continue focus on aging services and outreach. The Human Services Technical Committee voted to recommend that the outcome measures be included in the FY 2013 MAG Unified Planning Work Program. A motion was requested from the Committee. Councilmember Finter made a motion to recommend approval of the FY 2013 outcome measures to be included in the MAG Unified Planning Work Program. Barbara Lloyd, Tempe Community Council, second the motion. The motion passed.

7. Committee Member Human Services Updates

Chair Nowakowski referred to the draft meeting schedule for calendar year 2012. He stressed the importance of attending the meetings as outlined in schedule to ensure quorum for action items. He asked for a motion from the Committee to approve the 2012 meeting schedule. Vice Mayor Osborne made a motion to approve the CY 2012 MAG Human Services Coordinating Committee meeting calendar. Councilmember Martinez seconded the motion. The motion passed.

8. MAG Municipal Aging Services Model Project Update

Chair Nowakowski invited Ms. St. Peter to offer an update on the MAG Municipal Aging Services Project. Ms. St. Peter said the project has been moving along resoundingly well thanks to a number of community partners, HSCC, and HSTC. She advised the first of three phases was completed last year. Phase I included development of an inventory of services provided directly by local government and/or supported through funding. Additionally, 135 key informant interviews were conducted with leaders and older adults across the region. The interviews identified transportation and social participation as the key issues in the region. Concerns included the ability to move throughout the region and the ability to engage with the community. Ms. St. Peter reported that over the summer, 19 focus groups were completed with approximately 206 participants. Most all focus groups were conducted with people age 65+ with the remaining group consisting of senior center managers.

Currently underway is a scientifically valid survey being conducted by ETC Institute. The goal is to have 1,000 surveys completed. To date, ETC Institute has reported more than 900 surveys completed with people age 55+ in Maricopa county. The survey addressed individuals who are age 55+ to be able to project how people perceive their needs changing and what resources and services will be required. Results of the survey will address the role of local government in meeting needs in a cost-effective and efficient manner.

The MAG Municipal Aging Services – Planning for the Next 100 Years regional forum is scheduled for February 15, 2012. Ms. St. Peter acknowledged Councilmember Nowakowski, Vice Mayor Osborne, and Mayor Hallman for speaking at the event. Kathryn Lawler, Atlanta Regional Commission, will offer the keynote for the forum. Ms. Lawler is the former director of Aging Atlanta. Ms. St. Peter said the Atlanta Regional Commission is a sister agency to MAG. The deadline to register for the event is February 8th. Currently, 180 participants have registered. Ms. St. Peter provided an overview of the purpose and agenda for the event. Additionally, it was noted that the Arizona Grantmakers Forum is fully in support of this program and is looking to MAG to continue the work they started with their aging initiative. The third phase of the project will be development of the model and will be presented before the Committee in April. Ms. St. Peter acknowledged the Virginia G. Piper Charitable Trust for their support of the project.

Chair Nowakowski requested a motion from the Committee. Councilmember Martinez made a motion to approve the next steps for the MAG Municipal Aging Services Project. Councilmember Finter seconded the motion. The motion passed.

9. Committee updates

Chair Nowakowski invited MAG staff to offer updates on activities undertaken by the other Committees at MAG addressing human services.

MAG Regional Domestic Violence Council

Ms. Tenney acknowledged the Governor's Office for awarding new STOP Grant funding. The new funding will allow the Protocol Evaluation Project (PEP) to expand to address misdemeanor and felony level crimes. Ms. Tenney noted PEP participants include more than 500 law enforcement officers, prosecutors, and victim advocates. Additionally, the misdemeanor protocol model, developed during the project's first year, will be updated to reflect the latest research on successful practices. Community partners will evaluate the implementation of felony-level domestic violence protocols and identify opportunities for enhancement. The new phase will also offer training resources that will include a full-day training event and video. The topics and information brought forward to inform development of the training resources will be gathered from affinity group discussion.

The project will also explore opportunities for collecting and analyzing data. Ms. Tenney advised research from last year indicated consistent data collection and analysis is not occurring. National best practices will be researched to inform this process. The Protocol Evaluation Project's success depends on communication and close collaboration among law enforcement, prosecutors, victim advocates, and survivors of domestic violence. Ms. Tenney advised continuance of the affinity groups, to discuss challenges and successes. Staff will also expand affinity groups to have a broader audience on topic driven conversations. This will include more community participation and various perspectives. These conversations will guide refinement of the misdemeanor protocol model and identify areas where more training is needed. Training resources will be developed to ensure misdemeanor and felony protocols are being implemented in the field.

Ms. Tenney expressed excitement that the PEP embarks on its second year with overwhelming community support. Last year there were 13 formal partners. Currently, 20

project partners have either signed a Memorandum of Understanding or provided letters of support for the STOP Grant application. PEP Partners include:

- Arizona Coalition Against Domestic Violence
- Arizona Criminal Justice Commission
- Arizona Peace Officers Standards and Training Board
- Arizona Prosecuting Attorney's Advisory Council
- Apache Junction Police Department
- Avondale Police Department
- Buckeye Police Department
- Glendale City Court
- El Mirage Police Department
- Gilbert Police Department
- Maricopa County Prosecutor's Office
- Mesa Prosecutor's Office
- Peoria Police Department
- Phoenix Police Department, Prosecutor's Office, and Family Advocacy Center
- Scottsdale Prosecutor's Office
- Sojourner Center
- Southwest Family Advocacy Center
- Tolleson Police Department.

Ms. Tenney discussed collaborative efforts with the AVON Program for Women and Justice. The project was started by the Honorable Sandra Day O'Connor as a means to address domestic violence issues. Collaborative efforts through PEP began with affinity group meetings with victim advocates. Following that, the AVON program conducted a survey of victim advocates and developed a report based on input received. The report determined victim advocates felt more support was needed. Staff will work closely with the AVON program and with the Arizona State University Community Action Research Experience (CARE) Program to conduct further research. Ms. Tenney noted the importance of victim advocates and the ability to support them in their work will further help and support survivors of domestic violence.

Vice Mayor Osborne asked for further clarification of whom the training will address. Ms. Tenney advised previous training held in October was focused for law enforcement, prosecutors and crisis responders. The next phase will look at best practices to further assist them in the work they do. Vice Mayor Osborne inquired if training will include recommendations for surveying people moving through the system so that everyone conducting the surveys is following the same format. Ms. Tenney advised research obtained through work conducted by the CARE intern will help to identify what is working well and to gain input on the best way to gather additional information. Work will also include conducting focus group with survivors. Vice Mayor Osborne commented the City of Goodyear was not included in the list of participants noting the City does not receive STOP Grant funding. Ms. Tenney clarified the list of participants are the formal partners that either signed the Memorandum of Understanding (MOU) the STOP Grant.

MAG Continuum of Care Regional Committee on Homelessness

Brande Mead, MAG, addressed the Committee. She advised that the MAG Continuum of Care Regional Committee on Homelessness has coordinated and conducted an annual street count since 2002. Results are released each year. Last year, the count was conducted at the end of January and released later in the year. Concern was raised in regard to the methodology used for conducting the count and the manner in which the information was released to the public.

The Continuum met with service providers, stakeholders and street count coordinators to discuss the methodology and concerns from providers' perspectives. As a result, at the Continuum's meeting in November, the Committee determined not to conduct the street count this January, but to focus efforts on refining the methodology. A formal street count working group was formed. They will be researching the methodology used in the past, strengths, challenges, and best practices. The street count working group includes coordinators from across the region as well as members of the Continuum and service providers. The first meeting was held on January 24th; they will be meeting on a monthly basis. Ms. Mead expressed excitement about the opportunity to review the methodology in preparation for the count that will take place in January 2013.

Vice Chair Osborne inquired about the Department of Housing and Urban Development (HUD) requirements for the street count. Ms. Mead advised HUD requires a street count to be conducted every other year and are not requiring a count in 2012. Street counts are to be conducted in odd number years. Beyond that, it is up to the Committee to determine if they wish to conduct a count on an annual basis. Ms. Mead advised she spoke with MAG's consultant to ensure that not conducting a street count would not have a negative impact on the Continuum's application to HUD for funding.

A homeless shelter count was conducted on January 24th. Ms. Mead noted there are some changes that have occurred. Previously, the count was a paper survey conducted through the Department of Economic Security. The process has been improved and is now conducted through the Homeless Management Information System (HMIS) for those shelter providers that are entering information into HMIS. For those not using HMIS, they received an electronic survey. Information will be collected and combined with HMIS data. The count includes emergency, transitional, and permanent supportive housing. Ms. Mead noted the count also includes numbers from the overflow shelter.

5310 Elderly Individuals and Individuals with Disability Transportation Program Committee

Ms. Gaisthea reported the 2012 5310 Elderly Individuals and Individuals with Disability Transportation program application process is underway. Section 5310 capital programs provide funding for accessible vehicles and mobility management projects. MAG, the Arizona Department of Transportation (ADOT), and the City of Phoenix, are continuing collaboration efforts on training and the grant application process.

The workshop for the Section 5310, 5316 Job Access and Reverse Commute, and 5317 New Freedom Programs, was held at MAG on January 12, 2012. Forty-seven participants attended. Ms. Gaisthea advised there are 23 agencies applying for 5310 funding, including three new agencies. The application process has changed to an online process. The

application is offered online on ADOT's website. Ms. Gaisthea advised a technical assistance webinar is being offered on January 26, 2012 at 10:00 a.m. She noted all three programs now fall under a new Coordinated Mobility application program. The deadline for 5310 grantees to submit applications is February 17, 2012. Applications are due to the MAG office by noon.

Ms. Mead advised the Elderly Persons and Persons with Disabilities Committee will receive the applications and training on February 22, 2012 and will interview applicants on March 21, 2012 in efforts to prioritize agencies' requests. The prioritized rankings will then proceed through the MAG approval process.

Chair Nowakowski thanked staff for offering updates on activities of the MAG human services committees.

10. Committee Member Human Services Updates

An opportunity was provided for the Committee to share updates from their respective cities. Ms. Lloyd advised the Tempe Community Council participated in the Mayor's run through the PF Chang's Rock and Roll Marathon. Tempe Community Council ran with a team of 20 participants that was part of the larger Mayor's team. The team raised close to \$17,000. Ms. Lloyd said the event was very successful and encouraged other communities to consider participation.

Vice Chair Osborne reported on the Youth Action Council trick or treat for canned food. They raised a truck bed of canned food through their efforts. They also partnered with the City of Goodyear and held a Christmas sock tree. The sock tree at City Hall and the YMCA collected 1,000 pair of socks for the homeless youth connection within a two-week period. In partnership with a church, they put together 55 shoe boxes filled with necessities for homeless people. Vice Chair Osborn said she is proud of their efforts noting they were small things but together, those types of different connections make a difference.

11. Request for Future Agenda Items

Committee members were given an opportunity to request topics or issues of interest for discussion at a future meeting. Vice Chair Osborne requested an updated from the Planning for the Next 100 Years forum. Councilmember Finter requested the opportunity to speak with staff and obtain feedback on what the City of Mesa can do to address the challenges facing the homeless population in Mesa.

Mayor Marie Lopez Rogers, City of Avondale, requested a legislative update and timeframe noting legislation coming forward that will affect the human services community. Ms. Mead advised a written update will be requested from Tim Schmlatz, Protection Arizona's Families Coalition (PAFCO).

Chair Nowakowski recommended the Committee have a tour of the Human Services Campus with the possibility of holding a future HSCC meeting at the campus. He said it is very impressive to see many different services working under one roof. He suggested having one site visit per year if the Committee is open to this recommendation. Vice Chair Osborne

noted site visits offer a great opportunity to visit places that are being discussed in meetings. She said it offers a greater perspective. Ms. St. Peter offered to coordinate this effort.

Chair Nowakowski thanked everyone for their input and attendance. The meeting adjourned at 11:00 a.m. The next MAG Human Services Coordinating Committee meeting is scheduled for April 25, 2012 at 10:00 a.m. in the Cottonwood Room at the MAG Office.