

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES TECHNICAL COMMITTEE
MEETING MINUTES - NOVEMBER 10, 2011

COMMITTEE MEMBERS

Tim Cole for Deanna Jonovich, City of Phoenix, Chair
Scott Klapp for Mary Berumen, City of Mesa
*Kyle Bogdon, DES/ACYF
*Krista Cornish, Town of Buckeye
+Naomi Farrell, City of Tempe
Laura Guild, Arizona Department of Economic Security
Jeffery Jamison, City of Phoenix
Jim Knaut, Area Agency on Aging
Margarita Leyvas, Maricopa County, Vice Chair
*Joyce Lopez-Powell, Valley of the Sun United Way
Pradeep Pesari for Steven MacFarlane, City of Phoenix

*Jayson Matthews, Tempe Community Council
*Joy McClain, City of Tolleson
*Leah Powell, City of Chandler
+Cindy Saverino, Arizona Department of Economic Security
*Sylvia Sheffield, City of Avondale
+Carol Sherer, Arizona Department of Economic Security/DDD

OTHERS PRESENT

Rachel Brito, MAG
Amy St. Peter, MAG

+Those members present by audio/videoconferencing.
*Those members neither present nor represented by proxy.

1. Call to Order
Vice Chair Marge Leyvas, Maricopa County Human Services Division, called the meeting to order at 1:08 p.m. Attendance was taken.
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 September 8, 2011 HSTC Meeting Minutes
Vice Chair Leyvas called for a motion to approve the September 8, 2011, meeting minutes. Jeffrey Jamison, City of Phoenix, motioned to approve the minutes. Laura Guild, Arizona Department of Economic Security, seconded the motion. The motion passed unanimously.
4. Municipal Aging Services Focus Group
Vice Chair Leyvas invited Amy St. Peter, MAG, to offer an update on the MAG Municipal Aging Services Project (MASP); the draft survey and planning for the upcoming conference. Ms. St. Peter said the first phase of the project which included an inventory of services supported by local government was completed earlier this year. The project is midway through the second phase. Nineteen focus groups were conducted with more 200 participants. A considerable amount of data was received from the focus groups. Additionally, 135 interviews were conducted of older adults and agencies serving older adults earlier in the process. Information gathered from

the interviews identified transportation and social participation as two specific areas of concern. The focus groups provided more opportunity to further identify the impact and potential solution for these issues.

Focus groups were conducted in three different languages and four different cultures. Ms. St. Peter acknowledged Rachel Brito, DeDe Gaisthea, and Leila Gamiz for their efforts facilitating focus groups. Ms. St. Peter referenced the MASP Focus Groups Results available in the meeting materials. The narrative offers additional feedback on the focus group discussions. Ms. St. Peter noted older adults age 65+ most attended senior centers. Many of the focus groups were held at senior centers; one was held at a place of worship. The project impacts people of various socioeconomic statuses. The message from participants is that they want to see changes, they do see local government taking an active role in these changes, and they are appreciative of the assistance they are receiving.

The original proposal for the project includes funding for a community forum. Staff has requested to move additional funding to that line item to allow for a bigger event. The goal would be to reach more people and involve participants from the focus groups. Carol Sherer, Arizona Department of Economic Security, said she participated in a focus group and found it to be a tremendously good experience. She acknowledged staff for their efforts. Ms. St. Peter commented that participants felt they were being listened to and information gathered will be helpful moving forward.

Ms. St. Peter presented a draft survey that will be used for additional community engagement. The survey is aimed at people age 55 years and over. She noted people age 55 to 65 years do not necessarily identify themselves as older adults; however the survey will help predict future needs. The survey will be administered to a sample size of 1,000 people in Maricopa County via telephone and mail. Advance notice by telephone will inform people of the survey. Calls will be made to follow-up with participants to ensure a good response rate. A draft cover letter for the survey has been forwarded the Chair and Vice Chair of the MAG Human Services Coordination Committee (HSCC) for review and approval. The survey is expected to be distributed within one week.

Ms. St. Peter said the survey builds from information received from the interviews and focus groups. It is estimated participants will need 10-15 minutes to complete the survey. The demographic questions are optional. Participants will be provided with a return envelope. Vice Chair Leyvas recommended including the confidentiality statement on all pages; rather than on the last page only. Laura Guild, Arizona Department of Economic Security, inquired whether the survey will also be produced in Spanish and for what reading level the survey was developed. She questioned how some of the terms and/or questions will be responded to by a broader audience. Ms. St. Peter said she trusts the survey was developed with this in mind but will confirm if that is the case.

Ms. St. Peter advised a question was posed to Ron Vine, ETC Institute, inquiring whether having a return address in Kansas might deter people from participating. Mr. Vine informed staff that the ETC Institute has conducted twelve surveys in this region and have had a good response rate. He suggested if the surveys were returned to MAG, confidentiality might be perceived as being breeched. Jim Knaut, Area Agency on Aging, recommended making a clear distinction between a community center and a senior center. He noted the City of Tempe has a senior center within a larger community center. Ms. St. Peter offered to follow-up with ETC Institute on areas of concern noted: confidentiality statement, Spanish translation, the reading level, and the distinction between a community center and a senior center.

Ms. St. Peter advised the original budget for the conference was \$5,000; however staff requested increasing the budget to \$15,000 to expand the event to a greater level. Tentative plans include offering three different tracks for participants: local government, non-profit/faith based, and resident. Ms. St. Peter reviewed the format for the day and requested input on topics, speakers, or potential conflicts. The tentative date is for the conference is Tuesday, January 31, 2012. Vice Chair Leyvas asked for a motion from the Committee. Ms. Guild made a motion to approve the next steps, the survey and concept for the conference. Mr. Knaut seconded the motion. The motion was passed.

5. Social Services Block Grant (SSBG)

Vice Chair Leyvas asked Ms. St. Peter to provide an update on the target group fact sheets and the service ranking exercise. Ms. St. Peter thanked everyone for their assistance in developing the SSBG allocation recommendations. Each year, fact sheets are developed for the following groups: Adults, Families and Children (AFC); Persons with Developmental Disabilities (DD); Elderly (ELD); and Persons with Disabilities (PD). Ms. St. Peter provided an overview of each group noting this year's allocation process is similar to the process used in previous years.

The updated fact sheets were provided in the meeting materials. Ms. St. Peter noted additional Homeless Management Information Systems (HMIS) data is pending. She acknowledged Ms. Sherer, Mr. Knaut and MAG intern Jamie Bakosh for the assistance and efforts. Updated fact sheets will be distributed once complete. Ms. St. Peter reviewed the timeline approved by HSTC that was recommended for developing the allocation recommendations. She advised the Committee that HSCC met in October, but lost quorum prior to addressing this item on the agenda. The information was sent to HSCC members. Considering there were neither questions nor concerns from HSCC, staff is moving forward with the process.

In November, HSTC will vote on the final target group fact sheets and initiate the service ranking exercise. The service ranking exercise follows the same process used to develop the FY 2011 allocation recommendations. The service ranking exercise is provided by target group and does not include services that were not recommended for funding by this Committee.

Results from the service ranking will be using in conjunction with the funding formula to develop the recommendations. Ms. St. Peter advised the formula will distribute more dollars to services that have been ranked higher and will reduce funding for services that are ranked lower. Vice Chair Leyvas requested the ranking exercise be made available electronically. Scott Klapp, City of Mesa, requested results from the prior year exercise also be provided to the Committee. Ms. St. Peter noted pending data for Adults, Families and Children and the Disability fact sheets. Jim Knaut, Area Agency on Aging, will provide wait list data updates for the Elderly fact sheet.

Vice Chair Leyvas asked for a motion from the Committee to approve the target group fact sheets acknowledging pending information and approval of the service ranking exercise. Ms. Sherer made a motion to recommend approval of the target group fact sheets and service ranking exercise as part of the process to develop allocation recommendations for the FY 2013 Social Services Block Grant. Jeffrey Jamison, City of Phoenix, seconded the motion. The motion was passed.

6. Leadership Human Services Tours

Vice Chair Leyvas invited Ms. St. Peter to provide an update on the Leadership Human Services Tours. Ms. St. Peter said the project is included in the Unified Planning Work Program for FY 2012. The goal is to raise awareness with community leaders and elected officials about human services to ensure a good understanding of key issues. The Leadership Human Services Tours stakeholder group met on November 4, 2011. A draft outline for the project was developed for the Committee's review and consideration. The project will focus on basic principles, and will not promote one single area or one specific issue. It will be representative of the entire region.

Ms. St. Peter discussed Annual Advances that were held in the past by members HSTC and HSCC. Each year, this provided an opportunity to review community needs and work toward coordinated efforts. Annual Advances were discontinued for a number of reasons. It was noted Annual Advances did not include participants from other MAG Human Services Committees. Ms. St. Peter advised representation on HSTC and HSCC has also been reduced due to occurring changes. Both Committees should be representative of the region and engage as many cities as possible.

Staff is proposing a full day event that would cover a broad view of human services issues. The event would include workshop presentations, a luncheon with a keynote speaker, and an opportunity to participate in different afternoon tours. Community leaders and newly elected officials would be invited to attend the event to help orient them about human services needs and issues. Ms. St. Peter asked for input from the Committee. Mr. Jamison recommended encouraging agencies to bring in clients who would effectively communicate the human services issues. Ms. Sherer recommended conducting home visits as an option. Home visits would be supported by and scheduled through a coordinator. Vice Chair Leyvas expressed concern over limiting

tours to the Phoenix area due to logistics. She requested a concerted effort to having agencies from across the county offer presentations during the event.

Mr. Knaut expressed concern over the limited community representation on the HSTC and wanting to see more of the outlying communities support the concept for the event. He also noted challenges associated with staff being able to participate. Ms. Guild inquired who would be invited to attend the event. Ms. St. Peter advised a list of potential attendees has not been developed.

Vice Chair Leyvas asked for more clarification on the day's events and opportunities for agency presentations. Ms. St. Peter further discussed plans for the event. Mr. Knaut recommended using the morning session to identify things that can be improved. He recommended surveying participants to gather more input.

The Committee discussed potential conflicts if the event were held in late January. It was noted the conference for aging will be held on January 31st; the Centennial celebrations will be held in February. Ms. St. Peter offered to look at dates later in the year, possibly early March. Staff will work toward having presentations from agencies where it would logistically not be possible to offer tours. The draft outline will be revised and redistributed to the Committee for further feedback. A recommendation was made to hold the event on a Monday or a Friday to plan around legislative activities. Vice Chair Leyvas noted this item will be placed on hold until the Committee has had an opportunity to review the revised outline.

7. Request for Future Agenda Items

Committee members were given an opportunity to suggest topics or issues of interest they would like to have considered for discussion at a future meeting. Items noted include a presentation from Valley of the Sun United Way to report on the Hunger-Free Committee's Plan for Maricopa County. A report will be offered at the December 7, 2011 meeting.

Vice Chair Leyvas requested a high-level status report of federal legislation that can affect human services funding. She noted CSBG and Older American dollars as examples. Ms. St. Peter offered to coordinate a future report for the Committee.

8. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events. Ms. Sherer advised the Department of Developmental Disabilities (DDD) has received the redistricting map dividing Maricopa County into three separate districts. The East County is combined with most of Gila and Pinal counties. The Central district is the central area; the West district reaches out to other county borders.

Ms. Sherer offered to share the map reflecting the district each area will be assigned to. She advised she will remain the representative for DDD and there will also be new staff in each district. Vice Chair Leyvas requested Ms. Sherer provide the

redistricting map so it may be distributed to the Committee. Ms. Guild inquired whether the changes will affect the fact sheets. Ms. Sherer said the overall numbers will not be affected; they will only change within separate districts.

Vice Chair Leyvas advised Maricopa County is scheduling intake events for people applying for Low Income Home Energy Assistance Program (LIHEAP) assistance. Intake events have been held in Avondale and in Buckeye. Seventy to 80 applications were accepted each day. The next intake events are scheduled in Sun City on January 19, 2012, and February 16, 2012. Additional information will be provided for pending events in Surprise and in the East Valley.

Vice Chair Leyvas shared information about the “Show We Care” Holiday Tree. The holiday gift giving project is for seniors who live alone and/or without close family. The holiday tree follows the concept of the Holiday Angel tree. It is located on the third floor lobby of the Security Building. Anyone who would like to participate in Show We Care is asked to pick a card from the tree and return the unwrapped gifts by December 5, 2011. Staff will deliver all items before the holiday. Vice Chair Leyvas commented requests for items such as slippers, a robe, or a book, are now geared toward gift cards from to purchase food or prescriptions.

9. Adjourn

The meeting adjourned at 1:58 p.m. The next meeting is scheduled for Wednesday, December 7, 2011 at 1:00 p.m.