

Maricopa Association of Governments  
Human Services Technical Committee  
Meeting Minutes  
April 15, 2004

TECHNICAL COMMITTEE MEMBERS  
ATTENDING

- |  |  |
|--|--|
| *Patrick Tyrrell, City of Chandler, Chairman<br>Judy Bowden, Mesa United Way<br>Joan Ellis, DES  | *Sylvia Sheffield, City of Avondale<br>Linda Snidecor, City of Goodyear  |
| *Moises Gallegos, City of Phoenix<br>Steve Wise for Kate Hanley, Tempe<br>Community Council<br>Carl Harris-Morgan, Town of Gilbert                                 | *Mary Jo Swartz, DES/CSA<br>Judy Tapscott, City of Tempe   |
| *Connie James, City of Scottsdale<br>Mindy Wakefield for Jeannie Jertson, Human<br>Services Department<br>Jim Knaut for Mary Lynn Kasunic, Area<br>Agency on Aging | *Paige Thomas, Glendale Human Services<br>Council<br>Wayne Tormala, City of Phoenix, Vice Chair  |
| *Barbara Knox, DES/RSA   | *Margaret Trujillo, Value Options  |
| *Ramon Leon, El Mirage Community<br>Service Program  | *Neal Young, City of Phoenix   |
| *John Paul Lopez, City of Tolleson<br>Joyce Lopez-Powell, VSUW   |  |
| *Dan Lundberg, City of Surprise<br>Jose Mercado for Doris Marshall, City of<br>Phoenix   | <u>OTHERS PRESENT</u>  |
| *Kyle Moore, DES/ACYF<br>Susan Neidlinger, DES/DDD   | Celeste Adams, Save the Family<br>Nichole Ayoola, City of Mesa<br>Joy Carter, MAG<br>Debra Determan, MAG<br>DeDe Gaisthea, MAG<br>Vic Hudenko, Consultant<br>Lisa Kleinpeter, City of Tempe<br>Norma Quevedo, City of Surprise |
| *Sandra Reagan, Southwest Community<br>Network,  | *Those members neither present nor represented by proxy.<br>+Those members present by audio/videoconferencing.   |

1. Call to Order

Acting Chair Steve Wise, Tempe Community Council, called the meeting to order at 1:20 pm. Mr. Wise led in the introductions.

2. Approval of March 18, 2004 Joint Human Service Technical Committee Minutes

HSTC March meeting minutes will be presented for approval at the next HSTC meeting in May.

### 3. Community Vital Signs Data Partnership

Acting Chair Steve Wise introduced Rita Walton, Information Services Manger, MAG, and Debra Determan, Human Services Manger, MAG, who gave a presentation on the Maricopa Regional Community Vital Signs partnership. Ms. Determan discussed how human service providers can use the information that the data partnership provides. The information compiled by the data partnership was reviewed by an advisory group and funded by American Express, the AZ Republic and the Valley of the Sun United Way. Information includes data regarding demographics, regional well-being and civic engagement, education, employment, housing and crime. This information is not comprehensive and draws no conclusions, allowing the user to draw their own conclusions about the data. The displays are user friendly and include charts, graphs, tables, maps, and a review of the findings.

Ms. Walton reported about how maps can be used for data analysis. Information can be overlaid on maps to identify “hot spots” for needed services by giving the user the opportunity to analyze supply and demand by area. There is also interactive mapping on the MAG website ([ims.mag.maricopa.gov/website/mag](http://ims.mag.maricopa.gov/website/mag)) where the user can choose the data that is displayed. Analysis can either be done by census tract or regional analysis zones. The user can also use thematic mapping to identify the variables and the intervals that are studied.

Judy Tapscott, City of Tempe, commented that this is great information and that it will be useful in the future. Acting Chair Steve Wise asked the presenters how much special help and staff capacity is available for the on-line mapping. Ms. Walton stated that MAG staff can print reports for member agencies using the database. Ms. Walton responded that member agencies can get help through MAG for many projects and that outside organizations could be served on a consultant basis if they are not affiliated with a member agency.

Ms. Determan informed everyone that there are more Community Vital Signs publications available at MAG if anyone needed extra copies and thanked the United Way for all of their help with this process. To find a PDF copy on line of Community Vital Signs, use the direct link of ([www.mag.maricopa.gov/detail.cms?item=3531](http://www.mag.maricopa.gov/detail.cms?item=3531)).

Acting Chair Steve Wise asked what is planned for future Community Vital Signs and are updates to the publication being considered. Ms. Determan reports that the partners will meet again to discuss future steps. Ms. Walton stated that one goal may be to have more of the information available on the web rather than create another publication.

### 4. East Valley Needs Assessment/West Valley Needs Assessment

Acting Chair Wise introduced Nichole Ayoola, City of Mesa Human Services Coordinator, who gave an update on the East Valley Needs Assessment (EVNA). Ms.

Ayoola reports that Ms. Determan initiated the creation of the project about 1.5 years ago. An advisory committee was formed that developed a process where each city polled it's own citizens to ask what they do well in the community and what they can do better. The East Valley Needs Assessment is included in the Mesa United Way's annual report, the Business Journal and was distributed at the East Valley Needs Assessment summit held in November of 2003. The next steps include inviting discussions about funding, gaps in service and creating a more coordinated RFP process to decrease a duplication of efforts. The Advisory Committee will likely have another meeting in the summer or early fall to discuss the progress regarding the findings of the EVNA. In this meeting, the partners will discuss strengthening services to the community, such as the Earned Income Tax Credit Program and the Utility Builder Program, as well as other human service concerns. Jim Knaut, Area Agency on Aging, asked how to get more copies of the EVNA. It was reported that the complete copy of the EVNA is available on any of the partners' websites in printable format. You can find the EVNA on the MAG website at [www.mag.maricopa.gov](http://www.mag.maricopa.gov) within the human services publications.

Acting Chair Wise asked about the West Valley Needs Assessment. Ms. Determan reports that after discussing the possibility with the West Valley City Managers and Mayors it was recommended to convene a stakeholders' group plans to meet to discuss future plans. Ms. Lopez-Powell reports that Valley of the Sun United Way are developing a community scan and are anticipating that baseline results will be out in December 2004.

Ms. Ayoola reports that the EVNA has resulted in the Scottsdale and Mesa Housing Departments planning a joint board meeting to discuss how to collaborate on applications for funding.

Acting Chair Wise reported that these assessments are helpful for providing additional information to the community regarding human service issues.

Jose Mercado, City of Phoenix, asked if the needs that are reflected in the assessments are being met by funding sources such as the Social Services Block Grant (SSBG). Ms. Determan stated that the ongoing public input is valuable and should be gathered annually and then determine if the SSBG allocations are being utilized in the most needed area of human service delivery.

##### 5. 2004 Homeless Street Count

Acting Chair Wise introduced Victor Hudenko, MAG Associate, who gave an update on the results of the MAG annual street count. Mr. Hudenko began by giving a brief background about himself, stating that he has worked with the United States Department of Housing and Urban Development (HUD) in the area of homelessness and the GAPS analysis. Mr. Hudenko assisted with Arizona's annual street count this year. HUD requires that regions conduct a street count of unsheltered individuals and families at least once every three years to receive funding. Maricopa County has

chosen to do one per year and there has been some discussion about the possibility of doing two street counts per year. Before presenting the results, Mr. Hudenko gave a number of cautions about the data. One caution is that the data is not completely accurate due to the fact that it is difficult to find unsheltered homeless individuals and therefore the data may be missing a number of people. To help with this problem, Terros recruited homeless individuals to help with the street count in Phoenix and participate in all stages of the planning process. Other cautions are that the process for counting unsheltered homeless individuals and families has been different every year, and that there have been a different number of municipalities participating each year. More municipalities have participated this year than in previous years. These numbers are used in the HUD application to determine trends in unhoused people. There were three regional street count meetings, one in the east valley, and one in the west valley and one in Phoenix. Each community conducted the street count as they saw fit. Many communities enlisted the assistance of their police departments. The City of Phoenix gathered information regarding chronic homelessness, which is defined as anyone that is disabled and has been homeless for a year or homeless three times in the past four years.

Mr. Mercado asked how the homeless individuals and families were identified. Mr. Hudenko reported that most of the municipalities conducted a visual count. Mr. Knaut asked if anyone had compared the data to other years. Mr. Hudenko replied that the trends seem to show that homelessness is decreasing, but the previous cautions mentioned regarding the data cause this to be an uncertain conclusion. The next count may be done in January to allow more time for the data to be analyzed for the HUD application. Mr. Wise reported that often there is an issue in the municipalities about having enough staff coverage to perform the street counts. Mr. Hudenko reports that HUD is working on a manual about how to conduct a street count. Ms. Determan asked Mr. Hudenko to comment on when the next GAPS analysis will be released. Mr. Hudenko reported that the HUD supernofa's anticipated release is the beginning of May so the next GAPS analysis process may start in June. Ms. Determan invited everyone to participate in the GAPS analysis and Mr. Hudenko added that HUD looks participation when scoring the application.

6. 2005 Elderly and Persons with Disabilities Program 5310

Acting Chair Wise introduced Joy Carter, MAG staff, who presented on the Ad Hoc 5310 committee's ranking and rating process and results. Ms. Carter reported that the Federal Transportation Administration (FTA) provides funding through section 5310 for capital assistance to agencies that provide services to people that are elderly and/or disabled. Capital assistance includes vans, lifts and radios for the vans. MAG convenes an ad hoc committee that consists of members from various areas of the county. Sixteen applications were received and one was received late and was therefore not considered. Eighteen van requests were reviewed and approximately \$2.1 million in funding statewide is available. These funds are divided between FTA formula funds and federal Surface Transportation Program Flexible Funds. The committee met in February to receive their instructions and again in March to

determine the final ranking. Two agencies had a low number of trips, so the committee suggested that they partner with other agencies to bring their trip numbers up. The committee also suggested meeting with Greg Kiely, the Program Administrator for the grant, to discuss some areas of the application that may be improved. The final rankings have been forwarded to the Arizona Department of Transportation for consideration in the statewide allocation process.

7. 2004 Highlighted Activities

Ms. Determan reviewed the results of the open-ended ballot distributed at the HSCC/HSTC joint strategic planning meeting. Ms. Determan reported that she had a meeting with Chair Patrick Tyrell, City of Chandler, and Vice Chair Wayne Tormala, City of Phoenix, to discuss the HSTC's direction. Vice Chair Tormala stated that he would like to begin a dialogue about how the HSTC can build on exciting issues agenda that will encourage participation. Acting Chair Wise suggested that the HSTC use the ballot results to help them determine what direction they would like to take. Ms. Tapscott stated that she would like to have the discussion again when more members are present because a lot of the issues that are central to human services deal with "working more with less." Carl Harris-Morgan, Town of Gilbert, stated that although there are a broad base of services and populations represented in the HSTC, there are issues that are being addressed that the HSTC can support, such as the Earned Income Tax Credit Initiative (EITC). Acting Chair Wise stated that community issues that focus on basic needs are a first priority for all communities. Vice Chair Wayne Tormala stated that the EITC may be a good case study for the HSTC regarding mobilization around an issue. Ms. Determan reported that she will put together a summary of what is being done in the community for the committee to review. Suggestions of the members included gangs & bullying, violence prevention in schools, immigration and affordable housing. Ms. Tapscott suggested that the issues raised at this meeting are summarized in to bullet points so that these they can be discussed further at the next meeting. Susan Neidlinger, DES DDD, suggested that experts in the areas that the HSTC chooses should be brought in to present at the meetings. Mr. Knaut reports that he would like to see more participation from the west valley. He also stated that because many of these communities are growing rapidly, perhaps the HSTC could outreach to the west valley and offer education about the funding process and/or possibly have a mentoring system for some of the newer programs. Ms. Determan reports that she believes that the west valley cities are adjusting to a regional approach due to rapid growth and because of this a lot of the people find themselves "wearing many hats." Mr. Harris-Morgan reports that he understands this issue and that perhaps participation will increase if people can be involved in parts of the process so that it does not seem overwhelming to them.

8. Call to the Public

There were no public comments.

9. Announcements

Vice Chair Tormala gave an update about the EITC. The number of people receiving the EITC and the amount of money that is going back in the community has increased substantially since last year's tax season. The EITC work group is starting to plan for next year's campaign and is looking into financial literacy and community ownership. Vice Chair Tormala reports that EITC is using the model of the three pillars for building wealth, which are EITC, AHCCCS, and food stamps. Approximately twenty thousand families are eligible for food stamps but do not receive them. The EITC is also working on educating people about food stamps and working towards removing the stigma associated with receiving them.

Mr. Harris-Morgan will discuss some information that he will receive regarding affordable housing at the next meeting to give the HSTC additional information in the event that they choose that direction.

10. Adjourn

The meeting was adjourned at 3:45 pm. The next meeting for the **Human Services Technical Committee is scheduled for Thursday, May 20, 2004 at 1:00 p.m. in the Cholla Room** at the MAG offices.