

MARICOPA ASSOCIATION OF GOVERNMENTS  
CONTINUUM OF CARE PLANNING SUBCOMMITTEE  
MEETING MINUTES  
FEBRUARY 23, 2009

Members Attending

Theresa James, City of Tempe, Chair  
Greg Boone, Labor's Community Service Agency  
Robert Duvall, Community Information & Referral  
Richard Geasland, Tumbleweed  
Katie Hobbs, Sojourner Center  
Tim Cole for Deanna Jonovich, City of Phoenix  
\*Nick Margiotta, Phoenix Police Department  
Elizabeth Morales, AZ Behavioral Health Corporation  
\*Linda Mushkatel, Maricopa County  
Darlene Newsom, United Methodist Outreach Ministries  
Amy Schwabenlender, Valley of the Sun United Way  
Laura Skotnicki, Save the Family  
\*John Wall, Central Arizona Shelter Services  
\*Lisa Wilson, City of Mesa

\*Diana Yazzie Devine, Native American Connections

Others Present

Colleen Byron, ASU  
Rachelle Hovel, ACEH  
Mattie Lord, ADES/CPIP  
Nancy Marion  
Stacy Miller, Recovery Innovations of Arizona  
Lora Reid, VSUW  
Jacki Taylor, ACEH  
Michelle Thomas, CIR  
Cathy Tompkins, Catholic Charities  
Margaret Trujillo, MgTrujillo & Associates  
Tiffany Witaker, Southwest Behavioral Health  
  
Brande Mead, MAG  
Rachel Brito, MAG

\*Those members neither present nor represented by proxy.

+Present by audio or videoconference.

1. Call to Order and Introductions

Chair Theresa James called the meeting to order at 2:05p.m. She requested Committee members and guests join in a moment of silence for the victim of a shooting at the Central Arizona Shelter Services (CASS).

2. Call to the Audience

Audience members were given an opportunity to address the Planning Subcommittee. No public comments were made.

3. Approval of October 28 , 2008 Meeting Minutes

Chair James called for a motion to approve the October 28, 2009 meeting minutes. Richard Geasland, Tumbleweed Center for Youth Development made a motion to approve the minutes as presented. Robert Duvall, Community Information and Referral seconded the motion. The motion passed unanimously.

#### 4. 2009 Homeless Street Count

Brandee Mead, MAG, provided preliminary results of the 2009 Homeless Street Count. She said all numbers have been collected and are currently being verified with street count coordinators. Preliminary results reflect an increase of homeless individuals from 2008 to 2009. Ms. Mead said smaller cities and towns, excluding Phoenix, have reported either a large increase or decrease which balances the numbers. Ms. Mead said she and Tim Cole, City of Phoenix, have met with representatives from the east and west valley to discuss implementing a model similar to the City of Phoenix. She said a couple of cities have tried the new model but as far as a change in numbers, the impact has been minimal. Ms. Mead said a press release will be distributed once the information has been confirmed with street count coordinators.

Ms. Mead thanked the Department of Economic Services (DES) for their work on obtaining shelter counts from throughout Arizona. She said the deadline for reporting was February 6<sup>th</sup>. Ms. Mead asked shelters who have not reported their count to submit their information to Mattie Lord, DES, as soon as possible. Ms. Mead said last year she had hoped to do a joint press release regarding the homeless street count and DES shelter count numbers to show a broader picture of the need for housing. Ms. Mead said the increase reflected this year may be due to families that are experiencing homelessness for the first time. She said such families will often stay with other family or friends therefore the greater need may not be reflected accurately.

Chair James thanked Ms. Mead for her report. She acknowledged introductions were overlooked at the beginning of the meeting and introductions ensued.

#### 5. Regional Plan Implementation Summit

Ms. Mead reported on the plans for the Regional Plan Implementation Summit scheduled for April 20, 2009. She said a *save the date* notice was recently emailed and registrations for the event are being accepted. Ms. Mead said the keynote speaker is Mr. Robert Van Arlen, a nationally renowned speaker who has also written several books and is known internationally. Mr. Van Arlen will be taking the work from the previous summit regarding appreciative inquiry and moving it forward to get the group energized and focused on the regional plan. Ms. Mead encouraged everyone to look at Mr. Van Arlen's Web site [www.robertvanarlen.com](http://www.robertvanarlen.com).

Ms. Mead said asking Amanda Trosten-Bloom to return to the summit this year would be cost prohibitive. As such, she proposed having volunteers from the Planning Subcommittee serve as a smaller working group for the summit. She said five volunteers have agreed to meet directly after the meeting. They will be taking the lead in moving forward with the ideas collected from the larger group. Ms. Mead encouraged anyone interested in participating to stay for the meeting. She asked Subcommittee members to share their ideas on what outcomes they hope to see from the summit. Ms. Mead said the Implementation Summit is open to everyone in the community.

Elizabeth Morales, Arizona Behavioral Health Corp., said this is the first plan with real deadlines. She suggested discussing how to get everyone to take ownership and actively participate.

Greg Boone, Labor's Community Service Agency asked what was discussed last year. Ms. Mead said last year's focus was to develop the goals and action steps for the Continuum of Care Regional Plan. She said a group of stakeholders met for several months after the summit to develop the goals and action steps that are now included in the Regional Plan.

Mr. Boone asked if the Subcommittee should recommend continued focus on achieving the goals and action steps. Ms. Mead said that the summit will focus on implementation of the goals and action steps in the plan. The summit will be broken into five different focus areas and at the time of registration, participants are being asked to identify which focus group they want to be assigned to. She said once participants are assigned to a work group, they will review the action steps, the timeline, implementation of the goal, assigning responsibilities and engaging key people who have not been involved in the process. They will also look at ways to ensuring the goal is worked on and moved forward. Mr. Boone asked if the focus groups will be able to continue working on the goals and action steps after the timeline. Ms. Mead said completion dates for the goals and action steps have not been identified and are on hold until assignments have been made and commitment obtained from the key stakeholders.

Darlene Newsome, United Methodist Outreach Ministries, asked if the goals for the summit can be accomplished given the number of people that will be attending. Ms. Mead said the planning team will be discussing what needs to be accomplished during the workshop. She added a member of the planning team will be assigned to each focus group to help move the group to the next step.

Laura Skotnicki, Save the Family, asked if personal invitations had been sent to individuals identified in the initial plan. Ms. Mead said the planning team will brainstorm and follow-up with personal invitations to key individuals. As of this meeting, the only invitation distributed has been the electronic version. Ms. Morales suggested all Subcommittee members take responsibility in reviewing and identifying people that should be invited. She suggested asking them personally or by phone to ensure commitment.

Ms. Skotnicki asked if invitations should be sent to former homeless clients to get their input as well. Ms. Mead said the goals and action steps have already been developed and client feedback is included throughout the plan. She added clients are welcomed to attend however; the intent is to bring together the people who will implement the goals and action steps identified in the plan.

Mr. Geasland asked if a list of key people from the previous summit has been carried forward. Ms. Mead said a list of key people have been identified and will be contacted with a personal invitation. She asked if the Planning Subcommittee would like to be more involved in identifying key people or if that task can be left to the working group. It was determined the working group will seek input from the Planning Subcommittee if assistance is needed.

Ms. Skotnicki said she attended the National Alliance to End Homelessness Family Conference which addressed many funding issues including the new prevention dollars from President Obama's stimulus plan. She asked how funding cuts or increases affect the goals and action steps. Ms. Skotnicki said there were not a lot of people from Arizona in attendance at the conference. She expressed concern that the prevention funds will be made available quickly, but no planning for use of those funds has occurred. She suggested meeting prior to the summit to review the goals and action steps and determine if they are still feasible.

Mr. Geasland asked if there is an opportunity to determine how the new prevention funds will be distributed. Ms. Mead said she spoke with the local HUD office and was informed that the funding will be allocated based on a formula like Emergency Shelter Grant funding and distributed to the state, the county and several cities. Distribution is then decided by those groups.

Jacki Taylor, ACEH, said it is important to be aware that there will be funding through emergency food and shelter programs. The funds are then split between shelter, emergency shelter, hotel/motel vouchers and mortgage and rent assistance. She suggested it would be great for the Continuum to weigh-in on priorities.

Ms. Mead said although there are suggestions for how to spend the money, the timeline and amount of money is unknown at this time. Margaret Trujillo, MgTrujillo & Associates LLC, said given the short time constraints, it is a matter of communicating with different people at different levels so everybody has access in terms of current situations and what is being done.

Any Schwabenlender, Valley of the Sun United Way, expressed concern about the summit being broad and open to so many people. She said it is important that people who attend the workshop realize the expectation and work involved. Ms. Mead shared the idea of distributing packets and/or worksheets to the workgroups prior to the summit and following-up with everyone who registers to ensure they have a clear understanding of the expectations.

The question was raised as to why so many people can attend the luncheon yet not be expected to participate in the workshop. Ms. Mead said often individuals, such as elected officials, are able to attend the luncheon but are unable to commit their time for the workshop. However, she said having the "champions", those who commit to the work, attend the event will be key.

The Subcommittee further discussed the expectation for agencies, Committee members and key decision makers to participate and commit to following through on the goals and action steps. They felt the need for collaboration is very important. Ms. Mead said she had received clear direction from the Subcommittee and reminded everyone the planning group is open to anyone who wants to assist in the planning group.

## 6. 2009 Brown Bag Training Calendar

Chair James led a discussion on planning regional brown bag training sessions for homeless service providers in 2009. The Subcommittee reviewed each topic area and offered suggestions for trainers.

Ms. Schwabenlender asked who the target audience is for each training session. Ms. Mead said the trainings can be what the Subcommittee determines. She added the suggested topics were identified through a survey that was distributed among service providers. Thirty responses were received. With regard to the length of each session, Ms. Mead said the general response on the surveys was for one hour during lunch however, more time can be scheduled if needed.

#### SSI/SSDI Application Process

The first brown bag training session is scheduled for February 27<sup>th</sup>.

#### Employment Programs and Resources

The group suggested using someone that knows what effect the budget cuts will have on agencies. They also suggested using someone who will help agency clients maintain an edge over individuals with higher education and researching agency partnerships that can give longevity to those that are low-income. Another suggestion is to provide programs and resources for those with criminal backgrounds.

Recommendations for employment programs and/or trainers include:

- RSA
- Paige Finley, DHS
- A Ticket to Work
- Goodwill
- AWEE
- Phoenix Work Force Connections
- ABIL
- WIA programs
- Maricopa Skill Center

#### Developing effective outcome measures:

Ms. Robbins suggested reviewing the process used to develop outcome measures for First Things First. She will provide the name of the trainer.

#### Navigating the behavioral health system

Ms. Robbins suggested a crisis workshop on how to navigate the system with John Gallagher, Human Rights Advocate. She added Dr. Rogers Wilson, MD., has a good outcomes and recovery model on navigating the system. She said Path Outreach Teams is another option as well as CEO Dr. Richard Clark of Magellan. Ms. Morales said Nick Margiotta, Phoenix PD, is also a good resource.

#### Funding and sustainability of programs:

- Ms. Schwabenlender suggested a brainstorming session on what agencies are doing well; a discussion on best practices and non-traditional revenue sources.
- Grant writing; AZ Community Foundation has a good program on how to write successful proposals. Keep the focus positive and not just on budget cuts.
- Helpful meeting ideas could include the top 25 cost cutting ideas; things agencies can do without necessarily cutting personnel; diversifying funding base; cultivation of donor development. Ms. Newsome offered to assist with the brown bag.
- Piper Foundation
- Pullium Foundation
- Community funding collaborative; foundation grant proposal

Ms. Mead requested other topics or suggestion be emailed to her attention.

#### 7. Gaps Analysis Discussion

Ms. Mead took a moment to congratulate all Maricopa County McKinney Vento homeless assistance projects. She said HUD released the funding announcement and all new and renewal projects were funded including the highly competitive rapid re-housing project. Ms. Mead said only 23 other Continuum's received rapid re-housing project funds. Maricopa County scored in the top five of all projects across the country.

Ms. Mead said the Gaps Analysis Working Group had met twice during the application process to discuss unmet need in the community. She said the group felt the gaps analyses should be discussed more frequently throughout the year so there is a better understanding of the need. A packet of information used during those meetings was included in the handouts for Committee members to review and discuss. Ms. Mead asked for input on how the Planning Subcommittee could take ownership of conducting more frequent gaps analysis discussions. She advised Subcommittee members that HUD's calculation for determining unmet need was also included in the packet.

Ms. Morales suggested starting with a side by side comparison of what has been done in the past compared to the results to HUD's formula calculations.

Ms. Mead said one reason for not using HUD's formula is because of the way unmet need is calculated. For example, it asks for the number of people who are in emergency shelter that need transitional housing and the number of people in emergency shelter who only need emergency shelter. The Gaps Analysis Work Group is not currently assessing that so they would need to determine how to do that.

Subcommittee members questioned if the Continuum's application would be scored differently or penalized if it does not follow HUD's formula for calculating unmet need.

Ms. Schwabenlender asked if feedback had been received from HUD on the section of the application pertaining to unmet need. Ms. Mead said feedback had not been received and that HUD usually will hold a Web cast which will provide an opportunity to ask general questions. She added feedback is expected in a few weeks.

Robert Duvall, Community Information and Referral, commented that HUD may be relying more on HMIS in the future for determining unmet need rather than the current point-in-time counts.

The group discussed transitional and emergency housing and the need for additional questions to determine the applicable category to place people in for the HUD formula. Pertaining to goals, Ms. Mead said each provider has goals tied to self sufficiency. Committee members had additional questions about the percentage of people moving from emergency housing to transitional housing; addressing youth issues and rapid re-housing. Mr. Duvall suggested starting with program eligibility.

Ms. Mead said the group would have to determine which method to use moving forward and asked if the group could collectively develop criteria for each category. She said the previous group had met twice but suggested meeting monthly or every other month to begin working on this process.

Chair James said the people who attended the gaps analyses meetings would be asked to meet again. Ms. Mead summarized the Subcommittee's consensus to wait for feedback from HUD; then schedule a meeting to discuss. In the meantime, Ms. Mead will research other Continuums that have used HUD's model.

8. Comments from the Subcommittee

Ms. Schwabenlender thanked everyone who participated in the west valley Project Homeless Connect. The event included participation from 30 providers, 200 volunteers, and 60 homeless guests. Upcoming Project Homeless Connect dates are scheduled for March 24<sup>th</sup> in Phoenix, April 17<sup>th</sup> in Mesa and July 24<sup>th</sup> in Tempe.

Ms. Taylor informed the Committee that CASS will be open and accepting referrals in light of the shooting at the campus earlier in the day.

Ms. Marion informed Committee members that House of Refuge has space available to accept clients.

9. Adjourn

The meeting was adjourned at 3:31. p.m.