

**MARICOPA ASSOCIATION OF GOVERNMENTS
CONTINUUM OF CARE REGIONAL COMMITTEE ON HOMELESSNESS
MEETING NOTES
MAY 21, 2007**

MEMBERS ATTENDING:

Greg Stanton, Councilmember of Phoenix, Chair
* Roberto Armijo, Community Information & Referral Services
Kim Hohman for David Barnhouse, Governor's Office
*Maryann Beerling Thomas, New Arizona Family
*Judy Bowden, Mesa United Way
*Brad Bridwell, US Vets
*Kathryn Brown, AZ Dept of Corrections
Kendra Cea, APS
Amy Schwabenlender for Trinity Donovan, Valley of the Sun United Way
Steve Frate, City of Glendale, Councilmember
Theresa James, City of Tempe
Deanna Jonovich, City of Phoenix
Don Keuth, Phoenix Community Alliance, Co-Vice Chair
*Dan Lundberg, City of Surprise
Mark Holleran for Mike McQuaid, HSC
*Nick Margiotta, Phoenix Police Department
Carrie Mascaro, Catholic Charities
Tom Pynn for Terra Masias, Chicanos Por La Causa
Meggan Medina, AZ Dept of Housing
*Guy Mikkelsen, Foundation for Senior Living
*Carolyn Mitchell, Wells Fargo
Darlene Newsom, United Methodist Outreach Ministries
*Brenda Robbins, Department of Health Services
Laura Skotnicki, Save the Family
*Annette Stein, Maricopa County HS
Jacki Taylor, ACEH
*Margaret Trujillo, MG Trujillo Associates
*Mike Whalen, Councilmember of Mesa
*Mary Rose Wilcox, Maricopa County, Supervisor
*Ted Williams, AZ Behavioral Health Corporation

OTHERS PRESENT

Arleen Atkins, North Hills Church
Felicia Ayers, Care Direction
Michael Boos, Paz de Cristo
David Bridge, Central Arizona Shelter Services
Gwyneth Cowger, Advocates for the Disabled
Sunny Culbreth,
Rebecca Flanagan, U.S. Department of Housing and Urban Development
Charlene Flaherty, United States Interagency Council on Homelessness
Deborah Forbes Baker, Salvation Army
Randy Gearhart, Phoenix Shanti
Walt Gray, St. Vincent de Paul
Sherry Grau, Southwest Behavioral Health
Andy Hall, DES
Gloria Hurtado, City of Phoenix
Brittany Lane, Maricopa Association of Governments
Warren Leek, Maricopa County
Mike Levy, Nova
Mattie Lord, Arizona Department of Economic Security
Ric Mason, Labor's Community Service Agency
Brande Mead, Maricopa Association of Governments
Nancy Marion, House of Refuge East
Katie O'Dell, Word of Grace
Tom Pivonka, Homebase
Mary Kate Polin, Homebase
Steve Ringler, Tempe Community Action Agency
Nicole Schwegler, City of Phoenix
Amy St. Peter, Maricopa Association of Governments
Louisa Stark, Community Housing Partnership
Erik Strunk, City of Glendale
Michelle Thomas, YWCA
Amy Vogelson, Southwest Behavioral Health

*Diana Yazzie Devine, Native American Connections

*Those members neither present nor represented by proxy.

+Those members present by audio or videoconference.

1. Call to Order and Introductions

Chair Greg Stanton stated that due to a lack of quorum no action could be taken on any items presented on the agenda. He welcomed everyone and introductions ensued.

2. Call to the Audience

Gloria Hurtado stated that funding emergency overflow shelters were a countywide issue and that the City of Phoenix created a document to determine fair shelter cost. She stated she was grateful to Councilmember Lingner and Councilmember Stanton for supporting the issue. Ms. Hurtado proceeded to handout a document showing fair share costs of emergency shelter beds broken down by city. She said that in her opinion, emergency shelters should be supported by the entire community. She said she didn't feel that the lack of funding from cities had ever been addressed properly.

Ms. Hurtado also said that Central Arizona Shelter Services (CASS) is under pressure by their Board of Directors to get more money or they will be forced to close their men's overflow shelter. Mark Holleran stated that the community stepped up in 2005 to create the overflow shelter, which now houses an average of 335 men per night with 20 to 30 people turned away each night. He stated that the number of men turned away each night is likely to increase as the summer heats up. He said that under the direction of the board they can't continue to staff the overflow shelter unless they receive more funding. Mr. Holleran stated that under Arizona law, no one city is designated to support the overflow shelter. He said that House Bill 2608 proposes to utilize money from the lottery and give it to the Department of Economic Security to provide homeless assistance funding.

Councilmember Stanton then stated that since this was not an agenda item there could not be any action. He requested that the item be sent to the MAG Regional Council. He encouraged everyone to contact their legislature to support the additional \$5 million for homeless programs in the state budget.

3. Approval of the March 26, 2007 Meeting Minutes

No action could be taken.

4. Planning Subcommittee Report

Brande Mead, MAG, stated that the Planning Subcommittee meeting took place on Monday, May 14, 2007. She stated that they discussed the 2007 HUD Action Steps and Goals for the Continuum of Care McKinney Vento Application and took action on the Gaps Analysis recommendations from the Gaps Analysis Workgroup. Ms. Mead stated that United Methodist Outreach Ministries and the City of Phoenix provided an update on the Watkins Overflow Shelter.

Ms. Mead continued that Amy Schwabenlender, from the Valley of the Sun United Way (VSUW), discussed the ranking and review process facilitated by the VSUW and provided general feedback from the Ranking and Review Committee as well as suggestions for possible changes. She thanked Ms. Schwabenlender and Valley of the Sun United Way for facilitating that ranking process.

5. Approval of 2007 HUD Application Project Rankings, Goals, and Gaps Analysis

Amy St. Peter, MAG Human Services Manager, referred the Committee to the Continuum of Care Draft Goals handout. Ms. St. Peter explained that the goals being presented to the Continuum of Care Regional Committee on Homelessness were not the same goals that were presented to the Planning Subcommittee on May 14, 2007. Ms. St. Peter emphasized that the Continuum of Care is not any one person and the goals are intended to represent all of the agencies in the community, HUD funded or not. She said that the goals were very different than the ones the Subcommittee reviewed because the goals had become so watered down that they did not mean much. She acknowledged that she was very upset by the Planning Subcommittee meeting because she knew that the group lacked participation in the goal planning process and could do much better.

Ms. St. Peter continued that the new goals were the best efforts to represent efforts and plans underway in the community. The goals have measurable outcomes and respond to HUD's priorities. Ms. St. Peter pointed out that out of the seven lead agencies listed on the document only two receive HUD funding. She said that only one agency offered to be listed as a lead agency during the Planning Subcommittee meeting but staff was unable to use the goal.

Amy St. Peter explained that MAG staff plans to facilitate the goal setting process differently next year by developing a stakeholders group that will be charged with developing goals to recommend to the Committee. She reiterated that she is willing to look at the current process for improvement. She stated that she wants to represent all the good work that is going on in the community but that information needs to be shared with the group. When the call to action happens next year, she hopes that people will step up with measurable goals. Ms. St. Peter opened up the issue for discussion and asked that the members be honest and let the Committee know what isn't working with the current process.

Darlene Newsom stated she felt that there was confusion at the Planning Subcommittee meeting on the responsibilities of the lead person. She said that she didn't feel like people fully understood after it was explained to them. Ms. St. Peter stated that if people needed more information, they needed to ask for that at the meeting. Deanna Jonovich agreed that it would be beneficial to have work groups next year that could bring back drafts to the Subcommittee. She added that she felt the Planning Subcommittee was unprepared at the last meeting. Ms. St. Peter responded that the goals had been on agendas throughout the year. Ms. Jonovich asked if MAG staff had confirmed the new goals with the people listed as leads since the goals being presented

today were new. Ms. St. Peter replied that they had all been contacted and had affirmed their participation.

Brandee Mead stated that the Planning Subcommittee approved the numbers presented by the Gaps Analysis Work Group for recommendation to the Continuum of Care Committee on Homelessness. She explained that data were considered from many data sources and the recommended gaps analysis numbers are listed on the handout. Ms. Mead said that the type of bed and whether or not it is an individual or family bed was represented in different categories. She added that the Gaps Analysis Workgroup decided to increase the permanent housing beds to follow HUD's priority of permanent housing.

Gloria Hurtado asked if the increased need reflected an actual increase in the number of homeless people. Ms. Mead replied that there was an overall increase of 38 percent of individuals counted during the homeless street count. Ms. Hurtado asked if the increase in the street count was a result in better counting or if there was an actual increase in homeless individuals. Ms. Mead stated that it is hard to gauge whether or not it is from better counting or more people. She said that an increase in the number of people not able to access shelters reported by the CONTACTS shelter hotline was also considered. Ms. St. Peter said that HUD's priority on permanent housing contributed to the increase in the need for more permanent housing beds while the emergency and transitional beds leveled off. She added that the Gaps Analysis stakeholders group considered the number of people in emergency and transitional housing beds that may qualify for permanent supportive housing due to mental illness and/or substance abuse. In following HUD's priority on permanent supportive housing, these people could be moved from emergency and transitional housing into permanent housing. This increase contributed to the higher number of permanent supportive housing beds reflected in the Gaps Analysis. Ms. St. Peter also said the rapid population growth contributes to the increased need for housing homeless people.

Brandee Mead stated that the Valley of the Sun United Way again facilitated the Ranking and Review process for the HUD application. There were 50 applications including one new project. The new project recommended is from the Arizona Behavioral Health Corporation and will provide 86 new permanent housing beds for chronically homeless individuals with serious mental illness. The new project request is for \$1.3 million dollars. The total amount requested from all 2007 applicants is \$20,904,998. Ms. Mead thanked Amy Schwabenlender for facilitating the ranking and review process. Chair Stanton asked if staff thought that funding from HUD would be awarded similarly to last year. Ms. Mead replied that they are assuming that all projects being proposed will be funded. Chair Stanton said that there will be a Continuum of Care Executive Committee meeting to approve the goals presented.

6. 2007 Heat Relief Preparation

Warren Leek, Maricopa County, stated that the Department of Public Health took over the heat planning efforts for the County. Public Health met with the editorial board of the Tribune to gain more wide spread coverage of heat relief and planning. He

mentioned that the County had a brochure with information on the heat to be distributed to the cities, towns, sheriff's offices, human service events, Mexican Council and county agencies. Heat programs are based on information from the national weather services which makes its advisories on heat, humidity, cloud cover, time of year, and duration. Public Health will do surveillance of the hospitals and increase outreach with healthcare for the homeless. Human Services will do welfare checks and distribute water. He mentioned that veterinarians will assist pets and that the Salvation Army provides many services as well. He said that low demand shelters will be open to cool off individuals and that several cities and towns will be providing water and access to cooling.

Councilmember Steve Frate asked if there were public service announcements to promote checking on neighbors and to be aware of the heat. Mr. Leek stated that there were already public service announcements. Chair Stanton asked how many Salvation Army sites there were and Mr. Leek replied that there are seven.

Deanna Jonovich, City of Phoenix, stated that the Watkins Overflow program received a lot of support from the City of Phoenix Council and that they will be open on a year round basis. She stated that the Mayor conducted a press conference and requested assistance from businesses to donate water and will receive 110,000 bottles of water from Bashas, Safeway, and others. Ms. Jonovich stated that they are kicking off their summer respite program by requesting the donation of outreach teams, t-shirts, sunscreen, and heat relief networks with faith based and community-based agencies. They are collecting water and providing a cool place for homeless individuals to go, conducting wellness checks, awareness for vulnerable populations, and helping with refuge. Human Services is training all staff and the Fire Department is responding to heat related emergencies and has care teams going out every other week.

Arleen Atkins, North Hills Church, stated that one of the heat emergency reports last summer inspired her to set up a cooling place at their church. They found space in one of their buildings and had a fill the bus campaign for water and donations and put out a request for volunteers. They were able to provide food, showers, and clothing for 266 men, women, and children. Ms. Atkins stated that yesterday they had another fill the bus campaign and were able to overflow the bus with water. They also received enough cash donations to feed and clothe homeless individuals for the summer. She said it was one of the easiest things she has ever done. Chair Stanton asked what government could do to partner better with faith based entities. Ms. Atkins said that they needed to keep putting the word out there and to provide churches with guidance. She said a lot of churches declined to participate because they didn't know how to find resources.

Brande Mead said that MAG is producing maps again this year. Two maps are being developed. One will represent the collection and donation sites and the other map will represent respite and hydration locations. The maps will list all locations, phone numbers and times of operation on the back. Community Information and Referral agreed to direct those unable to find shelter to respite locations through the CONTACTS

shelter hotline. Ms. Mead said that Maricopa County Department of Public Health would also be distributing the maps to emergency departments throughout the county.

Chair Stanton asked if information was being provided to seniors about heat and their medications. Mr. Leek responded that they would make sure the information was distributed. Ms. Mead replied that the Department of Public Health plans on getting that information out and is accepting ideas for public service announcements. Meggan Medina asked how the maps were being distributed. Ms. Mead answered that they are distributing them at shelters, Community Action agencies, websites, and that they are willing to take suggestions on other key locations.

Mark Holleran asked how the general public would notify someone if they were concerned about a neighbor but did not feel it was an emergency situation. Ms. St. Peter suggested the non-emergency number for the police. Louisa Stark stated that in New York the letter carriers notify the proper agencies when something seemed amiss in homes on their route during heat emergencies. Ms. Stark said they have had great success with the program. Ms. Cea recommended using the number listed in the County's heat brochure.

7. Tempe Project Homeless Connect

Theresa James, City of Tempe, stated that Project Homeless Connect is a national best practice model which originated in San Francisco under the mayor's direction. She said that the intention of the Homeless Connect projects is to bring together diverse entities to provide immediate services to homeless individuals. She stated that immediacy and hospitality are essential. Ms. James said that it is very important to avoid appointments and referrals in the Homeless Connect process because of the difficulty the individuals have with follow-up appointments. She emphasized that respect for guests is essential. She said that each guest is paired with a volunteer to help guide him or her through the process.

Ms. James listed the Tempe Community Action Agency, Tempe Methodist Church, DES, CASS, Tumbleweed, Save the Family, and La Mesita as some of the partners at the Tempe Homeless Connect. Ms. James stated that the Homeless Connects will be taking place quarterly. She reported that 135 people were served in April, and 232 hours of volunteer time was provided. Mayor Holman and Charlene Flaherty presented the Presidential Award to Ihelp, an interfaith hospitality group. The next Project Homeless Connect will be held July 27, 2007. Ms. James stated that this Project is one of the most rewarding experiences she has ever had. Ms. James encouraged every community to host a Project Homeless Connect. She stated that many people want to help but do not know how to get involved.

Chair Stanton asked if she had thought of setting up a temporary court system as they do for the Veterans Stand Down. Ms. James replied that they had the Tempe Courts there to look up information for the guests at the event. They thought of having the Homeless Court there but that the requirement of having to be placed in a program for at least six months disqualified many of the guests. Charlene Flaherty congratulated

Tempe and Theresa James and stated the Tempe really has a best practice model and stepped up to the highest level of service.

8. Comments from the Continuum of Care Regional Committee on Homelessness

Chair Stanton encouraged everyone to write to their legislature to approve \$5 million dollars for homeless assistance funding.

Amy Schwabenlener said that the Valley of the Sun United Way was hosting a different type of summer heat planning meeting on June 4th from 2:00-4:00 p.m. at 1515 E. Osborn. They are surveying those attending to determine resources and need to create a matrix.

9. Adjourn

The meeting ended at approximately at 3:30 pm. The next meeting is scheduled for July 23, 2007 from 2:00- 3:30 p.m. at the Maricopa Association of Governments in the Saguaro Room.