

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES COORDINATING COMMITTEE
MEETING MINUTES
OCTOBER 20, 2009

MEMBERS ATTENDING

Councilmember Trinity Donovan, Chandler,
Chair
Councilmember Rob Antoniak, Goodyear
Councilmember John Sentz for
Councilmember Dave Crozier, Gilbert
Arleen Chin, Tempe Community Council
*Susan Hallett, Arizona Department of
Economic Security
+Kathleen Hemmingsen, Scottsdale Human
Services Commission
*Councilmember Dennis Kavanaugh, Mesa
+Mayor Marie Lopez Rogers, Avondale
*Vice Mayor Manuel Martinez, Glendale
*Carol McCormack, Mesa United Way
*Councilmember Michael Nowakowski,
Phoenix, Vice Chair

*Supervisor Mary Rose Wilcox, Maricopa
County

OTHERS PRESENT

Jayson Matthews, Tempe Community
Council
Sylvia Sheffield, City of Avondale
Diana Toussaint, DES/DAAAs

Rachel Brito, MAG
Brande Mead, MAG
Rena Tenney, MAG

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

1. Call to Order

Chair Trinity Donovan called the meeting to order at 10:08 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 July 21, 2009 Meeting Minutes

Chair Donovan called for a motion to approve the July 21, 2009, meeting minutes. Councilmember Rob Antoniak, City of Goodyear, motioned to approve the minutes. Councilmember John Sentz, City of Gilbert, seconded the motion. The motion passed.

4. Legislative Update

Chair Donovan introduced Tim Schmaltz, Protecting Arizona's Family Coalition, to offer an update on legislative activities at the State, including the impact of budget on human services.

Mr. Schmaltz said the FY 2009 budget cuts have impacted over 330,000 people. Examples include loss of Arizona Health Care Cost Containment System (AHCCCS) prescription co-payment benefits to 93,000 elderly and people with disabilities, a reduction in Temporary Assistance for Needy Families (TANF) benefits to 37,000 families and reduction of benefits

for 7,000 foster parents. Additionally, the budget enacted for 2010 eliminates the KidsCare parents program, which primarily benefits low income parents. Mr. Schmaltz said there is currently a \$1.5 billion deficit in the budget. He added it is still unknown whether or not a special session will be called as Governor Brewer awaits a proposal from the Legislature. State agencies have submitted proposed budgets reflecting 15 percent reductions at the Governor's request. The services proposed to be reduced include additional cuts to the KidsCare program affecting 47,000 children, elimination of basic mental health services, and 10,000 additional families losing TANF benefits. Mr. Schmaltz said there is also a proposal to eliminate \$250,000 of general funds that is contracted to Councils of Government. If approved, the cut would eliminate MAG Planners. Mr. Schmaltz noted these are proposals at this time. In addition to the current deficit, Arizona faces a \$2-3 billion deficit in FY 2011 and FY 2012.

Mr. Schmaltz said the Hospital Association is also surveying members because they are seeing an increase in behavioral health clients. The number of people at the homeless campus and Lodestar Day Center has doubled and tripled in size. Mr. Schmaltz gave additional examples of proposed eliminations including elimination of domestic violence services, early intervention for children with disabilities and closing the adolescent treatment unit at the state hospital. Mr. Schmaltz said it appears there is no solution in sight. Chair Donovan said the hospital association's survey is a great example of why PAFCO was started, noting when one sector is impacted, others are affected as well. She said municipalities often see the impact to residents when cuts are made at the state level and nonprofit organizations see the impact through increased numbers of people needing services. Additionally, she said people who used to contribute to organizations now need services.

Mr. Schmaltz advised anyone interested in being added to the email list for PAFCO may send their request to tim@pafcoalition.org. He discussed Arizona's tax structure noting that it is the lowest in per capita expenditures. He said more and more families are being driven into poverty and as the recession recedes, Arizona will not be the same. He said there is a fundamental obligation to help populations in need and people's voices will not be heard if they are not engaged in the process. Arlene Chin, Tempe Community Council, asked for an estimate on how long it would take for Arizona's economy to normalize. Mr. Schmaltz said according to Joint Legislative Budget Committee, it will take at least five years. Chair Donovan thanked Mr. Schmaltz for his update.

Councilmember Antoniak suggested surveying fire departments to determine the level of increases in calls for service. He discussed the affects of increased numbers of homeless people on the streets which lead to increased calls to the fire department, resulting in increased budgetary needs. Councilmember Sentz recommended also surveying urgent care and emergency rooms. Mayor Marie Lopez Rogers, City of Avondale, discussed the media's coverage on wasteful spending. She said many people think less government is the way to go. She recommended taking a more active role by informing the public about the affects of the cuts being made. Mayor Rogers suggested nonprofits and individuals utilizing services submit letters to offset the negative editorials. Councilmember Sentz agreed it would be

appropriate to counter the articles and highlight ways agencies are also cutting back. Chair Donovan thanked everyone for their input.

5. Social Services Block Grant Allocation Amendment

Chair Donovan noted the Committee recommended approval of the Social Services Block Grant allocations in January. In July, the Area Agency on Aging requested an amendment to the allocations to help maximize funding remaining after state budget reductions. The proposed amendment would transfer \$177,775 from the elderly supportive intervention/guidance counseling line item to the elderly home care line item. No other agencies receive funding from the elderly supportive intervention/guidance counseling line item and would not be affected by this transfer. The change is in priority with the ranking completed by HSCC and HSTC earlier this year. Both HSTC and the MAG Management Committee have recommended approval of the transfer of funds. Regional Council will act on this item at their meeting on October 28, 2009.

Chair Donovan asked for a motion to recommend approval of the funds transfer. Councilmember Sentz motioned to recommend approval to amend the Social Services Block Grant Plan to transfer funding of \$177,775 from the elderly supportive intervention/guidance counseling line item to the elderly home care line item. Councilmember Antoniak seconded the motion. The motion passed.

6. Virtual Youth Network Development

Chair Donovan said HSCC has been very supportive of regional efforts to address youth concerns. This year, the Committee is focusing efforts on developing a virtual youth network on the MAG Web site. Since the last HSCC meeting, a stakeholder group met to further discuss development of the network. Chair Donovan invited Amy St. Peter, MAG, to offer a report on activities generated by that meeting.

Ms. St. Peter said the project originated from a stakeholder group which met to discuss the future of the Youth Empowerment Project (YEP). Uncertain about whether or not funding would be available to continue YEP, the group discussed options for what elements could be maintained without future funding. Ms. St. Peter advised funding for YEP but staff will continue to maintain the YEP Web of Friends Web site.

Ms. St. Peter said there are youth commissions that coordinate at a local level as well as a and state commission, however, there is no coordination at the regional level. The purpose of the Virtual Youth Network is to coordinate information on youth resources in one location and promote coordination and collaboration among commissions and agencies serving youth. Ms. St. Peter said the project will also provide a bridge to other resources, such as Community Information and Referral (CI&R). She advised Information and Referral in Tucson has closed due to loss of funding therefore the local CI&R will be operating on a statewide basis. Ms. St. Peter asked Committee members to submit information on agencies or best practices that should be included on the Web site.

Another project, which was suggested by HSCC, is the Human Services Information Station (HSIS). Ms. St. Peter said the HSIS will be a way to centralize information received from

various agencies on events taking place in the community. She noted MAG often receives information for events to distribute to member agencies and community members, but there is no central location where this type of information is retained. Ms. St. Peter said the Human Resources Information Station will provide a central location on the MAG web site where people can find information on what is taking place in the community. She said staff is now in the process of gathering information for the Virtual Youth Network and the Human Services Information Station with a goal to have both sites live by the end of 2009.

Chair Donovan advised Committee members the stakeholder group notes were available in the handouts. She asked for a motion to approve the next steps to complete the MAG Virtual Youth Network. Councilmember Antoniak made a motion to approve the next steps as discussed. The motion was seconded by Councilmember Sentz. The motion passed. Councilmember Antoniak suggested contacting the Public Allies program at Arizona State University. He said the program pays recent graduates who are placed within an organization. He noted the project would be a good link for working with the Public Allies program.

7. FY 2011 Regional Human Services Plan Development

Chair Donovan said the MAG Regional Human Services Plan presents the SSBG allocation recommendations as well as the research that supported the process to develop the recommendations. Data on homelessness, domestic violence, and human services transportation is typically presented as well. HSTC, earlier this month, identified key elements to include in this year's regional plan. Chair Donovan invited Ms. St. Peter to discuss development of the FY 2011 Regional Human Services Plan.

Ms. St. Peter said the plan is written each year to feature the research and resources used to develop Social Services Block Grant (SSBG) allocations. It also provides information on the region's human services needs pertaining to homelessness, domestic violence and transportation. Ms. St. Peter requested input on what additional elements the Committee would like to have included in the FY 2011 plan. Current elements include research and allocations, updated fact sheets, service ranking information, and results from the 2009 Human Services Survey.

Councilmember Antoniak recommended including information on the shifting of costs from the State to municipalities due to budgetary cuts. He noted for example, fire departments often experience an increased burden when other services are eliminated, or libraries experience an increased need for resources due to more and more people using the computers. Chair Donovan added code violations and an increase in the number of calls for service to the police department are also examples of shifting that occurs. Councilmember Sentz agreed stating there is an impact on social services throughout a city and when funding is decreased the number of calls for assistance increase.

Mayor Rogers noted transportation issues should also be looked at when considering shifts in cost and burden. She said when cities have to cut services to their transit system, it places a burden on the working poor who rely on those services.

Chair Donovan asked for a motion to approve the FY 2011 Regional Human Services Plan Outline along with additional input received from the Committee. Councilmember Sentz made a motion to approve the outline with additional input. The motion was seconded by Councilmember Antoniak. The motion passed.

8. MAG Committee Operating Policies and Procedures Overview

All Committees at MAG are operating under new policies and procedures approved by the MAG Regional Council on July 22, 2009. Chair Donovan asked Ms. St. Peter to report on how the new policies and procedures affect the Committee. Ms. St. Peter said the following are key areas that affect HSCC.

- The new operating policies and procedures supersede HSCC and HSTC operating manuals. The new policies and procedures are applicable to all MAG Committees.
- A Committee cannot conduct business if there is no quorum of the Committee members.
- Proxies must be *like for like*. Therefore if an elected official is unable to attend the meeting, the proxy must also be an elected official from the same agency.
- Officer appointments are made by the MAG Executive Committee and officer terms will be strictly enforced.

Ms. St. Peter advised the complete MAG Committee Operating Policies and Procedures are available on the Web Site for further reference.

9. FY 2011 Goal Planning

Chair Donovan said the Committee has accomplished significant goals including refining and improving the process to develop SSBG allocations. Additionally, she said new resources and coordination will occur with development of the virtual youth network. Chair Donovan asked for input on what other areas the Committee would like to address in the upcoming year and where the greatest impact can be accomplished. She said recommendations will be drafted into goals for action at the next meeting and submitted as part of MAG's FY 2011 Unified Planning Work Program.

Mayor Rogers recommended continued research and a focus on cost shifting. She said information such as that will assist in informing the Regional Council and bringing greater awareness to crucial services. She said these efforts will help at the local and state level.

Councilmember Sentz asked for information about the mission statement and how the goals can relate to it. Ms. St. Peter said the mission and purpose is to assess the landscape of human services and identify strategies to help those in need. She said research on cost shifting is very much in line with the mission. Councilmember Sentz asked how goals would be measured. Councilmember Antoniak offered one goal can be a collective understanding of cost shifting that occurs so Committee members have a better understanding of their role in advocating. He recommended staff determine how the goal can be measured as it relates to funding loss and its effects. Councilmember Sentz suggested also using the data as an educational component and to lobby the legislature. Chair Donovan agreed it would be a good resource to educate councils, communities and the media.

Councilmember Sentz offered an initial goal to start collecting data, charting, and analyzing trends on the impact of funding reductions on human services. Councilmember Antoniak recommended including data from the Department of Education and cyclical affects of funding loss to foster parents. Ms. Chin recommended including information about the impact to mainstream population who does not receive services. She said doing so would cause others to take notice. Chair Donovan noted the steps as including gathering the data, developing talking points, and disseminating the information. This falls within the purview of HSCC along with the Virtual Youth Network and Human Services Information System.

Mayor Rogers inquired about Committee representation from Valley of the Sun United Way. She said it is important to have them as a participant as they have the ability to reach out to so many other organizations. Ms. St. Peter advised Joyce Lopez-Powell, Valley of the Sun United Way, is a member of HSTC and Carol McCormack, Mesa United Way, is a member of HSCC. Mayor Rogers referred the Committee to the US Conference of Mayors survey because it addressed cost shifting. She suggested it may provide resources for a starting point.

Chair Donovan thanked everyone for their input. Ms. St. Peter said outcome measures for the cost shifting research and the Virtual Youth Network will be presented to the Committee in January. Chair Donovan asked for a motion to approve the areas of focus to be developed as goals offered for the FY 2011 MAG Unified Planning Work Program. Ms. Chin made a motion to approve the focus areas. Kathleen Hemmingsen, Scottsdale Human Services Commission, seconded the motion. The motion passed.

10. Committee Meetings and Evaluation

Committee members had an opportunity to review the 2010 meeting dates and potential agenda items. Chair Donovan asked a motion to approve the meeting calendar.

Councilmember Sentz made a motion to approve the 2010 meeting calendar for HSCC. The motion was seconded by Ms. Chin. The motion passed unanimously.

11. Committee Updates

MAG Human Services Technical Committee

Chair Sylvia Sheffield presented the service ranking exercise and results from the 2009 Regional Human Services Survey. She thanked Chair Donovan and Committee members for the opportunity to share news about HSTC's recent efforts. She reported on results from the 2009 MAG Regional Human Services Survey and the Social Services Block Grant service ranking exercise.

Chair Sheffield said the Regional Human Services Survey was released on July 1, 2009. The purpose for the survey is to inform upcoming regional human services planning and activities at MAG. The survey was released to more than 900 people including MAG Committee members and community partners. However, results cannot be extrapolated because only 33 surveys were returned.

The results convey a sampling of how agencies are handling the impact of the recession and funding reductions. Respondents indicated the biggest challenge they currently face is increased demand, followed by reduced funding. Chair Sheffield said agencies still depend most heavily on funding from local government while state funding has slipped from second to third place. Other funding has replaced state funding in second place. This reflects agencies turning to alternative funding sources to replace lost government funding.

Chair Sheffield noted tribes do contribute to human services funding, although no respondents of this survey reported receiving such funding. This is a byproduct of having such a small response rate. In response to funding reductions, more than two thirds eliminated staff positions and just less than two thirds plan to do so again this fiscal year. More than three quarters indicate the need to eliminate services, up from 68 percent last year. She said agencies are implementing cost cutting strategies and more than 80 percent have reduced overhead, more than 75 percent have reduced redundancies, more than two thirds have reduced staff benefits and wages, and roughly are cutting back on staff hours.

Chair Sheffield said while agencies are running leaner, additional cuts will significantly impact their ability to provide core services. Additionally, while the vast majority of agencies are increasing fundraising efforts and volunteer hours, only one third report increasing eligibility requirements. Chair Sheffield reported data collection, networking, and communication are the three biggest benefits agencies report receiving from MAG.

Chair Sheffield also reported on the SSBG service ranking exercise. She said a service ranking exercise will inform the process to develop allocation recommendations for locally planned SSBG dollars, as approved by HSCC. She advised target groups have been indicated for each of the services. The change from last year's format was implemented because of the significant funding reductions as some target groups may have been impacted to different extents which may affect their ranking.

Chair Sheffield advised the ranking exercise asked that people rank no more than 10 services with one indicating the most important. Results are being received from committee members and community partners through the end of the month and feedback is also being sought from people from each of the four target groups who actually receive services funded with SSBG. Additionally, focus groups are being held when possible. Chair Sheffield concluded her presentation. There were no questions from the Committee.

MAG Regional Domestic Violence Council

Renae Tenney, MAG, reported on the Annual Domestic Violence Press Conference and the process to develop the next Regional Plan to End Domestic Violence.

Ms. Tenney said the press conference is held every year to bring awareness to the issues of domestic violence. This year's press conference was hosted by Sojourner Center with 50 people in attendance including media from both English and Spanish outlets. Speakers included Connie Phillips, Sojourner Center, Diane Enos, President of the Salt River Pima-Maricopa Indian Community, and Oralia Hernandez, a survivor of domestic violence who

shared her story during the press conference. Additionally, the event recognized the progress made since the inception of the MAG Regional Domestic Violence Council ten years ago.

Ms. Tenney also reported the ASU State Press, in recognition of Domestic Violence Awareness month, is including the YEP print ad in their newspaper for four days in October.

With regard to developing the next Regional Plan to End Domestic Violence, Ms. Tenney said the Domestic Violence Council is engaging the community as they look at the next steps for working to end domestic violence. She said a decision was made by the Council to move forward with developing Appreciative Inquiry questions. Since that time, a workgroup has been meeting to develop the questions. Ms. Tenney said the goal is to complete the final draft of questions by the end of October and begin the process of conducting 80 interviews from November to January. She asked Committee members for recommendations on specific individuals that should be included in the interview process.

Ms. Tenney said St. Luke's Health Initiative has provided a grant to cover costs associated with hiring a consultant to facilitate an Open Space event early next year. Chair Donovan asked who the target audience will be for the interviews. Ms. St. Peter advised AI interviews will be conducted with survivors of domestic violence, individuals working with domestic violence or other related social work, as well as individuals who support efforts towards ending domestic violence whether it be in their personal or professional life.

MAG Continuum of Care Regional Committee on Homelessness

Brandee Mead informed the Committee the 2009 HUD application process is underway. She said the process has been shortened and the consolidated application is due November 9, 2009. Ms. Mead advised the Committee the draft project list, provided in the handouts, includes all of the renewal projects; and a placeholder for new projects. Applications are due to MAG staff on October 23, 2009.

Ms. Mead said new project recommendations will be determined on October 28, 2009. She said this year's application is for \$23.2 million for new and renewal projects which includes an opportunity to apply for a new permanent housing project that provides services to chronically homeless individuals or families. Ms. Mead said the Continuum of Care Regional Committee on homelessness will be approving the consolidated application on November 3, 2009,

Chair Donovan thanked everyone for their reports.

12. 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.

Mayor Rogers recommended future discussion on how the Committee conducts outreach and informs others of the work accomplished by HSCC. She recommended more interaction between HSCC and the MAG Regional Council. A suggestion was made to provide a report to the MAG Regional Council and/or municipal Councils to bring greater awareness about

the impact of human services. Ms. St. Peter acknowledged the value of the suggestion and noted workload and funding would not be an obstacle. Chair Donovan requested other suggestion be forwarded to her or Ms. St. Peter's attention.

13. Comments from the Committee

An opportunity was provided for HSCC members to present a brief summary of current events.

Councilmember Sentz advised the City of Scottsdale will be celebrating 14 years of Frances Young Community Heroes. The event recognizes volunteers that benefit non profits or other organizations within the city and is being sponsored by General Dynamics. This year's event will recognize six community heroes. Councilmember Sentz also said he is pleased to be participating on the Committee.

Having no other comments, the meeting adjourned at 11:30. The next meeting is scheduled for January 19, 2010.