

MARICOPA ASSOCIATION OF GOVERNMENTS  
HUMAN SERVICES COORDINATING COMMITTEE  
MEETING MINUTES  
JANUARY 19, 2010

MEMBERS ATTENDING

Councilmember Trinity Donovan, Chandler,  
Chair  
\*Councilmember Rob Antoniak,  
Goodyear  
Councilmember John Sentz, 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  
\*Vice Mayor Michael Nowakowski,  
Phoenix, Vice Chair  
\*Supervisor Mary Rose Wilcox, Maricopa  
County

OTHERS PRESENT

Sammi Curless, City of Avondale  
Trish Georgeff, Maricopa County  
Felicitia Mendoza, City of Phoenix  
Tim Schmaltz, Protecting Arizona's  
Families Coalition  
Sylvia Sheffield, City of Avondale, Chair,  
Human Services Technical Committee  
Diane Toussaint, DES  
Gary Zeck, UMOM  
  
Rachel Brito, MAG  
DeDe Gaisthea, MAG  
Brande Mead, MAG  
Amy St. Peter, 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 10:06 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 the October 20, 2009 Meeting Minutes  
Chair Donovan called for a motion to approve the October 20, 2009, meeting minutes. Councilmember John Sentz, Town of Gilbert, motioned to approve the minutes. Vice Mayor Manuel Martinez, City of Glendale, seconded the motion. The motion passed.
4. Legislative Update  
Chair Donovan introduced Tim Schmaltz, Protecting Arizona's Family Coalition (PAFCO), to offer an update on legislative activities at the State, including the impact of budget on human services. Mr. Schmaltz advised PAFCO is conducting a preliminary analysis of Governor Brewer's recently released budget proposal. He said it a very realistic assessment of what is necessary but noted PAFCO's opposition to many of the proposed cuts.

Mr. Schmaltz gave an overview of the budget proposal which includes a \$575 million reduction to the education system affecting charter schools, early education and vocational education. The proposal also includes cuts to Kids Care affecting 46,000 children and Seriously Mentally Ill (SMI) services affecting 17,000 individuals. Additionally, he discussed the proposal to roll back Proposition 204 which would change state law regarding services to SMI individuals. He said Proposition 204 originally expanded Arizona Health Care Cost Containment System (AHCCCS) to individuals at 100 percent of the federal poverty level. The roll back, which would require voter approval, would revert coverage to individuals at 33 percent of poverty level thereby eliminating healthcare coverage for at least 350,000 individuals. Mr. Schmaltz said the \$30 billion currently spent on healthcare in Arizona would be reduced by ten percent resulting in a major impact on the economy, hospitals, and the way business is conducted.

Mr. Schmaltz said the proposal also affects the Department of Economic Services by reducing Temporary Assistance for Needy Families (TANF) benefits from 60 months to 36 months; eliminating grandparent kinship care and Social Services Block Grant planning funding for the councils of governments; and reducing funding for community services, child protection, and adult services. Also included in the proposal is the elimination of the Department of Juvenile Corrections, the closure of 21 state parks, and a five percent pay reduction for state employees. The Governor's budget addresses Proposition 105 and proposes to borrow funds from First Things First, currently a voter protected fund. Governor Brewer is urging an immediate vote of 40/20 to pass the budget with the majority required. This vote would include a temporary sales tax increase.

Mr. Schmaltz said the proposals are on the verge of undoing 20 years worth of work and, while he does not agree with all of the proposed cuts, he is not critical of the Governor's efforts in trying to find solutions. He said PAFCO will continue to advocate and work hard for alternate solutions. Councilman Sentz asked what is being done about illegal immigrants with regard to providing healthcare to individuals at 100 percent of the poverty level. Mr. Schmaltz said federal law requires every individual be treated in an emergency room until they are stabilized, but undocumented people are not eligible for and do not receive AHCCCS benefits. He said the compliance rate with ensuring undocumented people do not receive AHCCCS is very high. Mr. Schmaltz noted an audit completed in Arizona that found only seven undocumented people received AHCCCS services. He stressed loss of health care will result in increased calls to police and fire departments and will overwhelm hospital emergency rooms.

Amy St. Peter, MAG, referred the Committee to the DES budget handout noting it relates to Mr. Schmaltz presentation. She said the DES budget as proposed by Governor Brewer includes the elimination of SSBG planning dollars. The SSBG planning contracts had previously been proposed to be eliminated but staff was able to renegotiate a reduction rather than elimination. She said if funds are completely eliminated, it would significantly change the way regional human services planning is conducted at MAG. The DES Demographic and Client Information for Maricopa County and Select Valley Cities handout was also provided to the Committee.

Ms. Trish Georgeff, Maricopa County, asked if enough votes had been confirmed to pass the budget. Mr. Schmaltz replied that the votes had not been confirmed and there is general surprise that there does not appear to be a plan in place to secure the votes. He said the environment is very dynamic and that the next month would be difficult for everyone.

Vice Mayor Manuel Martinez, City of Glendale, asked what alternative options PAFCO is proposing. Mr. Schmaltz advised PAFCO is advocating for some of the options recommended by Governor Brewer including a sales tax increase, borrowing against the lottery funds and tobacco settlement. Additionally, he said PAFCO recommended some of the sale lease back options. Mr. Schmaltz said federal stimulus monies would also enable some of the gaps to be filled. He advised a DES stakeholder meeting will be held on January 20, 2010 at 1:00 p.m. Chair Donovan thanked Mr. Schmaltz for providing an update.

5. Maricopa County Special Transportation Services Close-Out Report

Chair Donovan introduced Trish Georgeff, Maricopa County, to offer an update on the closure of Maricopa County's Special Transportation Services Program. Ms. Georgeff said closure of the STS program was an early casualty of the budget deficit. She said the County made a decision to close down the program while ample notification could be given to clients and the municipalities.

She said the process to close down the Special Transportation Services Program was prompted by a review of the program 18 months ago. At this time the home-delivered meal portion of the program was partially funded by the Area Agency on Aging (AAA). The County decided to eliminate this program because the program was not sustainable. Ms. Georgeff said the County could not recover the full costs associated with the AAA contract.

She said the STS program was very expensive to operate and the County had been struggling with volatile and uncertain funding for years. As the budget crisis escalated many agencies began losing resources and the decision was made to close the STS program. Ms. Georgeff said prior to doing so, they worked actively with cities and towns to shift clients into alternative services. She said they have worked with the Regional Public Transportation Authority (RPTA) to provide services for residents in unincorporated areas using County Local Transportation Assistance Fund (LTAF) monies pending approval by the Board of Directors.

Ms. Georgeff said the trips have been prioritized for Americans with Disabilities Act (ADA) eligible individuals and those needing medical, dialysis and adult care services. RPTA has provided an average of 302 trips per month for residents of unincorporated areas since STS shut down. She credited County staff for working hands-on with the community and communicating with clients to ensure a smooth shut down. Chair Donovan agreed stating the communication with each city was very helpful. Ms. Georgeff acknowledged Ms. St. Peter and MAG staff for working closely with STS and helping them to understand the full needs of individuals affected by the closure of STS.

6. FY 2011 MAG Regional Human Services Plan

Chair Donovan said one of the Committee's core function is to develop allocation recommendations for the Social Services Block Grant. Each year, the recommendations are presented through a regional human services plan. The draft plan for FY 2011 was distributed for review and comment before the holidays but no public comment has been received on either the plan or the SSBG allocations. Chair Donovan advised the MAG Human Services Technical Committee (HSTC) recommended approval of both items at their meeting last Thursday. Chair Donovan invited Amy St. Peter to talk about the SSBG allocations and the results of the service ranking.

Ms. St. Peter said the only response to the SSBG public review period were calls from individuals inquiring how to obtain funding. Those inquiries were referred to the DES for further information. She thanked everyone who participated in the service ranking exercise and reported nearly 200 participants had responded to the survey. Ms. St. Peter said the funding formula established last year was used again in the current process and based on results of the ranking; agencies either received an increase, a decrease or were held harmless. Ms. St. Peter reported many of the transportation services ranked high on the survey. Staff then noted the availability of other transportation funding sources and presented the option of assisting agencies in applying for transportation funds. This would make additional SSBG funding available to be allocated to the lower ranked services in order to minimize the impact of funding reductions.

Ms. St. Peter reported a total of \$190,000 being shifted of which \$88,600 was being transferred from transportation services to services that were ranked low. The balance will be shifted to the highest ranked services. Ms. St. Peter said the recommendation to approve the MAG FY 2011 Regional Human Services Plan, including the FY 2011 Social Services Block Grant allocations, is on the agenda for action by the Committee. The plan will then be presented to the MAG Regional Council for final approval.

Vice Mayor Martinez asked for clarification of the total SSBG budget amount. Ms. St. Peter advised the total budget is \$4.1 million of which \$3.8 million is allocated to services and the remaining portion allocated to planning. Chair Donovan asked for a motion to recommend approval. Arlene Chin, Tempe Community Council, made a motion to approve the MAG FY 2011 Regional Human Services Plan including FY 2011 SSBG allocations. Councilman Sentz seconded the motion. The motion passed unanimously.

7. MAG Human Services Coordination Transportation Plan

Chair Donovan referred to Maricopa County's Special Transportation Program report, noting human services transportation is a critical issue. She introduced DeDe Gaisthea, MAG, to present the new Human Services Coordination Transportation Plan.

Ms. Gaisthea thanked Chair Donovan and members of the Committee for the opportunity to present the FY 2011 MAG Human Services Coordination Transportation Plan. She thanked all stakeholders including municipalities, nonprofit agencies, and community members for their input and feedback on the development of the plan. She acknowledged the City of Phoenix for their continued financial support of this effort.

Ms. Gaisthea said action on the plan has been taken by the Human Services Technical Committee and MAG Management Committee to recommend approval. She advised a copy of the plan is included in the meeting handouts and is also available on the MAG Web site. She said MAG has developed plans to coordinate human services transportation in response to SAFETEA-LU federal legislation since 2007. The plan contains an analysis of the gaps in the region and prioritized strategies to meet human services transportation needs through coordination.

The new strategies were developed with input from stakeholders to address gaps and are consistent with the United We Ride goals. This includes:

- Providing more rides for the targeted population(s) for the same or fewer resources
- Simplifying customer access to transportation
- Increasing customer satisfaction

Ms. Gaisthea said the goal of the new strategies is to coordinate the resources of the current system for both the short- and long-term to ensure sustainability of resources. She provided a brief overview of the strategies:

*Short-Term Strategies for FY 2011*

1. Implement more programs to serve people with low incomes, particularly in the Southwest Valley.
2. Target travel training to clients of non-profit agencies, including homeless and domestic violence shelters.
3. Research and implement van pools to bring domestic violence and homeless shelter clients to work and work preparation activities.
4. Develop and offer training on data quality standards for reporting as well as a common set of definitions.

*Long-Term Strategies*

1. Establish more taxi cab and mileage reimbursement programs, focusing on areas with less transportation infrastructure.
2. Develop a coordinated volunteer drivers program on a regional basis. This will include training for volunteer drivers and the agencies that work with them; and centralizing the information about programs and opportunities online.

Chair Donovan asked for comments and/or questions from the Committee. Vice Mayor Martinez noted the pages were not numbered. Having no other comments or questions, Chair Donovan asked for a motion to recommend approval of the plan. Vice Mayor Martinez made a motion to approve the FY 2011 MAG Human Services Coordination Transportation Plan. Kathleen Hemmingsen, Scottsdale Human Services Commission, seconded the motion. The motion was unanimously approved.

8. Committee Goals for FY 2011

Chair Donovan said areas of focus to guide the Committee's work in the next fiscal year were approved at the last meeting in October. Since that time, staff has drafted goals to

reflect the areas of focus and has also added two new areas that would come within the purview of this Committee. She invited Ms. St. Peter to offer a report on both. Ms. St. Peter advised there are five draft FY 2011 goals; three of which were discussed last year. The goal referencing development of the Social Services Block Grant allocation recommendations would be deleted if the planning contract with DES is not renewed for FY 2011.

The following new goals are being added: Goal 2: Support Environmental Justice (EJ) Activities and Goal 3: Support Livability Act Initiatives in the Region. Ms. St. Peter advised HSTC had two presentations at their last meeting pertaining to these new goals. The goals are being initiated at the federal level and will have a regional impact as well.

Ms. St. Peter said with regard to EJ, the proposed goal refers to activities that have been undertaken at MAG and the need to review transportation programs to determine their effect on EJ communities. The goal proposes the Human Services Committees take a more active role and assist with community assessments in an effort to ensure communities of concern have a voice and are receiving as much benefit as non-EJ communities. She said the Federal Transit Administration is supporting a more active role in the assessment.

The federal Livable Communities Act was proposed last August. Ms. St. Peter said the act would create an Office of Sustainable Housing and Communities and would provide incentives to create more livable communities through the Comprehensive Planning Grant Program and funding to implement sustainable development projects through the Challenge Grant Program. The goal proposes Human Services track these efforts and promote implementation on a regional level.

Ms. St. Peter advised the FY 2011 Goals are presented for action by the Committee. Councilman Sentz inquired how achievements will be measured. Ms. St. Peter advised additional measures can be added to ensure progress is being achieved. She invited Committee members to provide input and feedback in terms of what the measures should include. In terms of the Livability Act, Ms. St. Peter advised more detail would be added once additional information has been received from the federal government. She noted the goals as presented could serve as a starting point and later be refined.

Chair Donovan clarified the request to add measurable goals to be able to identify successes. Having no further questions or comments, she asked for a motion to recommend approval of the draft goals to be presented for inclusion in the FY 2011 MAG Unified Planning Work Program. Councilman Sentz moved to approve the goals with final approval dictated on measurements added to the goals. Vice Mayor Martinez seconded the motion. The motion passed unanimously.

#### 9. Committee Updates

##### *MAG Human Services Technical Committee*

HSTC Chair Sylvia Sheffield presented information on the recently launched Virtual Youth Network and the Human Services Information Station available on the MAG Web site.

She said the goal of both projects is to help MAG member agencies and community partners bridge to other community resources with the end result being that people will receive the help they need more quickly. Ms. Sheffield advised the sites will be updated on an ongoing basis with current information about services, flyers to events, and best practice case studies. Anyone may submit material by emailing Rachel Brito at [rbrito@mag.maricopa.gov](mailto:rbrito@mag.maricopa.gov).

The Human Services Information Station features links to resources such as community action programs, employment assistance, and foreclosure intervention. The Virtual Youth Network features more detailed information about municipal youth commissions and programs that specifically serve youth. Chair Sheffield encouraged Committee members to refer others to the site and to post information about activities and information that will provide assistance to people. Ms. St. Peter advised anyone who is signed up to receive notification from Gov Delivery may also sign up to receive notification when changes are made to either of these sites.

#### *MAG Regional Domestic Violence Council*

Rena Tenney, MAG, reported on the process to develop the next Regional Plan to End Domestic Violence. Ms. Tenney said the plan is included as a goal in the FY 2010 work program. Staff was able to secure funding through St. Luke's Health Initiative for a two-phased process consisting of Appreciative Inquiry interviews and a community forum.

She said the first phase of plan development is currently under way. The purpose is to gain community stakeholder insight through one-on-one interviews to determine what has been done well and how to capitalize on these successes. The goal was to conduct 80 Appreciative Inquiry (AI) interviews by January 15, 2010. To date, nearly half of the interviews have been completed. Ms. Tenney advised she will be following-up with partners in the community regarding status. Following the AI process, data will be compiled and analyzed and then used to inform the process through a community forum.

The community forum is the second phase of plan development. This will be conducted to share trends identified from the AI interview data and to create strategies and action steps on topics identified through the process. The forum will be held on February 24, 2010, at the Arizona State University College of Medicine with Steve Twist, ASU School of Law, serving as keynote speaker. The timeline for completion of the plan is October 2010.

#### *MAG Continuum of Care Regional Committee on Homelessness*

Brandie Mead informed the Committee of two upcoming events. She said the Annual Appreciation Luncheon, which will celebrate the Continuum's tenth anniversary and ten years of accomplishments, is scheduled for Wednesday, January 20, 2010. The keynote will be given by Mercedes Marquez, Assistant Secretary of the U.S. Department of Housing and Urban Development (HUD). Ms. Marquez will discuss major changes at HUD, the strategic planning process, stimulus funding and the Hearth Act. Ms. Mead said the event will also look at the future of the Continuum of Care. The event is sponsored by the Stardust Foundation and, as requested by Mr. Jerry Bisgrove, will be held at the Arizona Biltmore. Mr. Bisgrove requested holding the event at the Biltmore as a way to thank service providers for all they do.

The second event is the Annual Homeless Street Count that will take place on January 26, 2010 across the region. Ms. Mead said there are plans in place for all 25 cities and towns to conduct a count throughout the day and gather data on the number of homeless men, women and children on the streets. A press release will be issued once data has been compiled. Ms. Mead advised a shelter count will also occur on the same day. Results are expected to be available by mid-February.

#### Elderly and Individuals with Disabilities

DeDe Gaisthea announced the FTA FY 2010 Section 5310 Elderly Individuals and Individuals with Disabilities Transportation Program application process has begun. She said Section 5310 provides capital assistance to organizations providing transportation services to elderly individuals and/or individuals with disability. The program provides capital equipment such as vehicles, radios/communications equipment, dispatching hardware/software, and funding for mobility management projects. The application process is open to private-nonprofit agencies, tribal governments, and related agencies. Ms. Gaisthea reported confirmation to continue the match rate from last year at 90/10.

She said the application workshop will be held on February 2, 2010, at the MAG offices in the Saguaro Room. Public notice has been sent through the newspaper and emailed to participants listed in the MAG database. ADOT is in the process of printing the application and all information will be posted on the MAG Web site as well.

Ms. Gaisthea said the Section 5310 application deadline is March 5, 2010. Applications must be submitted to the MAG office by noon and no late applications will be accepted. She strongly encouraged agencies that serve older adults and persons with disabilities to apply. Ms. Gaisthea advised she will be available to provide technical assistance and/or review applications prior to being submitted.

#### 10. 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. Councilmember Sentez requested a report on cost and service efficiencies related to Dial-A-Ride. Ms. St. Peter requested Committee members email any additional requests to her attention.

#### 11. Comments from the Committee

An opportunity was provided for HSCC members to present a brief summary of current events. Having no comments from the Committee, the meeting adjourned at 11:15. The next meeting is scheduled for April 20, 2010. Chair Donovan thanked everyone for their participation and attendance at the meeting.