

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES TECHNICAL COMMITTEE
MEETING MINUTES
APRIL 8, 2010

COMMITTEE MEMBERS

Christina Avila for Sylvia Sheffield, City of Avondale, Chair
Jayson Matthews, Tempe Community Council, Vice Chair
Kathy Berzins, City of Tempe
+Kyle Bogdon, DES/ACYF
*Laura Guild, DES/DAAS/OCS
Jeffery Jamison, City of Phoenix
Tim Cole for Deanna Jonovich, City of Phoenix
+Jim Knaut, Area Agency on Aging
*Margarita Leyvas, Maricopa County
+Joyce Lopez-Powell, Valley of the Sun United Way
+Paul Ludwick, City of Scottsdale
Steven MacFarlane, City of Phoenix

+ Jose Mercado for Doris Marshall, City of Phoenix
Joy McClain, City of Tolleson
Carl Morgan, Town of Gilbert
Carol Sherer, DES/DDD

OTHERS PRESENT

+ Linda Dillard, City of Goodyear
Nora Hannah, Experience Matters

Rachel Brito, MAG
Brandi Mead, MAG
Amy St. Peter, MAG

+Those members present by audio/videoconferencing.

*Those members neither present nor represented by proxy.

1. Call to Order

Vice Chair Jayson Matthews, Tempe Community Council, called the meeting to order at 1:00 p.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 March 11, 2010 HSTC Meeting Minutes

Vice Chair Matthews called for a motion to approve the March 11, 2010, meeting minutes. Carol Sherer, Department of Economic Security, made a motion to approve the minutes. Steve MacFarlane, City of Phoenix, seconded the motion. The motion passed unanimously.

4. Experience Matters Presentation

Vice Chair Matthews introduced Nora Hannah, Chief Consortium Officer, to present a report on Experience Matters.

Ms. Hannah said Experience Matters is a new organization spawned out of an initiative led by the Piper Trust Foundation to increase civic engagement among baby-boomers. She said there have been many studies including reports from Harvard University and Net Life Foundation about people wanting to be more

involved in the community and jobs with social purpose. Experience Matters looks at re-careering volunteers and how organizations can leverage those resources.

Ms. Hannah said the Piper Trust Foundation has launched several initiatives concerning older adults. One example is the Experience Corps Project in the Tempe School District and in Mesa. One of the issues discovered through launching these efforts was lack of growth and collaboration. She said Experience Matters set out to create a network of organizations to leverage resources. Its intent is to have an impact on both the public and nonprofit sectors and its mission is to create a level of resources whereby the measurement of outcomes would be seen in the organizations themselves. Ms. Hannah said there is a lot of data that supports the social and health benefits of volunteering.

Ms. Hannah said 50 percent of the funding is provided by the Piper Trust Foundation; the other funding is from Arizona Community Foundation. She said there are a couple of start-up networks that provide models of significant services. Additionally, the National Council on Aging provides training on engaging people of different demographics. Ms. Hannah said Experience Matters developed a strategic plan, hired consultants, and put together a consortium to take the initiative farther. She said most organizations know how to employ staff and hire volunteers, but they do not necessarily want to work with individuals seeking part time employment, benefits, a stipend or alternative forms of compensation. She said this holds true for non profit and for profit organizations.

Ms. Hannah said one of their initiatives is to create a model that allows people to work in government agencies. She said they have had discussions with Maricopa County about many innovative projects. The question at hand is whether or not Experience Matters could create a contract with Maricopa County for individuals to work in return for benefits or a stipend. Maricopa County would work with Experience Matters or a partner agency to hire individuals to work on their projects.

Ms. Hannah said the Learning Lab is another initiative that focuses on attracting the baby boomer population and integrating them into participating organizations. It is intended for people who want to work for a social purpose. She said the Learning Lab teaches organizations how to engage, recruit, and work with individuals. Ms. Hannah said some of the discussion held in the workshop revolves around the type of recognition volunteers would like to have; bridging some of the communication issues; bringing it all together; and the big issue of volunteers not being seen as a threat to staff.

The kickoff event scheduled for April 21, 2010 will help people understand the intent of the program and will provide an opportunity to discuss strategies for creating opportunities. Ms. Hannah said individuals from 30 organizations are currently registered to attend. The program curriculum was developed out of Temple University. Groups that initially go through the Learning Lab can do so free of

charge, however, a nominal fee will be charged for future meetings. Ms. Hannah invited everyone to consider attending and asked that they RSVP for the event.

Ms. Hannah said another issue Experience Matters would like to address is creating a cultural shift on how community resources are viewed. She said volunteers can be the single greatest resource to an organization and can do very meaningful work. The skills required of a volunteer to be able to engage the community are significant and can have a great impact on the organization. This focus is on the “demand” side of the organization. Ms. Hannah said on the “supply” side there is also a need to create a structure and toolkit for volunteer resources. The structure could entail training for individuals to explore their future prior to retirement to help discover what is meaningful to them and help them make that transition.

Ms. Hannah said the Encore Fellowship Program is another initiative that has been implemented and piloted by the Hewlett Packard Foundation. The program creates an internship program for retired individuals to work within an organization. Fifty percent of their time could be spent working in a high level position for a non profit agency leading an initiative such as strategic planning, or fund development. The program involves a cohort of ten to twenty individuals who are sponsored by corporations. The agency may pay fees similar to a VISTA or AmeriCorps program. Ms. Hannah said Experience Matters hopes to launch the program in the fall.

Ms. Hannah advised they would also like to expand Experience Works throughout Maricopa County. Experience Works is a core academic mentoring program in schools. Mentors have to be 55 years of age or older. The program offers stipends to individuals who work 10 to 15 hours per week with students in collaboration with teachers. Ms. Hannah said the program is a national model. Experience Matters hopes to launch the program in Title I schools.

Ms. Hannah said their Web Site has just been launched. They are creating a page that will link individuals to other organizations and that will provide opportunities to highlight organizations. Ms. Hannah provided a form for anyone to submit information they would like to have posted on their Web site. Christina Avila, City of Avondale, advised of a Weed and Seed Program for which the City of Avondale will be seeking a coordinator. Ms. Hannah said that is the type of information they are seeking for the Web Site.

Ms. Hannah advised Experience Matters is also looking into applying for AmeriCorps volunteers. She said AmeriCorps allows older adults to transfer their education stipends to their children or grandchildren. She said the program is very appealing and they are considering taking a cohort of AmeriCorps members through the Learning Lab to implement volunteer coordination. Ms. St. Peter asked if one-time or ongoing events would be more appealing. Ms. Hannah advised it would depend on the project. She shared a matrix titled, “The Volunteer Involvement Framework,” which reflects a person’s connection to service compared to their availability to providing service. She gave an example of how the matrix may be used to determine

the category of individuals needed for a specific project. Ms. Hannah said the goal is to create a network of individuals who are matched with organizations and are a good fit. These efforts will keep volunteers in the cycle and keep them engaged within the community.

Mr. MacFarlane asked if there has ever been a clearinghouse of short and long-term projects set up with information on who is requesting the project so that volunteers can view the information and determine which project they would like. He said the City of Phoenix receives many requests from agencies that have 50 employees who want to volunteer for a one-day project. He suggested a clearinghouse of projects would be an easy place for volunteers to connect with organizations on these types of requests. Ms. Hannah advised there are a couple of groups such as Hands on Phoenix and Phoenix Volunteers that manage those types of projects.

Chair Matthews advised Channel Three TV has also launched a new initiative to do more regional coordination and tracking of volunteer hours as well as measuring the impact of those hours. He said many non profits need an opportunity for quality volunteers. However, most people want to volunteer for one day or participate in a team building effort as opposed to long-term volunteering. He said Tempe has partnered with East Valley Resources for these types of opportunities. Chair Matthews commended Ms. Hannah, stating there is a gap in the market when it comes to volunteer work. There are some agencies and cities that do better than others in terms of getting over the barrier of who is going to train volunteers.

5. Heat Relief Network

Vice Chair Matthews invited Brande Mead, MAG, to offer a report on opportunities to support the Regional Heat Relief Network and Project H3. Ms. Mead said excessive heat can affect anyone, however, homeless people, older adults, and young people are more at risk. The Maricopa County Department of Public Health collects information on heat related and heat caused deaths. Ms. Mead said more deaths occur annually from heat than from hurricanes, lightning, tornadoes, floods, and earthquakes combined. Heat is known as the silent killer. Incidents of deaths related to heat were three to seven times greater in Arizona than in other states in the nation. In 2005, there was a high number of heat caused deaths during one month in Maricopa County. On one day in July, there were seven deaths and during the month of July there were 32 deaths. Many of those people were homeless. Data shows that July typically is the most deadly month throughout the nation and in Arizona.

Ms. Mead advised there has been progress made over the past few years to prevent deaths from occurring, however, in 2009, there was an increase. Ms. Mead shared the following statistics: in 2006, there were 85 deaths; in 2007 there were 20; in 2008 there were 48; and in 2009, there were 71 deaths caused by heat in Maricopa County. Of the 71 deaths in 2009, 46 percent were over the age of 64 and were in homes. Many of those homes did not have an air conditioning unit. Ms. Mead said progress is being made in the area of preventing deaths among people experiencing homelessness, but for older adults, the number of deaths is increasing.

Ms. Mead said the City of Phoenix is doing great work focusing on conducting wellness checks by partnering with faith-based organizations and senior centers. They are conducting trainings and ensuring people are using their cooling systems or have access to a cool, safe place. They are also providing educational materials to help people know the signs of heat distress. Chronically homeless people are at extreme high risk. Ms. Mead recalled an article in *The Arizona Republic* last year about a homeless man who died while sitting on a bench near the Herberger Theatre. Ms. Mead said all heat caused deaths are preventable and that is the purpose of the Heat Relief Network.

Throughout the past four years, the MAG Continuum of Care Regional Committee on Homelessness has partnered with municipalities, non-profit organizations, and the faith-based community to provide heat relief for vulnerable individuals in the region. It is a volunteer-based network that works to create partnerships and bring in donations. Ms. Mead thanked all the volunteers and partners that have been involved in the Heat Relief Network. She said work is underway to prepare for the 2010 summer season Heat Relief Network kick off. She invited everyone to join as a new or returning participant. Ms. Mead said the Heat Relief Network is a web of community partners providing resources such as water collection/donation sites, water hydration locations, and refuge location for people to get out of the heat.

She said MAG coordinates the regional network and develops a map of community heat relief locations. She said the City of Phoenix collects information within Phoenix; MAG collects information outside of Phoenix and combines the information into two maps. Ms. Mead referred to the handouts on “Information and Mapping Data Sheet” and noted copies are posted on the Web Site. Ms. Mead said data is being collected through April 16, 2010 to have maps ready for distribution in May. Maps will be updated with any additional data received in May or June.

Ms. Mead said St. Mary’s Food Bank has agreed to store water donations gathered from the heat relief efforts. She acknowledged Tim Cole for his work in coordinating these efforts with St. Mary’s Food Bank. She advised Community Information and Referral will be posting the maps on their Web Site and training people on how to connect individuals in need with sites throughout the region. Additionally, Ms. Mead said they are also coordinating the collection of donated materials with the sites that need materials. She thanked everyone involved in the project and encouraged additional participation from anyone interested. She noted the number of volunteers has more than doubled since the project was first started in 2006.

Ms. Mead provided a brief update on Project H3: Home, Health, Hope. She said the project is a regional initiative and referred Committee members to the flyer provided in the meeting materials. She said the project is part of a national collaboration through a project called Common Ground. The purpose is to use the vulnerability index tool to determine the most medically vulnerable people living on the streets in the region and then to identify the top 50 individuals most likely to die. Those

individuals would then be placed in permanent supportive housing with wrap around services. Training for the event will take place the week of April 19-23, 2010. Ms. Mead said the project currently has more than 100 volunteers who will participate in a one-day training followed by three days of surveying. The surveys will be done between the hours of 3:30 to 6:00 a.m. Tuesday through Thursday. Community briefings will be held on Friday. Volunteers will be paired with experienced outreach workers.

Mr. McFarlane asked how housing for the project is being funded. Ms. Mead advised housing vouchers were donated by several housing authorities. Additionally, Arizona Behavioral Health Corps and a couple of non profit agencies have set aside some housing units for the project. Jose Mercado, City of Phoenix, asked how long individuals will stay in permanent supportive housing. Ms. Mead advised housing would be long-term for the chronically homeless. Kathy Berzins, City of Tempe, asked if the project is open to families. Ms. Mead advised the focus is chronically homeless individuals, however, if a family is identified and one member of the family has a life threatening medical condition, the family would be considered eligible.

6. Committee Officer Appointments

Vice Chair Matthews said last year, a new MAG policy mandated the development of a schedule and consistent process to appoint Committee officers. The Chair and Vice Chair positions were filled through this process and the first term is scheduled to end in June. Vice Chair Matthews advised both he and Chair Sheffield are happy to continue serving as the Committee's Chair and Vice Chair with the consent of the Committee. However, if the Committee desires different leadership, letters of interest may be submitted to MAG.

He said the agenda was revised to offer an opportunity to recommend Committee officers. HSTC does not normally meet in May so members can attend the Arizona Community Action Association conference. If the Committee would like to vote at the next meeting, the Committee will need to reschedule the May meeting so the MAG Executive Committee can act on the HSTC recommendation at their June meeting. Vice Chair Matthew asked for questions and/or input from the Committee. Having no questions, he asked if there was consent from the Committee for the Chair and Vice Chair to serve another term. Ms. St. Peter recommended the motion include a caveat that the Committee will recommend reappointing the Chair and Vice Chair unless additional letters of interest are received.

Mr. MacFarlane made a motion to recommend the reappointment of Chair Sheffield and Vice Chair Matthews for another one-year term unless additional letters of interest are received by MAG by Thursday, April 15, 2010. Ms. Berzins seconded the motion. The motion passed.

7. Regional Human Services Funding Update

Vice Chair Matthews invited Amy St. Peter to offer a report on recent funding changes to regional human services planning at MAG. Ms. St. Peter said the

foundation for the MAG Human Services Division has been the Social Services Block Grant planning contract through the Department of Economic Security (DES). She said MAG is thankful for the partnership that supported and leveraged many other initiatives including the MAG Continuum of Care Regional Committee on Homelessness and the MAG Regional Domestic Violence Council.

Ms. St. Peter advised the contract with DES will not continue beyond this fiscal year as funding for the grant has been cut by the Legislature. Ms. St. Peter said there have been a lot of difficult decisions to make as well as many other devastating cuts. In terms of regional human services planning, the focus on activities will now differ based on funding source. She advised the Human Services Division is the most grant funded division at MAG, therefore activities are guided by the grants received.

She said the SSBG contract allowed the Human Services Division to have a much broader approach and take on many activities. However, Human Services activities will now need to be more focused based on available funding sources. Ms. St. Peter advised MAG Human Services has received a sizable new grant from the Governor's Office that is specific to domestic violence protocols. The grant is very focused and will provide a great opportunity to study the protocols used to arrest and prosecute domestic violence offenders.

Ms. St. Peter advised Human Services also receives human services assessments and funding from the McKinney assessment to address homeless issues. At MAG's initiative, the assessments were reduced by 50 percent to assist the MAG member agencies. The Arizona Department of Housing contract is not expected to continue funding beyond the federal fiscal year. Funding is expected to end on September 30, 2010.

Therefore, in terms of next fiscal year, only the assessment funding and DV STOP grant are projected to continue. Ms. St. Peter said she is thankful to those cities and towns for their continued support and noted the division will be looking at additional funding sources as needed. Ms. St. Peter advised human services planning will be focusing on Title IV work and evaluating the human services impact on transportation, which was identified as a goal by this committee.

Ms. St. Peter said she believes every Committee member still represents perspectives that will continue to be important to the new work. She asked if anyone feels another representative from their city or town would be more appropriate to serve on the Committee to please let her know. Future agendas will include Title IV work and human services transportation work. She asked for input from Committee members.

Vice Chair Matthews asked if it would make sense to re-examine the structure of the Committees. He recommended looking at how the Committees fit together given the new funding sources. He suggested reviewing the structure to ensure MAG is being relevant to its funders. He asked for objections or input from the Committee regarding his recommendation to MAG staff.

Mr. Mercado asked if other Councils of Governments are having similar experiences. Ms. St. Peter confirmed, stating all SSBG planning contracts in the State have been eliminated. She noted this model of contracting SSBG planning with the State is a rare exception in the country. She said most of the time, the State holds on to all of the money; MAG has been fortunate to be able to work directly with DES. She advised DES has indicated the way the Committee has allocated the money will remain the same, therefore the work that has been done is now more important than ever.

Vice Chair Matthews requested that staff provide an update at the June Committee meeting after having an opportunity to reassess the Committee structure. Mr. Knaut asked if MAG would continue its role of mapping human services data. Ms. St. Peter said mapping will continue through the MAG Information Services Division. As long as a project can fit within the terms of available funding, the Human Services Division will continue to do the work. She said the score card project discussed at the last meeting is not covered by a grant but will continue because MAG has secured an intern from ASU who will focus on this project.

8. 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. Chair Matthews requested an update on current discussion related to human services funding at MAG.

9. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events.

Mr. MacFarlane advised Dorris Marshall has retired from the City of Phoenix. He said the Management Team has selected Jose Mercado to replace Ms. Marshall. A letter requesting Mr. Mercado's appointment to the Committee will be forwarded to Ms. St. Peter.

10. Adjourn

The meeting adjourned at 2:06 p.m. The next Human Services Technical Committee meeting is scheduled for June 10, 2010, at 1:00 p.m. at the MAG offices, second floor, Cholla Room. Chair Matthews encouraged everyone to attend and reminded them to RSVP for the meeting.