2007 REGIONAL HUMAN SERVICES

SUMMIT REPORT

Presented by the Maricopa Association of Governments, June 7, 2007

MARICOPA ASSOCIATION of GOVERNMENTS

2007 SUMMIT

REGIONAL HUMAN SERVICES SUMMIT REPORT

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MARICOPA ASSOCIATION of GOVERNMENTS

Executive Summary

In the area of human services, what can we do now with what we have? This question was posed at the 2007 Regional Human Services Summit to nearly two hundred people committed to strengthening the quality of life in this region. On this one day, people from across the Valley and across diverse disciplines gathered to celebrate the good work being done in human services, to wrestle with competing needs and priorities, and to definitively develop the framework for projects that will result in tangible, positive change.

The summit was structured around the belief that the key to change is in the people who care about the community. Throughout the day, participants moved from plenary sessions with presentations from local and national speakers to workshops that focused on paired issues. At the end of the day, everyone came together to share the following projects developed within the workshops. Since then, community partners have rallied to move these projects forward on behalf of the community.

Judges Making a Difference

Collaborate with the Arizona Supreme Court to offer mandatory training about domestic violence to judges that will raise awareness and understanding about the dynamics of domestic violence, including how domestic violence can affect court cases. *For more information, please contact Missy Becker, Arizona State Supreme Court, mbecker@courts.az.gov.*

Juvenile Crime Reduction Campaign

Develop a grassroots campaign to engage community members in juvenile crime reduction and prevention. This campaign will empower the community though education. Parents, families and communities will receive information about issues and resources for juveniles, with the goal of prevention and intervention of juvenile crimes. *For more information, please contact Dennis Ichikawa, Casey Family Programs, dichikawa@casey.org.*

Developmental Disabilities and Aging Integration Project

Implement a pilot project to integrate persons with developmental disabilities who are over the age of 60 into senior centers, services and adult day centers. Caregivers will also benefit from respite, education, and training. *For more information, please contact Jim Knaut, Area Agency on Aging, knaut@aaaphx.org.*

Human Services Unification Project

Implement a marketing campaign and outreach plan that will increase awareness about the importance of human services. This will be done to raise the profile of human services. The campaign will also work to protect funding for human services programs during budget cuts and to promote collaboration among agencies to maximize the funding currently available. *For more information, please contact Timothy Schmaltz, Protecting Arizona's Family Coalition, at tim@pafcoalition.org.*

Housing and Aging Summit and Development of a Blue Ribbon Committee

Host a summit on aging and housing in order to gather input and community support to

develop a model of housing options for older adults that can be replicated throughout our communities. Form a committee to address this topic throughout the year on an ongoing basis. *For more information, please contact Amy St. Peter, Maricopa Association of Governments, astpeter@mag.maricopa.gov.*

Home Safe Campaign

Provide training about housing rights and financial stability for survivors of domestic violence to shelter staff. This will reduce rates of homelessness and better equip survivors to secure and maintain stable housing. *For more information, please contact Betty McEntire, Arizona Coalition Against Domestic Violence, at tc3@azcadv.org.*

Affordable Housing and Transportation Civic Education Campaign

A civic information campaign will increase awareness about the relationship between transportation and housing. The ideology of live, work and play is an important part of the strategy. This will change perspectives and break down paradigms to encourage more informed choices. This will be done by researching best practices and putting a face on the issue. *For more information, please contact Fred Karnas, Arizona Department of Housing, fredk@housingaz.com, Jacky Alling, Arizona Community Foundation, jalling@azfoundation.org or Teresa Brice, LISC Phoenix, at TBrice@lisc.org.*

Maintaining Housing and Self-Sufficiency

Create a handbook about specific eligibility factors and a corresponding training to better inform homeless and mental health providers about each other's programs. This will build collaborative relationships and improve services. *For more information, please contact David Bridge, Central Arizona Shelter Services, Inc., dbridge@cass-az.org.*

Next Steps

These projects offer a starting point for a continuing dialogue in the community. There are many opportunities for engagement. The municipalities, nonprofit agencies, faith-based organizations, tribes, businesses, and community activists all have important roles to play. The answer lies in not just one person or solution, but in everyone coming together for the good of all. We are thankful for the people and agencies who are providing leadership in these project areas. Thanks to them, the momentum built at the summit will continue to have positive impacts for the entire community.

While each project addresses a different challenge within the community, the solutions are similar in focus. Communication and commitment will transform our community. The more we speak with each other about our plans and ideas, the more coordinated our actions will be. This will result in more efficient and responsive activity. The more we are committed to positive solutions and immediate action, the more people will become self-reliant and empowered. This will result in stronger communities.

For more information, please contact the MAG Human Services Division at (602) 254-6300 or at humanservices@mag.maricopa.gov. Thank you!

Letter from Mayor Lopez Rogers

It is with great pleasure that I present the 2007 Regional Human Services Summit Report. The following pages offer the research, planning and projects developed as part of the first summit on human services for the region. This document represents both a culmination and a beginning. The report presents the culmination of research and planning in areas such as affordable housing, disabilities, transportation, population growth and domestic violence. Nearly two hundred people attended this inaugural event while hundreds more shaped the data informing the day's discussions.

This report also represents a beginning. We now have the blueprint for innovative projects that have the potential to create incredible change. By collaborating with each other, we can multiply our capacity and achieve significant results. We have an opportunity to make life even better here in the region. We need only to embrace that opportunity and take the first steps. These steps are presented in the projects developed within the workshops at the summit. Activity will continue both within MAG and throughout the community to implement the projects and improve the quality of life for all.

MAG has provided leadership in human services planning for the region since 1976. As the council of governments for the area, the mission of MAG includes providing a forum for the discussion and study of regional issues, facilitating agreement among governmental units for the adoption of common policies, laying the groundwork for future growth and development, and identifying and solving regional problems by attaining the greatest degree of intergovernmental cooperation.

The MAG Human Services Planning Program strives to implement a collaborative approach for addressing critical community needs by identifying and leveraging resources, advocating for additional resources, and informing the public on prevalent human services issues. Through the human services committees at MAG, stakeholders from throughout the region strategically address human services issues through policy and planning. The committees represent membership from many disciplines and communities in an effort to be inclusive and responsive.

I invite you to take a few moments to read through this report and to be engaged through the MAG process. We need you as we take the next steps. If you have any questions, please contact the MAG Human Services Division by calling (602) 254-6300. Many reports, documents and a calendar of events may also be found at www.mag.maricopa.gov. I look forward to working with you.

Thank you for all you do!

Marie Lopez Rogers
City of Avondale, Mayor
MAG Human Services Coordinating Committee, Chair

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Introduction

In the area of human services, what can we do now with what we have? This question was posed at the 2007 Regional Human Services Summit to nearly two hundred people committed to strengthening the quality of life in this region. On this one day, people from across the Valley and across diverse disciplines gathered to celebrate the good work being done in human services, to wrestle with competing needs and priorities, and to definitively develop the framework for projects that will result in tangible, positive change. This report is the synthesis of all these voices and plans. This document provides a blueprint and contact people for communities, agencies and people wanting to implement collaborative projects that innovatively connect needs with resources.

On June 7, 2007, elected officials, government staff, social workers, faith-based organizations, academic representatives and the private sector rallied to the cause of human services planning. The purpose of the 2007 Maricopa Association of Governments (MAG) Regional Human Services Summit was to engage community stakeholders in a dynamic dialogue about forming partnerships and projects to create meaningful change in the community. The entire event was structured on the belief that the key to change is in the people who care about the community. Throughout the day, participants moved from plenary sessions with presentations from local and national speakers to workshops that focused on paired issues. At the end, everyone came together to share the projects developed within the workshops. This report reflects the research and discussions that shaped the projects. Since then, leaders in the community have stepped up to implement the projects. We are thankful to the community partners who are helping to maintain the momentum built at the summit.

The concept for the summit was developed from the 2006 MAG Regional Human Services Plan. The plan presents an array of information about the landscape of human services in the MAG region. Key issues such as aging, youth, homelessness and domestic violence are presented with corresponding research and reports about local activity. Information gathered through focus groups and surveys in which more than 500 people participated was used in developing the plan, adding layers of richness and detail seldom found elsewhere.

The message from the community to human services providers and planners was clear: collaborate with each other, include the community in the planning process and address issues holistically. People do not live their lives in carefully delineated boxes according to funding cycles or program boundaries. The same person who needs medical care may also need transportation to employment and affordable housing. That same person may also have critical insights on developmental disabilities and be a great volunteer with children. How to synthesize these experiences and harness the collective wisdom of the community became the driving force for the summit.

The motivation to create change through community engagement is shaped in part by realistic concerns about funding, staffing and sustainability. In the end, the most ambitious plans and greatest dreams without support are just paper and time wasted. While it is vital to be realistic about financial needs, funding itself does not create good projects. Funding supports good projects created from good planning. As the

event's keynote speaker Rick Lowe demonstrated, good ideas attract talented people who contribute time and energy. This attracts funding which supports the project. The success of the project attracts new people and ideas, and so the cycle continues.

So what *can* we do with what we have now? The answer is: quite a lot. Good starting points are found in the projects developed within the workshops. The dialogue initiated at the Regional Human Services Summit did not end with the closing session. The real work begins as we make the connections sparked by the summit and implement the projects. Every project will require broad based community support and engagement. Just as we are all affected by human services, we all have an important role to play in human services planning for the region.

Issue Pairings

The following section of the report presents the projects that were developed within the summit workshops, with an overview of the corresponding research. Prior to the workshops, all summit participants received copies of the templates that are included in the appendix. The templates offer a high level summary of each issue as well as the areas in common between the pairing.

Domestic Violence and the Civil Legal System

Name of Project
Judges Making a Difference

Definitions
Domestic Violence: A pattern of behavior used to establish power and control over another person, with whom an intimate relationship is or has been shared, through fear and intimidation, often including the threat or use of violence.

Civil Legal System: The body of law relating to contracts and suits as contrasted with criminal law. Civil law covers suits of one party by another for such matters as breach of contract, negligence or compensation for damages. The standard of proof in civil cases is preponderance of evidence—a greater weight of evidence for than against, which is a weaker standard than absence of a reasonable doubt.

Overview
While there are a number of domestic violence survivors who file police reports, quite a few are never involved with the criminal justice system. Their only involvement with the legal system is through the civil legal system, particularly in family court. This involvement includes seeking redress by obtaining legal separation, divorce, child custody, child support and/or compensation for damages. Preliminary findings from a recent study indicate that many judges are suspicious of people involved in Family Court disputes who claim domestic violence. This may have a negative affect on the decisions made in court that in turn will negatively affect domestic violence survivors and children.

Project Description
Collaborate with the Arizona Supreme Court to offer mandatory training about domestic violence to judges that will raise awareness and understanding about the dynamics of domestic violence, including how domestic violence can affect court cases.

Identified Need or Opportunity Addressed by the Project
While domestic violence is briefly addressed in the orientation for new judges, there is currently no mandatory training specific to domestic violence. This presents an opportunity to work collaboratively with the Supreme Court to develop a curriculum that will meet their need for more information about domestic violence. This will make judges better prepared to address domestic violence appropriately in their courts. Having judges who clearly understand the cycle of domestic violence will especially help when a survivor cannot afford representation. Lack of representation for the survivor coupled with a judge who may not have enough information about domestic violence can result in cases being handled inappropriately with devastating effects for the survivors and children.

Supporting Research or Models
The Morrison Institute for Public Policy is currently conducting a study of judges' attitudes about domestic violence. This is in follow-up to their research on attitudes of law enforcement about domestic violence. In that research, they found that many

law enforcement personnel have negative attitudes about domestic violence. Training has been implemented as a result. With the current research on judges, the Morrison Institute is finding that training for judges could be beneficial as well. Preliminary communication with the Supreme Court has indicated that such training would meet a current need.

Key Partners and Resources

The following categories are potential partners in this project:

- Advocacy agencies such as the Arizona Coalition Against Domestic Violence
- The Arizona Supreme Court
- Municipalities
- Government agencies focused on legal issues or domestic violence

Success Indicators

Successful implementation of a training program for judges will result in a better understanding of the dynamics of domestic violence as indicated by a pre- and post-test.

Next Steps

MAG staff has met with representatives from the Arizona Supreme Court. They will offer the following new training opportunities for judges about domestic violence:

- The mandatory orientation for new judges will feature domestic violence training. Week One will provide a case study about domestic violence and Week Two will feature one hour on domestic violence issues specifically.
- A full day of training on domestic violence will be offered on October 4, 2007, in conjunction with the Family Law Conference. If possible, additional information will be given at a plenary session at this event.
- The mandatory new rules training for all judges will feature information about domestic violence.
- The mandatory judicial conference will feature three hours on domestic violence training by the Arizona State Supreme Court Committee on the Impact of Domestic Violence on the Courts.

For more information

Please contact Missy Becker, Program Manager Education Services Division, Arizona State Supreme Court, mbecker@courts.az.gov.

Youth and Crime

Name of Project
Juvenile Crime Reduction Campaign

Definitions
Youth: Minors under the age of 18, including those who are exposed to risk factors such as drugs, academic failure, family conflict and peers who encourage delinquent behavior.

Crime: According to Arizona Revised Statutes, a crime is a misdemeanor or a felony. Status offenses are crimes due to the person's age. If an adult committed that same act, then it would not be a crime, for example, truancy and curfew violations.

Overview
Arizona ranks third in the country for juvenile violent crime and fourth for juvenile property crime. Juveniles made up 13 percent of violent crime committed in 2005, with minority youth being disproportionately represented in the juvenile corrections system. With growing demands exceeding capacity in the county, the task force for the grassroots Juvenile Crime Reduction Campaign will seek to provide information and resources to communities where juveniles are at the greatest risk, with the goal of reducing and preventing crime.

Project Description
Develop a grassroots campaign to engage community members in juvenile crime reduction and prevention. This campaign will be designed to empower the community though education. Parents, families and communities will receive information about issues and resources for juveniles, with the goal of prevention and intervention of juvenile crimes.

Identified Need or Opportunity Addressed by Project
Summit participants identified education and the role of schools as well as substance abuse and lack of employment as needs to be addressed to prevent and reduce disproportional juvenile crime in communities. The group considered utilizing traditional family group decision-making models, education, and grass roots organizing to mobilize parents and families. If people are better informed of issues facing today's youth, this could lead to the prevention and intervention of juvenile crime. The diversity of the community can lend strength to this effort.

Supporting Research or Models
Two national best practices offer insight for how this project might be implemented. Children At Risk (CAR), a community based program dedicated to the prevention of offenses, substance abuse, gang activity, and other problem behaviors committed by high risk juveniles, offers compelling support for this approach. Delivered and tailored to five low-income, high crime cities (Austin, TX; Bridgeport, CT; Memphis TN; Savannah, GA; Seattle, WA), preventive measures included family counseling, family skills training, tutoring, after-school activities and case management. Studies of all five cities indicated that those who participated in a program were less likely to commit

violent juvenile crimes or use/sell drugs. They were also less likely to associate with delinquent peers and experienced less peer pressure to engage in juvenile crimes.

The Substance Abuse and Mental Health Services Administration "Communities That Care" (CTC) model, funded by the Office of Juvenile Justice and Delinquency Prevention, emphasizes the reduction of risk factors for juvenile crimes and enhances protective factors against delinquency. The multi-level planning process includes interventions that have demonstrated success by tailoring them to the community. This has established that the program helps mobilize communities in planning and implementing juvenile crime prevention programs on the basis of what works best for the community.

Key Partners and Resources

The members in the breakout group committed to participate in a task force to pilot the project.

Success Indicators

A successful pilot campaign will result in the reduction of juvenile crime in communities where juvenile crime rates are high and disproportionate confinement exists.

Next Steps

- Have summit participants reconvene as a task force for the pilot campaign.
- Recruit and confirm additional members for the task force.
- Develop the pilot project model.
- Secure funding as needed.
- Implement the pilot project.
- Evaluate, refine and expand the project.

For more information

Please contact Dennis Ichikawa, Arizona Field Offices and State Strategies Senior Director, Casey Family Programs, dichikawa@casey.org.

Aging and Development Disabilities

Name of Project

Developmental Disabilities and Aging Integration Project

Definitions

Aging: Persons age 60 or older.

Developmental disability: A severe chronic disability, attributable to cognitive disability, cerebral palsy, epilepsy or autism.

Overview

Thanks to better medical care, assistive devices and a better overall quality of life, people with developmental disabilities are living longer than ever before. According to the 2000 Census, there are 386,306 people aged 60 and over with some kind of developmental disability in the MAG region. This presents a significant challenge as the systems of care attempt to adjust. Seniors with developmental disabilities have different needs than seniors not impaired in this way and from younger people with developmental disabilities. The strain increases as people who have developmental disabilities are living with and trying to care for their aging parents. As both the adult children and their parents age, their needs intensify.

Project Description

Summit participants proposed to implement a pilot project to integrate persons with developmental disabilities over the age of 60 into senior centers, services and adult day centers. Caregivers will also benefit from respite, education, and training.

Identified Need or Opportunity Addressed by the Project

Because this is a relatively new area of service, there are few models that have demonstrated success in integrating aging people with developmental disabilities into the senior services arena. During the focus groups that informed the 2006 Regional Human Services Plan, people with developmental disabilities expressed great concern about being able to care for themselves and their parents as they aged. For many, they had never lived outside the home and did not know where they would go once their parents died. The parents were also very worried about who would care for their adult children in the long-term future. While very adept at addressing physical and sensory disabilities, the current senior service system has not been designed to meet the needs of people with developmental disabilities. Adjustments will need to be made to accommodate these special needs.

Supporting Research or Models

The Aging and Disability Resource Center is being developed by the Arizona Department of Economic Security to make information more readily accessible. This online service will be available in the next year. Some municipalities, such as the City of Tempe, have created an Americans with Disabilities Act (ADA) specialist position within the diversity office. This staff person works with external offices to educate the public and internally to develop projects and coordinate services. The Arizona Bridge to Independent Living, a private nonprofit agency, is working with many partners to

open a new facility in two years that will offer a variety of comprehensive services. This site will include services for seniors with developmental disabilities.

Key Partners and Resources

The following categories are potential partners in this project:

- Associations and agencies that address aging and developmental disabilities
- Municipalities
- Clients and consumers

Success Indicators

A successful pilot project will result in the integration of seniors with developmental disabilities into mainstream senior services, better utilization of funding and open communication between the two fields of aging and developmental disabilities.

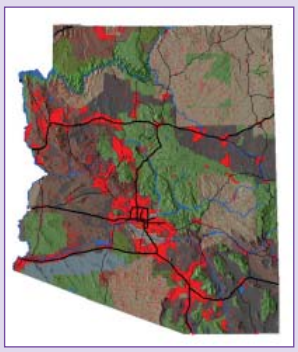
Next Steps

The Area Agency on Aging and the Division for Developmental Disabilities under the Arizona Department of Economic Security are meeting to develop the pilot project model.

- Recruit and confirm additional partners to assist in the pilot project.
- Secure funding as needed.
- Implement the pilot project.
- Evaluate, refine and expand the project.

For more information

Please contact Jim Knaut, Senior Vice President, Area Agency on Aging, knaut@aaaphx.org



Community and Government/Population Growth and Human Services Capacity

The projects for these two workshops have been combined because they both address the need for a unified voice regarding human services. Both workshops found that rapid population growth, increasing needs and strained service delivery systems create a crisis for human services in the region. This crisis must be met with careful and deliberate strategies that unify all human services. By working together, we can elevate the community's understanding for and appreciation of human services.

Name of Project

Human Services Unification Project

Definitions

Community: A group of people who live in the same area, who may have a common background or shared interests within a society.

Government: The political direction and control exercised over the actions of the members, citizens, or inhabitants of communities, societies, and states; direction of the affairs of a state, community, etc.; political administration.

Population Growth: Percentage and absolute population growth. Maricopa County is the fourth most populous in the United States and has added more than 600,000 people between 2000 and 2005. Phoenix is the fifth largest city in the United States and between 2000 and 2005 added almost 150,000 people.

Human Services Capacity: The ability of a region to deliver human services and assistance that people need to maintain their quality of life. Also a measure of the performance and impact of services rendered.

Overview

The following three factors dramatically shape regional human services planning. First, the quickly changing dynamics of the region challenge municipalities and agencies to develop and maintain responsive plans and services. Second, as new issues emerge and needs increase, the strain already felt by human services agencies and municipalities to respond increases. Third, while there are many rich voices in the human services arena, there is not a unified message within the region for human services. These challenges limit the effectiveness of current efforts to meet human services needs. Developing a unified vision will help raise the profile of human services, protect resources dedicated to human services, inform the planning process, and more effectively meet the needs of the community.

Project Description

Implement a marketing campaign and outreach plan that will increase awareness about the importance of human services. This will be done to raise the profile of human services. The campaign will also work to protect funding for human services programs and to promote collaboration among agencies to maximize the funding currently available.

Identified Need or Opportunity Addressed by the Project

Factors such as limited resources and competing interests can make sustainable funding for human services difficult to achieve. The public may not understand or have empathy for people who access human services programs. The people who do receive services often are not engaged by the political process. This makes outreach based on accurate data and common needs a critical activity. If human services providers can rally around a unified vision, then the general public can be better informed. This will help to make funding more sustainable and available for the communities' residents in need.

Supporting Research or Models

Human services agencies report an increasingly limited ability to meet the needs that exists in the region. The unmet needs continue to grow as the population increases. The October 2006 Arizona Town Hall describes some of the infrastructure challenges wrought by the region's rapid population growth. One of the recommendations resulting from the Town Hall calls for a long-term human services plan to serve as a blueprint for municipalities, a benchmark of success, a stabilizing factor in turbulent times and a call to action for the public. With a clarified vision and voice, we can better mobilize support from the community to ensure that life-enhancing services continue.

Key Partners and Resources

The following categories are potential partners in this project:

- Funders
- Chambers of Commerce
- Municipalities
- Government, nonprofit and faith-based agencies
- Media
- Advocacy agencies

Success Indicators

Successful implementation will result in more stable support, funding and resources for human services and more collaboration among providers.

Next Steps

Protecting Arizona's Family Coalition (PAFCO) will work with community partners to establish an agenda addressing the diverse needs within human services. The same document will present solutions. This unified voice will pro-actively champion human services and provide tools for affecting change. PAFCO will raise awareness about this effort by engaging the media, community partners and the legislature.

For more information

Please contact Timothy Schmaltz, Coordinator/CEO, Protecting Arizona's Family Coalition, at tim@pafcoalition.org.

Aging and Housing

Name of Project

Housing and Aging Summit and Development of a Blue Ribbon Committee

Definitions

Aging: Persons aged 60 or older.

Housing: Buildings or other facilities where people live. There is a need to ensure that a variety of housing options are affordable, or no more than 30 percent of a person's income, and accessible for people with limited physical ability.

Overview

People aged 60 and over represent 11 percent of the population. This number is expected to double by 2025. As people age, their physical, sensory and sometimes cognitive abilities can deteriorate. This means housing must be adapted to meet these emerging needs. There has been new emphasis on providing appropriate, affordable housing within each community. This will ensure that people can live safely in their own homes for as long as possible, thereby creating naturally occurring retirement communities. Research indicates that aging in place is the highest choice and priority for most seniors.

Project Description

Host a summit on aging and housing in order to gather input and community support to develop a model of housing options for older adults that can be replicated throughout our communities. Workshop participants also proposed to form a committee that could address this topic throughout the year on an ongoing basis.

Identified Need or Opportunity Addressed by the Project

As more people reach age 60 and older, they will need more information about housing options available to them. This conference will raise awareness about the variety of choices and help to coordinate communication and information about resources. When people do not live independently in their own homes, they are more likely to rely on expensive services like nursing homes and assisted care facilities. As medical costs increase, many older adults are forced to choose between paying for housing or medicine critical to their health. The homeless community has witnessed a significant influx of older adults living on the streets because they choose to pay for their medication and lose their homes as a result.

With such a large number of people reaching this age range in the years ahead, this will become an important community issue. As the ratio of working Americans to retired Americans will drop from five working Americans to one retired American down to two working Americans for every retiree, the region will be more strained to effectively address this issue. The ability of the region to truly meet this need will have indelible affects on older adults living within our communities.

Supporting Research or Models

According to the Joint Center for Housing Studies of Harvard University, the range of

housing options needs to be fully explored and communicated so people can make appropriate choices. When housing options are limited to expensive nursing homes or the decreasing feasibility of remaining in one's own home, older adults may suffer from overcare or undercare. Overcare creates increased dependence on unnecessary treatments and quality of life diminishes. When a person receives more care than needed, this often results in learned helplessness. The corresponding loss in mobility and freedom can exacerbate depression and confusion.

Undercare, or not receiving enough care, results in increased health problems and safety risks which also negatively affect quality of life. When a person does not receive the support they need at home, this affects the quality of the housing stock. Preventative home maintenance can save thousands of dollars. In-home services, such as home delivered meals and personal care, can enhance the independence of older adults for years. Instead of moving to a facility, an older adult can remain in their own home with such appropriate modifications made. Doing so will help older adults to maintain their social network and to limit the trauma associated with difficult transitions.

Key Partners and Resources

The following categories are potential partners in this project:

- Funders
- Real estate and housing developers
- Faith-based organizations
- Private nonprofit agencies
- Universities
- Advocacy groups
- Public entities

Success Indicators

The creation of more accessible housing for older adults, increased community collaboration as well as more information available on the Internet for ease of access will demonstrate success of this project.

Next Steps

- MAG will add housing to the planned special needs transportation conference scheduled for June 2008.
- Recruit and confirm speakers on both topics and how they intersect.
- Market and facilitate the event.
- Explore ways MAG can assist a committee with a community partner.

For more information

Please contact Amy St. Peter, Human Services Manager, Maricopa Association of Governments at astpeter@mag.maricopa.gov.

Homelessness and Domestic Violence

Name of Project
Home Safe Campaign

Definitions
Homelessness: Individuals, families, and youth who lack a fixed, regular nighttime residence or who reside in institutions, shelters, or in a place not meant for human inhabitation.

Domestic Violence: A pattern of behavior used to establish power and control over another person, with whom an intimate relationship is or has been shared, through fear and intimidation, often including the threat or use of violence.

Overview
Homelessness and domestic violence are inextricably linked. While funding streams and programs are often very distinct, the people served are often the same. Many domestic violence survivors become homeless when they leave their abuser. Conversely, many homeless people become victims of abuse at the hands of their partners. If more survivors of domestic violence can secure safe housing, then this will help stabilize them as well as make current shelter beds more available to those still in need. Barriers such as crime-free housing regulations, limited supplies of affordable housing and low incomes all exacerbate this dilemma.

Project Description
The Home Safe Campaign will help prevent domestic violence survivors from becoming homeless by preparing them to secure housing. This will be done by providing domestic violence shelter staff information about housing rights and how to attain financial stability. This will help survivors access safe housing at a rate they can afford.

Identified Need or Opportunity Addressed by Project
Domestic violence survivors are at great risk for becoming homeless. MAG completed a survey of domestic violence survivors in 2005 and discovered that many lived on the streets, in unsafe and/or temporary housing until they were able to access shelter. Fleeing from the abuser often places survivors in living arrangements that are just as dangerous. This study demonstrates that more needs to be done to safely house domestic violence survivors when they leave their abuser.

There is also a danger that survivors could become homeless even before they leave their abuser. Many landlords will evict a family for domestic violence or calls made to the police. This leaves the survivor as well as the abuser with nowhere to go.

Even when survivors can access shelter, many face difficulty when trying to secure housing upon exit from the shelter. For many survivors, they are not earning enough money to secure safe housing at an affordable rate. This can compel a victim to return to the abuser or live on the streets. Focus groups conducted with survivors indicated that housing is a primary concern. The majority said they could find a job and secure an education on their own, but they needed assistance with housing. Some

have police records as a result of the domestic violence and cannot enter crime-free housing. This eliminates options at a critical juncture.

Supporting Research or Models

MAG completed a study of the capacity of domestic violence shelters in 2005. The report, *"The Need for Increased Domestic Violence Shelter in the MAG Region,"* was published in January 2006. Surveys were administered by all nine local domestic violence shelters to all current clients as well as people calling to request shelter. The findings demonstrated that when the survivors who were surveyed could not access shelter, 23 percent stayed with their abuser, 26 percent stayed with a friend, 23 percent stayed with a family member, and 30 percent stayed in a hotel or on the streets. The U.S. Department of Education considers temporary arrangements such as staying with friends and family (49 percent) as being homeless.

Thirty percent of those surveyed qualified as being homeless under the more stringent U.S. Department of Housing and Urban Development definition and were actually living on the streets. The remaining 23 percent staying with their abuser were not homeless but were living in extreme danger of further harm or death. In sum, people who were denied shelter lived in conditions that were unsafe such as being homeless, or violent, because they remained with their abuser. This research clearly illustrates the link between domestic violence and homelessness.

Key Partners and Resources

The following key partners and resources were identified:

- Advocacy organizations such as the Arizona Coalition Against Domestic Violence
- Local domestic violence shelter and service providers
- Faith-based organizations
- Financial institutions
- Homeless service providers
- Local police departments
- Local fire departments
- Municipalities
- Housing associations

Success Indicators

Pre- and post-testing of survivors regarding knowledge about financial stability and housing will indicate the effectiveness of the curricula changes.

Next Steps

- The Arizona Coalition Against Domestic Violence will recruit and confirm partners to assist in the project.
- Review curricula developed for domestic violence survivors and assess effectiveness of the financial stability and housing components.
- Make changes to the curricula as needed in partnership with the agencies offering the education.
- Implement the revised curricula and conduct pre- and post-testing.
- Evaluate the effectiveness and make changes as necessary.

For more information

Please contact Betty McEntire, Training Coordinator, Arizona Coalition Against Domestic Violence, at tc3@azcadv.org

Affordable Housing and Transportation

Name of Project

Affordable Housing and Transportation Civic Education Campaign

Definitions

Affordable housing: The generally accepted definition of affordability is for a household to pay no more than 30 percent of its annual income on housing.

Transportation: Modes of conveyance including private vehicles, taxis and shuttles, public transportation, bicycles, and walking. Essentially, access to reliable, affordable transportation greatly impacts one's quality of life and connection with the community.

Overview

"Drive until you qualify" is increasingly being heard as the answer to rising housing costs in the Phoenix metro area. Families and older adults especially are moving to the fringes of the region in order to access more affordable housing. Most people do not take into account the costs of transportation in dollars, time and vehicle use.

Project Description

A civic information campaign will increase awareness about the relationship between transportation and housing. The ideology of live, work and play is an important part of the strategy. This will change perspectives and break down paradigms to encourage more informed choices. This is done by researching best practices and putting a face on the issue.

Identified Need or Opportunity Addressed by Project

Summit participants acknowledged that the market responds to what people want. If people want houses with more land at cheaper prices, then developers will locate new subdivisions farther from the core of the region. If the priority becomes proximity to employment and services, this can result in the development of higher density housing more centrally located. The group looked to successful social marketing campaigns that changed the public's attitudes about water usage and smoking. If the community can be better informed about the relationship between housing and transportation, their shift in attitude will shift the market in ways that best meet people's needs.

Supporting Research or Models

According to the national Center for Housing, the average family spends 57 percent of its income on housing and transportation costs combined. Those who spend less on housing typically spend more on transportation. The reverse is also true. As one spends more on housing, transportation costs decline. In Phoenix, the typical household spends 27 percent of their income on housing and 30 percent on transportation. Moderate income households living in suburban areas can have very few transportation options as public transit often has a limited presence there. In Phoenix, 89 percent of commuters use their private vehicle with a mere three percent taking public transit.

The City of Goodyear has a campaign to "live, work and play" in Goodyear. This

model could be expanded to encourage the same of residents in other municipalities. This campaign also presents a challenge to local governments to align economic and housing development.

Key Partners and Resources

The following categories are potential partners in this project:

- Developers
- Elected officials and municipalities
- Agencies that develop affordable housing or related policy and research

Success Indicators

A successful civic education campaign will result in people making better informed choices about housing and transportation. As a result, their choices will be more closely aligned with their lifestyles and they will experience fewer unintended consequences.

Next Steps

- The Arizona Department of Housing has prepared a presentation through the new Center for Affordable Housing and Livable Communities. This will be presented at the Rural Conference in the fall of 2007.

- The Arizona Housing Commission will receive the presentation and will be encouraged to offer the presentation statewide.

- The Arizona Department of Housing will address transit-oriented development by encouraging thoughtful development of housing along key alternative transportation routes such as rail and bus lines.

- The Arizona Community Foundation is sponsoring research about the effects of commutes on social issues such as health and family life. This effort will be supported through the Foundation's recoverable grant pool for affordable housing.

- Local Initiatives Support Corporation (LISC) Phoenix is undertaking an initiative called Building Livable Neighborhoods in Metro Phoenix. Through this effort, LISC will develop a presentation tool and workshop strategy that engages community organizations and civic leaders in discussions of realistic solutions and realistic designs for building sustainable, affordable and healthy neighborhoods.

For more information

Please contact Fred Karnas, Administrator for the Center for Affordable Housing and Livable Communities, Arizona Department of Housing, fredk@housingaz.com. For more information about the proposed research on the effects of commutes, please contact Jacky Alling, Senior Program Officer, Arizona Community Foundation, jalling@azfoundation.org. For more information about LISC's activities, please contact Teresa Brice, Executive Director, LISC Phoenix, at TBrice@lisc.org.

Homelessness and Mental Illness

Name of Project
Maintaining Housing and Self-Sufficiency

Definitions
Homelessness: Individuals, families, and youth who lack a fixed, regular nighttime residence or who reside in institutions, shelters, or in a place not mean for human inhabitation.

Mental Illness: An abnormal mental condition or disorder associated with significant stress or dysfunction; cognitive, emotional, behavioral and interpersonal impairments.

Overview
There is considerable overlap between people who are homeless and people who experience mental illness. There can be a gap, however, between the programs serving these populations. According to recent research conducted by the agency Homeward, nearly half the people admitted to the psychiatric hospital were also in the Homeless Management Information System. The report indicates that homeless people were much more likely to have mental illness than substance abuse. Living on the streets greatly exacerbates mental illness due to the instability of the environment, isolation, poor nutrition and healthcare, increased likelihood of violence and lack of medication. Providers in each system report limited communication and misinformation between the two fields.

Project Description
Create a handbook about specific eligibility factors and a corresponding training to better inform homeless and mental health providers about each other's programs. This will build collaborative relationships and improve services.

Identified Need or Opportunity Addressed by Project
Lack of coordination between homeless assistance programs and the mental health community results in wasted resources financially, missed opportunities, and even harm as people remain on the streets. For example, lack of clarity about eligibility causes inappropriate referrals to be made from one system to the other. This slows access and frustrates everyone involved. It can be very difficult to engage mentally ill homeless people. If an opportunity is lost, another may not manifest. That means the person will remain homeless at great personal and societal cost.

Key Partners and Resources
The following key partners and resources were identified:
- Mental health community
- Homeless assistance programs

Success Indicators
Improved collaboration among homeless providers and behavioral health providers will result in clients remaining in housing for longer periods of time. They will report an increase in their self-sufficiency and satisfaction with services.

Next Steps

- Identify accurate eligibility factors and target populations best served by local providers of shelter and services in the homelessness and behavioral health field. Include useful practices in helping clients access programs.

- Organize this information into a comprehensive handbook and distribute it throughout the community.

- Develop a training based on the handbook and present it to local groups of providers.

- Develop a system to update the information annually.

For more information

Please contact David Bridge, Chief Administrative Officer, Central Arizona Shelter Services, Inc., dbridge@cass-az.org.

Conclusion

The Maricopa Association of Governments thanks everyone who helped make the summit a success. We are grateful for the summit speakers- Mayor Mary Manross of Scottsdale, Mayor Marie Lopez Rogers of Avondale and Councilmember Greg Stanton of Phoenix—who helped to inspire the participants. Without the generous support of our sponsors, this event would not have been possible. This includes ValueOptions of Arizona, Arizona State University's College of Human Services, SRP, APS, and the Arizona Department of Economic Security, Arizona Human Services Providers.

We offer a special thanks to all the participants, especially the facilitators of the workshops whose leadership resulted in the projects. The facilitators included:

- **Allie Bones,** *former State Homeless Coordinator and Program Manager,* Arizona Department of Economic Security.
- **Judith Fritsch,** *Program Administrator, Office of Community Partnerships and Innovative Practices,* Arizona Department of Economic Security.
- **Donald P. Keuth,** *President*, Phoenix Community Alliance.
- **Susan Hallett,** *Program Administrator, Office of Community Partnerships and Innovative Practices,* Arizona Department of Economic Security.
- **Bill Hart,** *Senior Research Analyst at Morrison Institute of Public Policy,* Arizona State University.
- **Steve Hastings,** *Chief of Real Estate Services,* Foundation for Senior Living.
- **Dennis Ichikawa, J.D.,** *Field Office and State Strategies Director,* Casey Family Programs in Arizona.
- **Bill Kennard,** *Executive Director of Recovery and Rehabilitation Systems Innovations,* ValueOptions of Arizona.
- **Jim Knaut,** *Senior Vice President*, Area Agency on Aging, Region One.
- **Carol Kratz,** *Senior Program Officer,* The Virginia G. Piper Charitable Trust.
- **Betty McEntire,** *Training Coordinator,* Arizona Coalition Against Domestic Violence.
- **Jeff Romine,** *Senior Regional Economist,* Maricopa Association of Governments.
- **Shannon Scutari,** *Policy Advisor for Growth and Infrastructure,* Governor's Office.
- **Jacki Taylor, MC,** *Executive Director,* Arizona Coalition to End Homelessness.
- **Wayne Tormala,** *Community Initiatives Coordinator,* City of Phoenix.
- **Margaret Trujillo,** *Owner,* Margaret Trujillo and Associates.
- **Minnie Williams,** *Support Coordination Program Manager,* Arizona Department of Economic Security, Division of Developmental Disabilities.

Acknowledgments

We are indebted to all the providers and volunteers who toil on the front lines every day. Due to your steadfast commitment and ongoing efforts, people's lives are improved and communities are strengthened. Plans are made and projects are developed during events like this, but the real test comes with implementation. Thank you in advance for your support of these projects, but more importantly, for all that you do for those needing a second chance.

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2007 REGIONAL HUMAN SERVICES SUMMIT
INNOVATIONS IN PLANNING
NO FRUIT WITHOUT THE ROOTS

2007 SUMMIT
REGIONAL HUMAN SERVICES SUMMIT REPORT

The Maricopa Association of Governments would like to thank the following sponsors for their generous contributions to the 2007 Regional Human Services Summit:

ValueOptions of Arizona sponsored breakfast, lunch, and raffle items for conference participants.

Arizona State University, College of Human Services sponsored a portion of the facility charges, assisted with logistics and provided volunteers to help staff the workshops.

SRP sponsored the conference gifts for participants.

APS sponsored the honorarium for the keynote speaker.

The Arizona Department of Economic Security sponsored the printed materials as well as lodging for the speaker.

The Arizona Council of Human Service Providers
sponsored the Continuing Education Units (CEU) for summit participants.

Thank you for helping to make this event a success!