

Maricopa Association of Governments  
2008 Regional Human Services Survey Summary

The results for this survey will help to inform the funding cycles for SSBG, FTA Section 5310 and Stuart B. McKinney funds from the U.S. Department of Housing and Urban Development.

MAG received 58 surveys total from a diverse mixture of respondents including surveys from:

- o Six cities
- o 19 non profits
- o Two school districts

Section A: Social Services Block Grant

MAG recommends allocations at the service level for locally planned Social Services Block Grant dollars.

1. Which target group presents the most urgent need? Ranked from highest need to least need.
  - Children and families-63%
  - Older adults
  - Persons with disabilities
  - Persons with developmental disabilities

Explain choices: Children and families are a large population with increasing needs (8), children and elderly are most vulnerable with least services, older adults demands on other services (7), children and families have scarce resources, persons with disabilities and persons with developmental disabilities are an increasing population with many other issues, persons with developmental disabilities lack resources and population includes older adults, all in need of services (4), rising cost of living for older adults on a fixed income with limited ability to increase income, older adults due to growing population (3), children to break the cycle and can make the most change (2), persons with developmental disabilities have few services especially in the southwest to reach or contact, low income have scarce resources, families affected by domestic violence have limited resources, job opportunity and daycare, Chandler needs assessment indicated children and families have the most urgent needs, persons with disabilities may not be mobile and affects employment opportunities

These target groups receive the following percentages of funding.

Adults, families and children:	Current: <u>50%</u> Change: <u>39%</u>
Older adults:	Current: <u>26%</u> Change: <u>26%</u>
Persons with developmental disabilities:	Current: <u>14%</u> Change: <u>19%</u>
Persons with disabilities:	Current: <u>10%</u> Change: <u>16%</u>
	Total: <u>100%</u> Total: <u>100%</u>

Comments on no percentage change: percentages reflect statistical needs (4), agency goals need to increase and percents to reflect utilization, with limited resources percentages are fine (3), decrease in any funding would cause stress to readjust to cuts, increase resources at state, local and federal levels, all are in need of support services

Comments on percentage change: persons with disabilities population is increasing and largest unemployed, children and families, persons with disabilities and persons with disabilities are needy but more capable of helping themselves (2), question invalid due to lack of appropriate funding, persons with disabilities in danger of becoming chronically homeless, time for percentages to change, persons with disabilities slight increase over persons with developmental disabilities based on availability of other SSBG funds, persons with disabilities specialized staffing and equipment needs for individuals and caregivers, persons with developmental disabilities least capable to care for themselves and should be given more funding, children most vulnerable and in need of more services (1)

2. What indicator is the most appropriate measure of the outcome achieved as a result of this funding? Ranked from most appropriate to least appropriate.
  - Outcomes-51%
  - Number of people served
  - Client satisfaction
  - Wait list length
  - Unit cost
  - Contract compliance
  - Recidivism rate
  - Unreturned funds
3. What groups would provide the most meaningful feedback to the allocation recommendation process? Ranked from most meaningful to least meaningful.
  - Social services providers-40%
  - Current clients
  - People on wait list
  - People turned away
  - DES
  - MAG committee members
  - Other - community volunteers, former clients (2), area businesses, faith based, front line workers
4. What other factors or considerations should be taken into account when recommending allocations at the service level for the Social Services Block Grant?
  - successful and stable services (7)
  - service results in self sufficiency (5)
  - growth in area by population and demographic, collaboration with other agencies so funding is allocated more efficiently (3)
  - percentage of eligible clients served, current population and census data for poverty levels, statistical needs in the community/needs assessment, alternative service provision if not funded by SSBG (2)

- Size of the region, accessible transportation, poor outreach, skill and education level of staff, VSUW and ASU survey's, reports from service contractors, climate such as summer versus winter, representatives from each target groups, minorities, distance from existing services, current trends of society, weighted outcome measures, long term benefits not only for the target groups but the community, prevention measures, persons with disabilities have difficulty with transportation, past allocations, eliminate political influence by measuring outcomes better, look at faith based groups and the political arena to see where their support goes (1)

## Section B: Homelessness

MAG prepares a consolidated application to the U.S. Department of Housing and Urban Development to support homeless assistance programs and develops plans to end homelessness in the region.

1. Which housing strategy makes the most impact in the goal to end homelessness? Ranked from most impact to least impact.
  - Affordable housing-43%
  - Permanent supportive housing
  - Transitional housing
  - Housing First
  - Emergency shelter
2. Which population offers the greatest opportunity to make a long-term impact in the effort to end homelessness? Ranked from most opportunity to least opportunity.
  - Families-61%
  - Domestic violence
  - Youth on their own
  - Veterans
  - Persons with serious mentally illness
  - Persons with disabilities
  - Chronically homeless single adults
  - Persons with substance abuse issues
  - Lesbian/gay/bisexual/transgender
  - Other - non-chronically homeless single adults
3. Please indicate where the biggest impact can be made in the effort to reduce homelessness today. Ranked from most impact to least impact.
  - Families-54%
  - Domestic violence
  - Youth on their own
  - Veterans
  - Persons with serious mentally illness
  - Chronically homeless single adults
  - Persons with disabilities

- Persons with substance abuse issues
  - Lesbian/gay/bisexual/transgender
  - Other - non-chronically homeless single adults, low income families and individuals. persons with developmental disabilities
4. What areas of focus will be most important to ending homelessness in this region in the long-term? Ranked from most important to least important.
- Housing-31%
  - Funding
  - Supportive services
  - Prevention
  - Education, training/employment
  - Innovative partnerships
  - Community awareness
  - Leadership
  - Transportation
  - Discharge planning
  - Municipal 10-year plans
  - Tracking results and evaluation
  - Other - Persons with serious mental illness (2), substance abuse
5. What areas of focus will be most important to having an immediate impact in the effort to reduce homelessness today? Ranked from most impact to least impact.
- Funding-35%
  - Housing
  - Supportive services
  - Education, training/employment
  - Prevention
  - Community awareness
  - Innovative partnerships
  - Discharge planning
  - Leadership
  - Transportation
  - Tracking results and evaluation
  - Municipal 10-year plans
  - Other - Persons with serious mental illness (2), cm/plan/action/evaluation, substance abuse
6. What factors are most important to consider when ranking applications for homeless assistance funding? Ranked from most important factor to least important factor.
- Outcome measures-36%
  - Housing placement/retention
  - Program utilization/vacancy rates
  - Client employment rates

- Increased income for clients
  - Unit cost
  - Returned funds
  - Keeping beds open
  - Other - weighting factors evaluation outcomes, decrease reliance of government subsidy
7. What other factors should be considered when ranking the applications for homeless assistance funding or developing plans to end homelessness in the region?
- Create and maintain the best possible system for all populations, collaboration between cities, towns and communities to avoid duplication, programs with a written proven working plan, community commitment to support programs, prevention and intervention (3)
  - the size of the county and distance between services, serving subpopulations such as children, families, elderly and veterans, livable wages, rural areas of Maricopa county, individual action plan based on the clients abilities, census and demographic data, turn-away rates due to unavailable bed space, measured outcomes (2)
  - affordable family housing, services to Iraq war veterans, look at poverty pockets and available beds with in the community, responsibility for their situation plans for goals and the number in the household, revisit Arizona's landlord tenet law, care to the chronically homeless and serious mentally ill, agencies viability, diversified funding and emphasis on placement, alternative provision if not funded by HUD, coordinated plan with state agencies, gain a champion to keep moving forward, success in placement in treatment facilities, employment, increase habitat for humanity with corporations and CTE programs in schools, accountability, client feedback on services and accessibility (1)

### Section C: Human Services Transportation

MAG facilitates regional planning to coordinate human services transportation as well as the application process for Section 5310.

1. What kind of trip creates the most demand for human services transportation? Ranked from most demand to least demand.
  - Medical-67%
  - Employment
  - Education
  - Dental
  - Errands
  - Training
  - Social/recreational
  - Other - groceries (3), social services (2), senior centers, legal, counseling
2. Which subpopulation offers the most opportunities for improving human services transportation? Ranked from most opportunity to least opportunity.
  - People with low incomes-41%
  - People with disabilities

- Older adults
  - Other - youth employment, youth on their own, education or training needs not met through public transit
3. Which subpopulation is the most critical to serve in order to improve human services transportation overall? Ranked from most critical to least critical.
    - People with disabilities-43%
    - People with low incomes Older adults
    - Other - youth employment, youth on their own
  4. What is the best strategy for coordinating human services transportation and why?
    - Cites, municipalities and agencies continued cooperative planning (6)
    - Dial-a-ride or cab vouchers for less stress on providers (5)
    - Extend and expand the current system, a central coordinated call center with the ability to locate vehicles at all times (4)
    - Implement other transportation system with municipalities and non profits, end turf issues and see as a bigger issue, regionalized needs assessment and resource inventory (2)
    - Funding for vehicle maintenance, clients input, utilize existing buses, use human services transportation only to fill in gaps, update land use plans to reflect balanced land use, stated and regional leaders to agree on a balance district of economic centers, meet with service providers for discussion on coordination to enhance human services, do a gaps analysis and then fund services that eliminate major gaps, coordinate funding based on region, divide the county into regions then assign services in those areas with the number of vans determined by population, MAG joint meetings to include human services and transportation, services to work across city line, free public transportation/buses (1)
  5. What is the biggest challenge to coordinating human services transportation?
    - Funding (14)
    - Turf battles/boundary issues (7)
    - Cooperation between jurisdictions, focus on the bigger picture (6)
    - Coordinating a statewide plan linking services (4)
    - management of vehicles sent to clients in opposite areas wasting time and fuel (2)
    - Lack of government and ADOT leadership, quality of service, community accessibility and access, designated funding sources, limited resources, insurance and training, time and location points, distance between services and residence, aging clients require more time from services, AHCCCS buy in, lack of services in rural communities, lack of cities commitment, local, state and federal leaders agree on a balance economy and housing district at the local and regional levels, understanding concerns of providers, size of the region, updated equipment and properly working vehicles, confusing grant application and paperwork, understanding full scope of both programs, vans for mothers with babies and for the disabled (1)
  6. How can this challenge be best resolved?
    - Collaborate and coordinate with public, private, communities and businesses (5)
    - Support from political leaders (4)

- Start with “what is best for the user”, complete comprehensive transportation programs and services (3)
- Agency staff training, funding, open and frequent communication (2)
- Strengthen dial-a-ride, new leaders, state and local insurance coverage, waivers of some funding and services barriers, cab vouchers, neighborhood centers offering different services, over site, summits with in each municipalities, regional plan to balance services, delegate greater authority to regional government for transportation planning and services, simplify grant application of funds available, divide the county into regions then assign services in those areas with the number of vans determined by population, match needed resources by localized areas, MAG joint meetings to include human services and transportation, utilizing cab companies with vans, leadership to take on coordination, public awareness (1)

#### Section D: Domestic Violence

MAG facilitates discussion, research and the development of regional solutions to reduce the trauma and end domestic violence.

1. What strategy is the most important and most effective way to reduce the incidence and trauma associated with domestic violence? Ranked from most effective to least effective.
  - Prevention-28%
  - Shelter
  - Public awareness
  - Batterer accountability
  - Legal assistance
  - Funding for agencies
  - Treatment/therapy
  - Appropriate health care response
  - Screening
  - Other - law enforcement, alternate human services to lessen barriers, advocacy centers for quick treatment & assessment
  
2. What is the most effective way to promote healthy relationships with youth? Ranked from most appropriate to least appropriate.
  - School-based programs-61%
  - Peer mentoring
  - Youth groups/commissions
  - Projects-based activity
  - Faith-based activities
  - Online outreach/resources
  - Other - parent responsibility and education, parent and youth programs together
  
3. Which subpopulation is most in need of immediate intervention from a regional policy level? Ranked from most appropriate to least appropriate.
  - Survivors-34%

- Youth
  - Substance abuse
  - Batterers
  - Behavioral health
  - Monolingual
  - Persons with disabilities
  - Other - meth users, batterer's family members, preteens, undocumented immigrants
4. Which subpopulation offers the most opportunities to end domestic violence in the long-term? Ranked from most opportunity to least opportunity.
- Youth-51%
  - Survivors
  - Batterers
  - Substance abuse
  - Behavioral health
  - Monolingual
  - Persons with disabilities
  - Other – Batterer's family members, preteens, undocumented immigrants
5. What other factors should be considered in regional planning to end domestic violence?
- Education and youth programs (9)
  - Mandate batterer counseling, prevention programs (3)
  - Lack of shelters, transportation for when a person is ready to leave the situation, uneducated law enforcement, mandate batterer accountability, affordable housing with supportive services (2)
  - agency reporting and follow-up, shelter and services for men, coordination with municipalities and providers, children first, all aspects of abuse including mental, family support groups, public awareness, safety for survivors, "Multiply Homeless Families: The Insidious Impact of Violence" from Housing Policy Debate, case management for survivors and batterers, multi agency collaboration and partnership regarding systematic responses, media participation, understanding of multicultural background of metro area, stricter legislation, understanding DV issue and work to eliminate them not just fund programs, long term follow up programs, counseling for children exposed to DV, holistic services, shelters for substance abuse and mentally ill victims and survivors, response teams at police precincts and mandatory reporting for. faith based organization, dental offices and so on, rates of recidivism and why, program demands such as wait lists and outcomes, funding to increase bed numbers, effectiveness of batter intervention, how well the justice system deals with low level DV cases, resources for victims and children, employment wages, it is not the victims responsibility to end domestic violence (1)

#### Section E: Miscellaneous

1. Forms of community outreach in your opinion are the most effective in increasing public involvement? Ranked from most effective to the least effective.
- Community events-35%

- Press releases
  - Focus groups
  - Online resources
  - Newsletter
  - Special mailings
  - Conferences
  - Committees
  - Surveys
  - Other - media attention (2), non profits with previous programs, neighborhood outreach, PSA's, internal corporate mailers
2. Share a best practice that has potential for successful replication at the regional level.
- Work collaboratively linking services in all areas such as domestic violence, transportation, homelessness (3)
  - Self help programs and incentives, attention to social needs of residence keeping dialogue open (2)
  - Arizona's "Families First Program", mobile outreach organizations, focus groups, survey's that produce results, DV brochures and safety cards, continue regional human services conference with transportation, more shelters, online resource directory and newsletter, "Management through Community" from St. Vincent de Paul Ozanam Manor, balance municipal land use plans with regional decisions on economic centers, community cooperation to coordinate social and physical community development programs for "gap" and "link" programs, central coordination, staff outreach in selected neighborhoods to discuss community concerns then host resource fair with residents, Housing First emphasis on single residents with wraparound services, partnering with faith based organizations such as Open Table, partnering with different organization like the City of Surprise, Interfaith and Rio Salado, employment services for clients to become self sufficient (1)
3. What other factors should be considered when developing regional plans and solutions to address human services.
- Public/private collaboration like financial institutes and community based organizations (2)
  - A realistic transportation system, affordable long-term housing, stakeholders, clients of services, collaboration of like services to strengthen and be more productive, client training and education, safety for the homeless, require government to work with providers, buy in from various sectors of the community, minorities, collaboration across jurisdictions domestic violence, transportation and homeless, address barriers to affordable housing such as zoning and construction, flexible regulations and incentives for producing affordable housing, foreclosure prevention and intervention programs, non profits to provide case management to domestic violence survivors and batterers, population growth, consolidate municipalities plan to a regional plan integrating cities uniqueness, availability of services to those being assisted such as waiting list and paperwork, utilize faith based volunteers with non profits to provide technical assistance, business taxes to fund infrastructure (people) development, capable homeless individual are an untapped workforce, holding cities responsible for batterers accountability,

committed leadership to address issues, coordinate and share success stories, focus on programs with credible outcomes and evaluations, use of media to connect involvement of past and current clients (1)

4. Other feedback.

- Reevaluate the use of the term “ending homelessness” (3)
- The use of vacant building to house screened homeless (1)