

MINUTES OF THE  
MARICOPA ASSOCIATION OF GOVERNMENTS (MAG)  
CONTINUUM OF CARE BOARD

April 27, 2015

MAG Office Building, Cottonwood Room

MEMBERS ATTENDING

Brad Bridwell, Cantwell Anderson-Cloudbreak

Moises Gallegos, City of Phoenix

Kevin Hartke, City of Chandler, Vice Mayor,  
Chair

Theresa James, City of Tempe

Nick Margiotta, Phoenix Police Department

Darlene Newsom, United Methodist Outreach  
Ministries (UMOM) New Day Center

Amy Schwabenlender, Valley of the Sun United  
Way (VSUW)

\*Diana Yazzie Devine, Native American  
Connections

Tami Linkletter, Save the Family

\*Neither present nor represented by proxy.

#Attended by telephone conference call.

+Attended by video conference.

## OTHERS PRESENT

Renee Ayres-Benavidez, A New Leaf  
Riann Balch, City of Phoenix  
David Benton, Simms Murray  
David Bridge, Human Services Campus  
Wendy Bunn, Southwest Behavioral Health  
(SBH)  
Billie Cawley, Central Arizona Shelter Services  
(CASS)  
Margeret Kilman, Valley of the Sun United Way  
(VSUW)  
Karen Kurtz, Community Bridges  
Gilbert Lopez, City of Glendale  
Mattie Lord, UMOM  
Mary-Alice McKone, Salvation Army (TSA)  
Nancy Marion, House of Refuge  
Suzie Martin, Homeward Bound  
Kristian Nordhaugen, Sojourner Center  
David Olivarez, Terros  
Laura Peters, Labor's Community Service  
Agency (LCSA)

Catherine Rea, Community Information and  
Referral (CIR)  
#Bev Sandor, Community Solutions  
Laura Skotnicki, Save the Family  
Nicky Stevens, ABC Housing  
Charles Sullivan, ABC Housing  
Mike Shore, HOM, Inc.  
Michelle Thomas, Community Information and  
Referral  
Kimberly Thompson, Labor's Community  
Service Agency (LCSA)  
Craig Tribken, Central Arizona Shelter Services  
Will Vucurevich, House of Refuge  
John Wall, Arizona Housing Inc.  
Celina Brun, MAG  
Brande Mead, MAG  
Amy St. Peter, MAG

### 1. Call to Order and Introductions

Kevin Hartke, City of Chandler, Vice Mayor, Chair of the Continuum of Care (CoC) Board, called the meeting to order at 2:02 p.m. Introductions of the Committee and audience proceeded.

### 2. Call to the Audience

Audience members were given an opportunity to address the Committee on items that were not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. There were no comments from the audience.

### 3. Approval of the March 30, 2015 CoC Board meeting minutes

Addressing the first order of business, Chair Hartke asked if the Board had reviewed the March 30, 2015, CoC Board meeting minutes and if there were any comments. Theresa James, City of Tempe, inquired why coordinated access was not on the agenda when it was tabled at the March 30, 2015 Board meeting. Brande Mead, MAG, clarified that agenda item number eight was reserved for a brief update on the Coordinated Access Home Link tool and

further discussion would occur at the proposed joint Board/Committee/Performance Standards and Data Quality (PSDQ) Group meeting. Chair Hartke entertained a motion to approve the March 30, 2015 Board meeting minutes. Darlene Newsom, United Methodist Outreach Ministries (UMOM) New Day Center, motioned to approve the March 30, 2015 CoC Board meeting minutes. Brad Bridwell, Cantwell Anderson-Cloudbreak, seconded the motion to approve the March 30, 2015 CoC Board meeting minutes. Chair Hartke opened the floor for comments on the meeting minutes from the audience. No comments were made. The motion passed.

#### 4. Membership Workgroup Recommendations

Chair Hartke informed the Board that a letter was received from Councilmember Thelda Williams announcing her resignation as Vice Chair of the CoC Board. Councilmember Williams' resignation creates a vacancy for the Vice Chair position. Chair Hartke stated that according to the Governance Charter, MAG would solicit letters of interest from Board members to fill the Co-Chair position. Chair Hartke added that according to the Charter, one Co-Chair will be an elected official and the second Co-Chair will represent a nonprofit agency or other relevant stakeholder. The second Co-Chair may also be an elected official as long as they fulfill this definition of representation.

Chair Hartke stressed that the announcement was not on the agenda for action, but only mentioned to inform every one of the resignation and the process to fill the Co-Chair position. Chair Hartke opened the floor for comments. There were no comments or questions.

Chair Hartke moved on the next order of business, stating that letters of interest were received to fill vacant positions on the CoC Committee and to seat members on the Performance Standards and Data Quality group. The Membership Workgroup met on April 6, reviewed the letters received and presented a draft recommendation to the CoC Committee on April 15, 2015. Chair Hartke requested Ms. Mead provide an overview of the three recommendations being presented for action.

#### Amend CoC Governance Charter

Ms. Mead began her report by stating that the Membership Subcommittee and CoC Committee recommend that the CoC Governance Charter be amended to allow agencies to be represented on both the CoC Board and the CoC Committee. The Board's decision would potentially impact a CoC Board or Committee seat. Ms. Mead explained that the Charter currently states "with the exception of provider agencies and the CoC Committee Chair that no agency may have representation on both the Board and the Committee." Ms. Mead further stated that the Committee and Membership Workgroup recommend that the language be amended to allow dual representation of one agency on the Board and Committee, but no more than one person of each agency may serve on each group. Based on previous discussion regarding the language in the Charter, Mr. Bridwell motioned to approve the amended change as stated. Amy Schwabenlender, Valley of the Sun United Way (VSUW), stated her concern over defining what *agency* was in the context of the Charter language. After further

discussion, Mr. Bridwell motioned to strike, “with the exception of provider agencies and the CoC Committee Chair no agency may have representation on both the Board and the Committee, but no more than one person of each agency may serve on each group”, leaving membership selection open for flexibility. Ms. Schwabenlender seconded the motion to strike “with the exception of provider agencies and the CoC Committee Chair no agency may have representation on both the Board and the Committee, but no more than one person of each agency may serve on each group”. Chair Hartke opened the floor for comments. There were no comments. The motion passed.

### Continuum of Care Committee

Ms. Mead moved on to discuss membership for the CoC Committee stating that letters of interest were received to fill vacant membership positions on the Committee. She advised that the Membership Workgroup met on April 6, 2015 and developed a recommendation to fill vacant membership categories. The CoC Committee met on April 15, 2015 and has recommended the approval of the new Committee members. Ms. Mead stated that materials were provided for Board members to review the Membership Workgroup/Committee recommendation and approve new Committee membership. Ms. Mead explained that the Membership Workgroup/Committee was seeking representatives from the following categories: university, hospital, law enforcement, and school district.

Ms. Mead stated that of the submitted letters, the Membership Workgroup selected the following applicants.

- Robert Ferraro, City of Tempe Police, Law Enforcement Category
- Sara Simms, City of Phoenix Elementary School District, School District Category
- Thom Reilly, Arizona State University, University Category

Ms. Mead noted that letter of interests were not received for the hospital category. Chair Hartke opened the floor for comments from the Board. There were no comments. Ms. Schwabenlender motioned to approve the applicant slate as presented. Ms. James seconded the motion. Chair Hartke opened the floor for comments from the public. There were no comments. The motion passed.

### Performance Standards and Data Quality Group (PSDQ)

Ms. Mead moved on to discuss membership for the PSDQ Group. Before further discussion, Ms. Mead listed the responsibilities of the PSDQ Group seen below.

- Report to the CoC Board and be in alignment with the work of the CoC Committee.
- Set HMIS data policy.
- Provide overall HMIS project oversight and evaluation.
- Accountable to Board on the community having an effective HMIS system and using data.
- Overseeing the creation of a systems-wide performance measure reports.

- Analyzing system wide performance and making recommendations to the CoC Board based on analyzed data.

Ms. Mead stated that 15 letters of interest were received for membership of the PSDQ Group. The Membership Workgroup met on Monday, April 6, 2015 and developed a membership recommendation to be presented for information, discussion and possible action to recommend for approval by the Continuum of Care Board. The CoC Committee discussed this item at their April 15 meeting and has recommended approval. The Membership Workgroup strongly suggested that the PSDQ Group remain small and not have more than one person from an agency represented. Ms. Mead stated that the Membership Workgroup considered the following criteria in their decisions:

- Balance among members.
- HMIS experience as an active user or an administrative user.
  - User experience was confirmed through the HMIS lead agency, Community Information and referral.
- Applicant's ability to objectively assess the CoC system.
- Applicant's understanding of data, policy, HMIS, and performance work in general.
- Systems level thinkers.
- Small group of active participants willing to speak up and make recommendations.

Referring to the handouts provided, Ms. Mead stated that six applicants were selected.

- Charles Sullivan, ABC Housing
- Chela Shooster, UMOM New Day Center
- Laura Skotnicki, Save the Family
- Margaret Kilman, Valley of the Sun United Way
- Melissa Kovacs, FirstEval
- Will Vucurevich, House of Refuge

Ms. Mead opened the floor for questions from the Board. Nick Margiotta, City of Phoenix, inquired who would be staffing/providing administrative support to the PSDQ Group. Ms. Mead stated that she would be staffing the PSDQ Group in addition to the CoC Board and CoC Committee. Darlene Newsome motioned to approve the selected slate of applicants as stated. Moe Gallegos, City of Phoenix, seconded the motion. Chair Hartke opened the floor for comments. There were no comments. The motion passed.

5. Joint Meeting of the CoC Board, CoC Committee and Performance Standards and Data Quality (PSDQ) Group to Define Roles and Responsibilities

Chair Hartke announced that at the CoC Board meeting on March 30, 2015, Board members recommended a joint meeting between the CoC Board, Committee, and PSDQ group to define roles and responsibilities outlined in the CoC Action Plan. Ms. Mead followed Chair Hartke's points by stating that a doodle poll was sent out for scheduling purpose. Due to scheduling conflicts and not enough attendance from the Board for quorum from the initial proposed dates, Ms. Mead proposed setting the date for May 18, 2015 when the CoC Board

meeting occurs, and expanding the time frame from 12:00 p.m. to 4:00 p.m.. After further discussion, Chair Hartke inquired about the deadline for when the joint meeting needed to occur. Ms. Mead stated that there is no deadline, however the joint meeting has been stressed by the Board and Committee in order to define the roles and responsibilities of each group and would be preferable to occur in May. Ms. Mead confirmed that revised doodle poll would be sent out with the options for May 11, 2015 and May 18, 2015 from 12:00 p.m. to 4:00 p.m. and she would coordinate with Piper Ehlen, Homebase, to coordinate availability.

6. 25 Cities Update and Invitation to Participate in Zero: 2016

Chair Hartke announced that Mr. Bridwell would provide an update on the 25 Cities Effort to connect homeless veterans to Coordinated Entry and discuss an invitation to participate in Zero: 2016. A handout with additional information on Zero: 2016 was provided.

Mr. Bridwell stated that plans are being developed to target the strategy in order to effectively house homeless veterans in a mass housing effort. He noted that there are many data issues. The lists of names and faces disappear quickly and the efficacy of the lists is slim. Mr. Bridwell announced a community-wide strategizing event would be held on May 1, 2015, at Valley of the Sun United Way. Melanie Lewis-Dickerson, 25 Cities Coach, along with a VA team and United States Interagency Council on Homelessness (USICH) team will be present to assist in developing a roadmap for the 25 Cities effort to get to functional zero by August 31, 2015. Mr. Bridwell requested comments from the Board.

Mr. Gallegos inquired about the confusion between 25 Cities and Zero: 2016. Mr. Bridwell clarified that when the Board was restructuring in 2014, at the Board's first meeting there was an invitation to join Zero: 2016, an effort of community solutions-like an expansion of *100,000 Homes*. At the time, the Zero: 2016 effort required a sign off by the Continuum of Care, a written statement and sign off from the VA director, and a commitment and sign off by the multiple housing authority director in a short timeline that was unrealistic to the Board, so the Board declined the invitation to participate. 25 Cities is a VA contracted initiative with Atlas Research. Atlas subcontracts with Community Solutions for a portion of the technical assistance contract to run the 25 Cities Initiative. Mr. Bridwell noted that cities were selected by the VA and USICH to participate as one of the 25 cities.

Zero: 2016 is a proprietary effort by Community Solutions that is a voluntary sign on by a community that was not selected. Mr. Bridwell indicated that the previous requirements were eliminated, requiring only a signed pledge stating the promise to end homelessness by a specific date form due April 17, 2015. The pledge form was sent to Community Solutions with signatures pending the approval from the Board to officially join Zero: 2016 and authorize the 25 Cities group to do that.

Mr. Bridwell stated that the technical assistance team would work to design a work plan with any effort put on the table to support ending homelessness. In addition, Mr. Bridwell stated that the Continuum has already been working on most of the actions/responsibilities, this approach just puts a label on the community's efforts. Ms. Mead stated that Beth Sandor, Community Solutions, was on the conference call to answer any questions. Darlene Newsom,

United Methodist Outreach Ministries (UMOM) New Day Center, inquired about the resources that Community Solutions would bring to the table. Ms. Sandor explained that the availability of resources would be based on a conversation between Community Solution and the CoC to figure out what it would take to accomplish the 25 Cities goal.

Mr. Margiotta motioned to sign the 25 Cities initiative/Zero: 2016 efforts. Ms. Schwabenlender seconded the motion to sign the 25 Cities initiative/ Zero: 2016 efforts. Chair Hartke opened the floor for comments from the Board. Ms. Newsome inquired about who would take the lead on the 25 Cities initiative. Mr. Bridwell stated that he would be the 25 Cities lead, David Bridge, Human Services Campus, would be the HEART lead, and Ms. Kilman would be the technical lead. Mr. Gallegos stated that if the Board approved the measure, the Board would need to follow through with the measure as a whole, not let one Board member complete the field work. Chair Hartke opened the floor for comments. There were no further comments. The motion passed. Ms. Newsome abstained from voting.

#### 7. CoC Program Performance Evaluation Process and Scoring Tool

Chair Hartke began by stating that the following discussion was up for discussion, not for approval and transitioned to Ms. Mead to lead the discussion. Ms. Mead informed the Board that the CoC Committee met on April 15, 2015 and discussed the 2015 CoC Program performance evaluation process and scoring tool. The Committee asked for volunteers to serve on an Ad Hoc group to help define the process and scoring tool to recommend to the CoC Board. The Ad Hoc group met on April 21 and again on April 24 and will present a recommendation to be considered for approval by the CoC Board for the 2015 HUD Continuum of Care Program funding application cycle.

Since the April 15, 2015 meeting, the Ad Hoc group has met three times and is very close to forming a recommendation. The Ad Hoc group plans to bring a draft recommendation to the Committee on May 15, 2015 for discussion. The Committee will finalize the recommendation and present an evaluation process and scoring tool that will be used for the 2015 funding cycle to the Board. Mr. Margiotta inquired if Ms. Mead could provide any details on the potential recommendations. Ms. Mead stated that transparency and a written out process is very important to the group. The group also discussed more clarity in the process, how the CoC is pulling data, where the CoC is pulling data from, and how the data informs the score.

#### 8. Coordinated Entry Update: HomeLink Tool

Ms. Kilman provided an update on the HomeLink Tool that was approved by the Continuum of Care as the matching and referral tool for the Coordinated Entry system for singles. Currently the tool is being used for housing placement through the HEART Group. Ms. Kilman went through a tutorial of how to use the tool. Ms. Kilman also stated the following:

- HomeLink is not an HMIS replacement.
- It is funded through the 25 Cities Initiative.

- Vulnerability Index – Service Prioritization Decision Assessment Tool (VI-SPDAT) will remain in HMIS for the Welcome Center.
- It is HIPAA compliant.
- There are many opportunities with HomeLink as a tool for reporting

9. Request for Future Agenda Items

Chair Hartke opened the floor for topics or issues of interest that the MAG Continuum of Care Board would like to have considered for discussion at a future meeting. Ms. Schwabenlender requested more information on how to fill the seats of the Board, specifically the workforce development and Maricopa County. Mr. Bridwell requested an explanation of the \$180,000 dollars allocation to the CoC.

10. Comments from the CoC Board

Chair Hartke opened the floor for comments. Ms. Newsome announced the UMOM New Day Center Golf Tournament on May 1, 2015 with five spots left. There were no further comments.

Adjourn

The meeting was adjourned by Chair Hartke at 3:31 p.m.