

MARICOPA ASSOCIATION OF GOVERNMENTS
CONTINUUM OF CARE PLANNING SUBCOMMITTEE
MEETING MINUTES
AUGUST 23, 2010

Members Attending

*Theresa James, City of Tempe, Chair
Greg Boone, Labor's Community Service Agency
Robert Duvall, Community Information & Referral
Richard Geasland, Tumbleweed
Katie Hobbs, Sojourner Center
*Deanna Jonovich, City of Phoenix
*Nick Margiotta, Phoenix Police Department
*Linda Mushkatel, Maricopa County
Mattie Lord for Darlene Newsom, UMOM New Day Center
Lora Reid for Amy Schwabenlender, Valley of the Sun United Way
Jacki Taylor for Laura Skotnicki, Save the Family
*John Wall, Central Arizona Shelter Services
*Lisa Wilson, City of Mesa
Margot Cordova for Diana Yazzie Devine, Native American Connections

Others Present

Cynthia Brooks, Nova Safe Haven
Milon Pitts, Homeward Bound
Jenny Day, Basic Mission
Steven Conrad, Lodestar Day Resource Center
Nicky Stevens, ABC
Connie Smith, Southwest Behavioral Health
Tia Allen, AAA
Mike Bell, St. Vincent de Paul
Vicky Rainey, Recovery Innovations in Arizona
Chris Wudarski, Women in New Recovery

Nick Lanza, MAG
Brande Mead, MAG
Rachel Brito, MAG

*Those members neither present nor represented by proxy.
+Present by audio or videoconference.

1. Call to Order and Introductions
Brande Mead, MAG, called the meeting to order at 2:07 p.m. Theresa James, Chair, was unable to attend. Introductions ensued.
2. Call to the Audience
Audience members were given an opportunity to address the Planning Subcommittee. No comments were made.
3. Approval of June 28, 2010 Meeting Minutes
Ms. Mead called for a motion to approve the June 28, 2010 meeting minutes. Dick Geasland, Tumbleweed, requested a correction to section nine, noting under bullet point three, in the first sentence, Phoenix should be changed to Tempe. Katie Hobbs, Sojourner Center, motioned to approve the minutes as corrected. Mr. Duvall seconded the motion. The motion passed unanimously.
4. Community Resource guide for Persons Experiencing Homelessness

Action Step 11 in the *Regional Plan to End Homelessness* is to develop a community resource guide of organizations that exist throughout the region to provide to homeless individuals. A draft of existing resources, not including transitional or emergency housing, was distributed for review and input. Ms. Mead invited Steve Conrad, Lodestar Day Resource Center (LDRC), to share information on their efforts to create a resource guide.

Mr. Conrad distributed copies of the *Lodestar Day Resource Center Services* guide. The guide is used as an orientation packet for individuals arriving at the campus and includes several pages of additional county wide resources located off campus. Additionally, Mr. Conrad provided a sample flyer that was developed in partnership with the Downtown Phoenix Ambassadors. The flyer includes a "Get Going Bucks" coupon worth \$2.00 that is redeemable at the LDRC Get Going Café for food, beverage or bus passes. Ambassadors will have these available for members of the community to purchase in \$10 packets. The pocket-sized tri-fold flyers will also provide outreach to homeless individuals who may not be aware of the LDRC or its services.

Ms. Mead noted discussion at previous meetings about other cities having resource cards for services in their respective areas. She said the purpose for creating the community resource guide is to provide general information on services available throughout the region without duplicating efforts. She requested input on usefulness, format, and information available in the draft. Dick Geasland, Tumbleweed Center for Youth, suggested adding drop in or day resource centers to the list. These types of facilities could be included in a category for respite or a category specific to youth. Committee members recommended verifying information listed in the draft to ensure populations served, phone numbers and web site information is correct. Mr. Duvall said homeless individuals may not have direct access to these programs and are required to go through the CONTACTS intake process or other referral service. The Committee questioned the need to list those services where clients would not have direct access. They recommended adding CONTACTS and UMOM to the guide.

Jacki Taylor, Save the Family, noted the advantages of going through CONTACTS produces a record of who is calling and will preclude individuals from having to make multiple calls. Ms. Mead noted the recommendation to add the CONTACTS hotline under a category for emergency shelter, thereby freeing up space on the guide to add other agencies. She asked for input on adding a category for veterans and other subpopulations. A recommendation was made to include the Veteran hotline number. Subpopulations discussed include families, youth and seniors. Margot Cordova, Native American Connections, asked what information is currently distributed. Basic Mission distributes pamphlets throughout the community and CI&R business cards listing helpful phone numbers are also distributed. Ms. Cordova suggested including information relevant at certain times of the year, such as with the heat relief maps during summer months.

The Subcommittee discussed categorizing singles, families, youth, seniors, and veterans. Also discussed was the size and format of the flyer along with the need to keep the information pocket-sized. Ms. Taylor advised some food banks are not equipped to directly

serve homeless individuals. She recommended listing only those food kitchens that are equipped to prepare and serve meals.

Ms. Mead asked for input on a category for physical health. Mr. Geasland recommended adding NOVA, Safehaven, Southwest Behavioral Health and LDRC. A recommendation was made to seek input from homeless individuals regarding what services and information they would find helpful in such a handout. Ms. Mead offered to follow-up on this recommendation and invited other to do so as well. She advised a revised version of the flyer will be brought back to the Planning Subcommittee for further review. She recommended the Subcommittee not proceed with a vote to approve the draft until it has been revised. The Subcommittee expressed agreement with Ms. Mead's recommendation.

5. HUD Application: 2009 Scoring Report and 2010 Planning Update

Ms. Mead advised the 2010 HUD McKinney-Vento application has not yet been released although it is expected to be released in August. She noted the Continuum of Care has been registered and E-snaps and she is awaiting the release of the NOFA to begin the local process.

Ms. Mead reviewed a summary of the 2009 Application Scoring Report noting the Continuum received an overall score of 86.25, higher than the national average and well above the funding line. Results from 2008 were also provided for comparison. Ms. Mead noted changes to HUD's point structure on categories such as strategic planning and Continuum of Care performance. She said the Continuum does not have a strong discharge planning policy emphasizing the need to develop this area. She asked Subcommittee members to share their recommendations. Ms. Mead said the Interagency and Community Council on Homelessness (ICCH) is also reviewing this particular area; she asked Mattie Lord to provide an update. Ms. Lord indicated ICCH has six objectives in their annual action plan with discharge planning being one of the first priorities. Ms. Mead asked for questions or comments from the Subcommittee. There was no further discussion.

6. Valley of the Sun United Way Update

Ms. Mead invited Lora Reid, Valley of the Sun United Way, to provide an update on Project Connect and the development of a Hunger Plan. Ms. Reid advised the Project Homeless Connect name has been changed to Project Connect. She said over 18 events have been held in the past and individuals who are at risk of homelessness, but are not homeless, are hesitant to attend. The intent of the name change is to open the event to everyone and draw in people who otherwise may not attend. The next Project Connect is scheduled for September 22, 2010 at Sun Valley Community Church at 456 East Ray Road in Gilbert. The following event will be October 21, 2010 at Parkway Christian Church at 14787 West Cholla Street, in Surprise.

Ms. Reid advised the U.S. Department of Agriculture (USDA) has released the Hungry Free Communities two-year grant worth a maximum of \$100,000. Arizona does not currently have a statewide strategy to end hunger therefore; the Committee responsible for this strategy is working to submit an application for the grant by October 1, 2010. The first steps in the process will include assessment and data collection, looking at the gaps and conducting

survey. The report will then be shared with 15 counties in the hopes that they too will develop their own hunger free strategy. Additional information will be available as the process moves forward.

7. Brown Bag Training Session Recommendations

Ms. Mead advised action step number eight in the *Regional Plan to End Homelessness* is to hold brown-bag training sessions for stakeholders. She introduced Nick Lanza, ASU Intern, who will be working at MAG over the fall semester and assisting with these efforts. A list of draft Brown Bag Training topics was distributed for review and comment. Ms. Mead noted training sessions will be held every other month and will be free of charge for participants. Mr. Lanza will be coordinating and distributing a brown bag training schedule. Ms. Mead advised trainings will be held at MAG unless there are other opportunities and demand to hold the trainings at an alternate location.

Subcommittee members recommended having Brown Bag Training on the following topics:

- The success of the Homeless Prevention and Rapid Re-Housing Program (HPRP) funding, local processes and prior year results.
- Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act guidelines and implementation.
- Health-e-Arizona
- National Alliance on Mental Illness (NAMI)
- Youth and mental health issues including information on availability of services, age groups covered, and processes.
- Community Outreach Efforts
- Housing First activities, or other community initiatives
- Social media

The following locations were suggested as alternate Brown Bag Training locations:

- The Flinn Foundation
- Burton Barr Library
- Native American Connection, Inc.
- Ameritech

A suggestion was made to charge a modest fee to cover the expense of using a larger facility. Ms. Mead thanked the Subcommittee for their input. A schedule of training session will be forthcoming.

8. 2011 Continuum of Care Appreciation Luncheon

Ms. Mead advised the Stardust Foundation has committed to funding the Continuum of Care Luncheon through 2011. As such, the last appreciation luncheon is being planned for January 2011. The annual recognition luncheon began in 2000. Ms. Mead asked for input on topics and key note speakers for the event noting the importance of having the Subcommittee involved in the planning process and planning for an event everyone can be proud of.

Greg Boone, Labor's Community Service Agency, suggested a celebration of the Stardust Foundation with a review of the past decade. He suggested using pictures and stories to highlight accomplishments and memorable moments from past years. Mr. Boone suggested for example, pictures of the Human Services Campus and statistics on the number of people served. Mr. Conrad advised the Human Services Campus will be celebrating its fifth anniversary in November. As part of the celebration, a video is being created. Mr. Conrad offered use of the video for the appreciation luncheon.

Other ideas included showing past newspaper articles, Project Connect, Supportive Housing, and Project H3. Katie Hobbs, Sojourner Center, recommended holding a panel discussion similar to a talk show presentation. Ms. Mead thanked everyone for their input and encouraged further suggestions to be sent to her attention along with recommendation for potential speakers.

9. Request for Future Agenda Items

Ms. Mead asked for input from Subcommittee members would like to have considered for discussion at a future meeting. Mr. Boone noted an influx of families that had received HPRP funding are once again facing homelessness. He requested an update and overview of the process. Ms. Lord expressed a need to have a brown bag event to discuss the impact of Senate Bill 1070 in the near future.

10. Comments from the Subcommittee

Mr. Duvall reported on July 27, 2010, the Arizona Corporation Commission approved a petition for Community Information and Referral to become "211 Arizona". Plans are underway to launch the statewide service on February 11, 2011. More information will follow. UMOM will be holding a walk for homeless families on September 25, 2010 at Wesley Bolin Plaza. Last year's event included 400 walkers. The goal this year is to double the number of participants.

11. Adjourn

The meeting was adjourned at 3:23 p.m. The next meeting is scheduled for October 25, 2010, at 2:00 p.m. in the MAG Cholla Room.