

**MARICOPA ASSOCIATION OF GOVERNMENTS  
CONTINUUM OF CARE REGIONAL COMMITTEE ON HOMELESSNESS  
JANUARY 24, 2011 MEETING MINUTES**

MEMBERS ATTENDING:

Shana Ellis, City of Tempe, Councilmember,  
Chair  
Bob Duvall for Roberto Armijo, Community  
Information & Referral Services  
\*Kathryn Brown, AZ Dept of Corrections  
Kendra Cea, APS  
\*Krista Cornish, Town of Buckeye  
JoAnn Del-Colle, Phoenix Family Advocacy  
Center  
Steve Frate, City of Glendale, Vice Mayor  
Theresa James, City of Tempe  
\*Michael Johnson, City of Phoenix,  
Councilmember  
\*Don Keuth, Phoenix Community Alliance  
Stephanie Knox, Magellan Health Services of  
Arizona  
Judith Fritsch for Arizona Department of  
Economic Security  
Nick Margiotta, Phoenix Police Department  
Tom Manos for Michael McQuaid, Human  
Services Campus  
Frank Migali, Arizona Department of Education  
Linda Mushkatel, Maricopa County  
Mattie Lord for Darlene Newsom, UMOM New  
Day Centers  
Joanne Osborne, City of Goodyear,  
Councilmember, Vice Chair  
Gina Ramos Montes, City of Avondale  
\*Brenda Robbins, Arizona Dept of Health  
Services  
Amy Schwabenlender, Valley of the Sun United  
Way  
Joan Serviss, Arizona Coalition to End  
Homelessness  
\*Christina Soto, Catholic Charities  
Jacki Taylor, Save the Family  
Trish Georgeff for Margaret Trujillo, MG  
Trujillo Associates  
\*Mary Rose Wilcox, Maricopa County,  
Supervisor

OTHERS PRESENT

Elaine Adamczyk, City of Glendale  
Tia Allen, Area Agency on Aging  
Chris Bartz, Recovery Innovations of Arizona  
Donna Bleyle, Arizona Department of Economic  
Services  
Brad Bridwell, Arizona Department of Veterans  
Services  
Cheryl Brunton, City of Phoenix  
Jenny Day, Basic Mission  
Debra Figueroa, The Salvation Army  
Charlene Flaherty, Corporation for Supportive  
Housing  
Rebecca Flanagan, U.S. Department of Housing and  
Urban Development  
Dick Geasland, Tumbleweed Center for Youth  
Development  
Kevin Hartke, City of Chandler, Councilmember  
Mark Holleran, Central Arizona Shelter Services  
Anthony Irby, Department of Veteran Affairs  
Deirdre Mai, Dysart Unified School District  
Nancy Marion, House of Refuge East  
Dottie O'Connell, Chicanos por la Causa  
Connie Phillips, Sojourner Center  
Marlena Pina, The Salvation Army  
Maria Rodriguez, Basic Mission  
Bill Shaw, U.S. Department of Housing and Urban  
Development  
Parrish Spisz, City of Goodyear  
Michelle Thomas, Community Information &  
Referral  
Amy Vogelsson, Southwest Behavioral Health  
Amber Wakeman, City of Tempe  
John Wall, Arizona Housing Inc.  
+Matt White, Abt. Associates  
+Chris Wudarski, Women In New Recovery  
  
Rachel Brito, MAG  
Brandie Mead, MAG  
Amy St. Peter, MAG

\*Those members neither present nor represented by

proxy.

+Those members present by audio or videoconference.

1. Call to Order and Introductions

Chair Shana Ellis, City of Tempe, called the meeting to order at 2:10 p.m. Introductions ensued.

2. Call to the Audience

Audience members were given an opportunity to address the Committee. No comments were made.

3. Approval of the November 15, 2010 Continuum of Care Regional Committee on Homelessness Meeting Minutes

Chair Ellis asked for a motion to approve the November 15, 2010, meeting minutes. A motion to approve the minutes was made by Vice Mayor Steven Frate, City of Glendale. The motion was seconded by Robert Duvall, Community Information and Referral. The minutes were approved unanimously.

4. HUD Family Options Study Report

Chair Ellis invited Matt White, Abt. Associates, to provide a report on the U.S. Department of Housing and Urban Development (HUD) Family Options Study taking place in the region. Mr. White referenced the enrollment report ending January 22, 2011 which reflects cumulative activity. He said the Family Options Study is funded by HUD to evaluate program intervention types for homeless families. Several communities, including Maricopa County, are participating in the study. Each community will identify families that meet basic requirements and then refer them to a site coordinator to determine eligibility. Once the family is enrolled, they will be randomly assigned to one of four interventions. The process will determine which intervention is most effective for different families while reviewing housing barriers. The 12 month study has been underway for three months and, as indicated by the enrollment report, families are at various stages in the process.

The study was initiated in October 2010, with a goal of serving 63 families per intervention type: Community based rapid re-housing (HPRP); project based transitional housing; permanent housing subsidy through Section 8 vouchers; usual care/traditional emergency shelter and other services accessed by families on their own or with case manager assistance. Currently, 65 families have been served through the study. Mr. White noted only one other community has enrolled a greater number than our region. He commended participants for the incorporating this study into the usual way they do work. Other communities participating include San Francisco, Atlanta, Boston, the state of Connecticut, Denver, Honolulu, Kansas City, Minnesota, and Salt Lake City.

Mr. White advised that he sent a request participating emergency shelter providers to determine if they have mandated policies and procedures in place to respond to violence occurring in the families they serve. He said as the local site lead interviews families, they want be prepared for situations where they may learn of some type of abuse. Therefore, Abt.

Associates has requested copies of all mandated reporting responsibilities. This information is requested to be submitted to either Mr. White or Ms. Mead as soon as possible. If there are no written policies or procedures, Mr. White or Ms. Mead would need to speak with the agency to document a narrative of the existing protocol for how a site lead should handle situations of abuse. Ms. Mead clarified the request for policies and procedures are only for those emergency shelters participating in the study. Ms. Mead acknowledged all providers who are participating and commended them for their efforts enrolling families in the study.

Mr. White said HUD recently announced the availability of small grants designed for small locally defined research initiatives to coordinate with the family resource study. Potential uses of the grant could include studying changes in school enrollment or school achievement for children; food or nutrition programs; or a study to ensure a centralized intake approach is working well. He noted through implementation of the study, there may be benefits of broader research initiatives that represent possible sources of funding. He offered to send additional information to Ms. Mead to share with anyone interested.

Chair Ellis took a moment to welcome Kevin Hartke, City of Chandler, to the Continuum. Mr. Hartke is in the process of being appointed an official member of the Continuum of Care Regional Committee on Homelessness. Chair Ellis moved ahead to agenda item nine.

5. Regional Plan to End Homelessness Report Card

Chair Ellis invited Brande Mead, MAG, to discuss progress made on implementation of the Regional Plan to End Homelessness. Ms. Mead referred to the Regional Plan to End Homelessness Report Card highlighting the Goals, Action steps and status of each.

Complementing the report card is the Regional Plan to End Homelessness Implementation Progress charts reflecting progress made. Ms. Mead advised 17 out of 30 action steps have been implemented; eight are in progress; and five have had no progress as of yet. The percent of Action Steps Implemented chart reflects the percentage of action steps implemented in each of the goal areas. Ms. Mead noted charts are available for each of the goal areas that break down total action steps implemented, action steps in progress and those with no progress.

Ms. Mead noted under progress made in Housing and Services, the goal was to house 25 chronically homeless individuals into a permanent housing model. She advised 106 chronically homeless people have been housed over the past year reflecting amazing progress. Ms. Mead thanked all providers who have been working on this effort; specifically the City of Tempe, Arizona Behavioral Health, the Human Services Campus, Project H3 and Valley of the Sun United Way.

Chair Ellis asked for a motion from the Committee. Judith Fritsch, Arizona Department of Economic Security made a motion to approve the Regional Plan to End Homelessness Report Card. Stephanie Knox, Magellan Health Services of Arizona, seconded the motion. The motion passed unanimously.

6. Membership Subcommittee Chair and members

Chair Ellis advised the Continuum of Care Committee is seeking a new Chair for the Membership Subcommittee. The Membership Subcommittee is responsible for recommending appointments to the Continuum of Care Committee, for recruiting new members, and ensuring a balance of public, private and non-profit members. In addition, the Membership Subcommittee will need to review membership requirements under the HEARTH Act to ensure that membership represents requirements under the new act. Chair Ellis asked if there were any Committee members or members who would volunteer to serve as Chair of the Membership Subcommittee. She advised the Membership Subcommittee meets two to four times per year.

Kendra Cea, Arizona Public Service, volunteered to serve as Chair of the Membership Subcommittee. Chair Ellis asked for a motion to approve the Chair of the Membership Subcommittee. Ted Williams, Arizona Behavioral Health Corporation made a motion to approve Kendra Cea serve as Chair of the Membership Subcommittee. Jacki Taylor, Save the Family seconded the vote. The motion passed unanimously.

7. Update on the 2011 Homeless Street and Shelter Count

Chair Ellis invited Ms. Mead and Judith Fritsch, Arizona Department of Economic Security, to provide an update on the 2011 Homeless Street and Shelter Count. Ms. Mead said street count coordinators are prepared and ready to go. She thanked the coordinators throughout the region, volunteer teams, and Department of Economic Security for conducting the count; shelter staff for completing a shelter count; and Chair Ellis for speaking to the media about this very important effort. Ms. Mead advised of two major changes that have impacted the count this year. The first requires collecting information on the number of homeless veterans on the street. This group of individuals has not been identified in past street counts. The change will require a more detailed interview to determine if people have served in the military. The second requirement is to count the number of chronically homeless families. HUD has expanded the definition of chronic to include homeless families. The Continuum is required by HUD to collect this data. Ms. Mead said not only will it provide more detailed information about people on the streets but is also critical in securing federal dollars from HUD. In addition, the federal VASH, or housing vouchers for veterans, program funding will be changing the way it allocates funding. They will be relying more on the point-in-time count to determine the number of vouchers for the area.

A press release on the Street Count has been distributed and has generated calls from the media. Ms. Mead noted some reporters will be going out along with street count teams. A second press release announcing the results of the street count will be distributed in about one month. Judith Fritsch, Department of Economic Security, advised Donna Bleyle is the new DES State Homeless Coordinator. Ms. Fritsch advised the shelter count will also collect information on homelessness as well as domestic violence information as there are some slight changes in the way information is being requested by HUD. She advised Part A of the Shelter Survey now separates the number of child only households in shelters. Part B of the Shelter Survey also asks for emergency Shelters, Vouchers and Safe Haven to determine actual numbers in households. Ms. Fritsch encouraged everyone to review the form as there is a specific way to identify families vs. individuals. Questions may be referred to Donna

Bleyle. She encouraged shelter providers to submit their information to DES by February 4, 2011 so all data may be compiled.

Vice Chair JoAnne Osborne, City of Goodyear, inquired about youth on-their-own and how the community ensures those individuals are counted. Ms. Mead advised outreach has been done with programs that provide services to homeless youth to inquire about locations where street counters may need to look. She noted information about youth on-their-own is collected and sent to Frank Migali, Arizona Department of Education, for further input. Mr. Migali advised the Department of Education will be able to account for these youth who are sleeping in doubled-up situations such as sharing housing with family and friends. Youth who are doubled up are not included in the Street Count or the Shelter Count so it is important to include this information from the Department of Education. Ms. Mead noted inclusion of data pertaining to youth on their own provides a more accurate picture of homelessness in the region.

8. Permanent Supportive Housing Institute and Homeless Outreach Team Collaborative Report  
Chair Ellis invited Amy Schwabenlender, Valley of the Sun United Way, to give a report on two initiatives they are working on, the Permanent Supportive Housing Institute and a Homeless Outreach Team collaborative. Ms. Schwabenlender said when the Supportive Housing Institute last met, they announced an information session on December 3, 2010. More than 60 people attended that event. Ms. Schwabenlender thanked the Department of Housing for helping sponsor the event. She also acknowledged Charlene Flaherty, Corporation of Supportive Housing for her assistance.

Participants went through the application process and five teams were accepted into the Institute. These teams will be attending 11 days worth of workshops at which national speakers will share information on how to develop housing for chronically homeless people. Ms. Schwabenlender provided a brief overview of the planned outcomes. She invited anyone interested in participating to contact her. Ms. Schwabenlender advised signed commitments have not yet been received from the teams therefore names of the participants are not yet available for sharing. She advised the teams represent traditional as well as non-traditional partners. Ms. Schwabenlender said each team has a partner to provide supportive services, housing development and property management; in some cases, they are within the same organization.

With regard to the Homeless Outreach Team Collaborative, Ms. Schwabenlender and Mr. Cole are facilitating 13 teams. The teams have monthly meetings and are currently in the planning stage. The goal is to improve the well-being of individuals and families experiencing homelessness through a holistic approach to care. Ms. Schwabenlender reviewed the mission statement that the group developed.

Ms. Schwabenlender said the teams also decided they would like to conduct outreach forums similar to the Coalition's Annual Homelessness Conference. The forums would be specific to each team. She encouraged everyone to tentatively save Friday, May 20, 2011 from 10:00 a.m. – 4:00 p.m. for the event. Based on initial surveys, 100 attendees are expected to participate. Chair Ellis thanked Ms. Schwabenlender for her report.

9. 2011 Veterans StandDown update

*This item taken out of order after agenda item four.*

Chair Ellis invited Brad Bridwell, Arizona Department of Veterans' Services to provide information on the 2011 Arizona Stand Down for homeless veterans.

Mr. Bridwell advised the Arizona StandDown is February 4 – 6, 2011 at the Arizona State Fairgrounds' Veterans Memorial Coliseum. Over the past two years, participation has increased by more than 50 percent with approximately 500 veterans in 2009 and 804 in 2010. This year's event anticipates as many as 1,000 veterans.

Similar to Project Homeless Connect, the Arizona StandDown targets veterans over a three-day period with a heavy focus on transitioning veterans into housing by the third day. Mr. Bridwell called for housing providers to be available if their programs have bed openings or to advise what needs to be done to help get veterans into their programs. More information is available at [www.arizonastanddown.org](http://www.arizonastanddown.org). There are 60 agencies that will be present for the three day event. Mr. Bridwell encouraged others to get involved and noted more volunteers than usual are needed for this year's event.

Mr. Bridwell thanked Tim Cole, City of Phoenix, for allowing homeless street count teams to distribute flyers for the Arizona StandDown when conducting the street count. This will help get the information to veterans encouraging them to attend the StandDown.

Legal services are one of the major services offered at the StandDown. Over the past nine years, the City of Phoenix Municipal Court traditionally has been the only legal service provider available. This year the event will have two judges working on pro-term status, as well as probation officers and representatives of superior court. Veterans who have violated their probation terms can attend the StandDown and get reinstated. Mr. Bridwell encouraged everyone to help get this information out to veterans.

Nick Margiotta, City of Phoenix, inquired about the closing ceremonies. Mr. Bridwell advised an opportunity is made available at the closing ceremonies for veterans to share what changes occurred over the three-day period that have helped them get back on track. The closing will be Sunday, February 6, 2011 at 10:00 a.m. Mr. Margiotta said there is often a lot of involvement at the opening ceremonies, but not as much at closing. He shared the closing event is very impactful.

10. Request for Future Agenda Items

Chair Ellis asked for input from the Committee on any requested topics or issues of interest to consider for future agendas. Topics identified include results from the Homeless Street Count, and an update on the Permanent Supportive Housing Institute and Homeless Outreach Team Collaborative.

11. Announcements

Chair Ellis asked for announcements from Committee members. She explained that announcements are for information only.

Ted Williams, Arizona Behavioral Health announced an outreach collaboration with the Marc Center. Mr. Williams said it was decided to collaborate with Mesa to collect items from furniture to bedding to sanitary products; items that could not be purchased with food stamps. He noted Girl Scouts of America also wants to participate. The purpose is to ensure that people entering housing have basic necessities. He said this is clearly a community effort to replace services lost due to state budget reductions.

Vice Chair Osborne commented a new year brings new challenges with great expectations. She shared her excitement to hear of these programs and encouraged everyone to keep up the momentum. She also reminded everyone that when a volunteer feels like they are not doing anything, they should be reminded that one person can change the world.

Ms. Mead congratulated all of the programs that were awarded HUD McKinney-Vento funding. The \$22.5 million received will be distributed to 53 different programs across the region. She advised the Continuum is still waiting to receive results for three new projects that were submitted for funding.

Chair Ellis expressed gratitude to Ms. St. Peter, Ms. Mead, and staff. She mentioned a recent situation with an unhappy, disgruntled individual and the great job Ms. St. Peter and Ms Mead did of keeping the Chair and Vice Chair informed of the situation. She said she continues to be very impressed with how well they handle situations under pressure and thanked them for their professionalism.

## 12. Adjourn

The meeting adjourned at 3:04 p.m. The next regular meeting of the Continuum of Care Regional Committee on Homelessness is scheduled for March 21, 2011, at 2:00 in the MAG Saguaro Room.