

**MARICOPA ASSOCIATION OF GOVERNMENTS
CONTINUUM OF CARE REGIONAL COMMITTEE ON HOMELESSNESS
JULY 25, 2011 MEETING MINUTES**

MEMBERS ATTENDING:

Bob Duvall for Roberto Armijo, Community Information & Referral Services
Shana Ellis, City of Tempe, Councilmember,
*Karia Basta, Arizona Department of Housing
*Kathryn Brown, Arizona Department of Corrections
*Kendra Cea, APS
*Krista Cornish, Town of Buckeye
Tim Cole for JoAnn Del-Colle, Phoenix Family Advocacy Center
Steve Frate, City of Glendale, Vice Mayor
Kevin Hartke, City of Chandler, Councilmember
Theresa James, City of Tempe
*Michael Johnson, City of Phoenix, Councilmember
*Stephanie Knox, Magellan Health Services of Arizona
Donna Bleyle, Arizona Department of Economic Security
*Nick Margiotta, Phoenix Police Department
*Michael McQuaid, Human Services Campus
Frank Migali, Arizona Department of Education
Linda Mushkatel, Maricopa County
Darlene Newsom, UMOM New Day Centers
Joanne Osborne, City of Goodyear, Councilmember, Chair
Gina Ramos Montes, City of Avondale
*Brenda Robbins, Arizona Department 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 Georgeoff for Margaret Trujillo, MG Trujillo Associates
*Mary Rose Wilcox, Maricopa County, Supervisor

Nicki Stevens for Ted Williams, Arizona Behavioral Health Corporation
+Diana Yazzie Devine, Native American Connections, Inc.

OTHERS PRESENT

Lidia Arrazola, Valle del Sol
+Fred Berman, National Center on Family Homelessness
Greg Boone, Labor's Community Service Agency
Brad Bridwell, Arizona Department of Veterans' Services
Cynthia Brooks, NOVA Safe Haven
Maribel Castro, Chicanos Por La Causa
David Clitheroe, The Salvation Army
Steve Conrad, Lodestar Day Resource Center
Piper Ehlen, HomeBase
Dick Geasland, Tumbleweed
Eileen Lafferty, Recovery Innovations
Michelle Lee, Arizona Republic
Mattie Lord, UMOM New Day Centers
+Cynthia Nagendra, HomeBase
Connie Phillips, Sojourner Center
Marlena Pina, The Salvation Army
Milon Pitts, Homeward Bound
Sean Price, Arizona Department of Veterans' Services
Michael Shore, HOM, Inc.
Amalia Skilton, Citizen
Parrish Spisz, City of Goodyear
Runningdeer, Capitol Mall Fellows
John Wall, Arizona Housing, Inc.

Rachel Brito, MAG
Brandee Mead, MAG
*Those members neither present nor represented by proxy.
+Those members present by audio or videoconference.

1. Call to Order and Introductions

Chair JoAnne Osborne, Vice Mayor, City of Goodyear, called the meeting to order at 2:08 p.m. She thanked Darlene Newsome and UMOM New Day Centers for hosting the meeting and offering a tour for anyone interested in participating. Chair Osborne requested the meetings begin with brief updates from Committee members. Additionally, she will be asking three Committee members per meeting to provide a briefing on their organization and the work they do. This will offer an opportunity for agencies to discuss their programs and the work they are doing in the community.

2. Call to the Audience

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

3. Approval of the May 16, 2011 Continuum of Care Regional Committee on Homelessness Meeting Minutes

Chair Osborne requested a motion to approve the May 16, 2011 meeting minutes. A motion to approve the minutes was made by Vice Mayor Steve Frate, City of Glendale. The motion was seconded by Jacki Taylor, Save the Family. The motion passed.

4. Continuum of Care Chair and Vice Chair Appointments

On June 13, 2011, Chair Osborne and Councilmember Kevin Hartke, City of Chandler, were appointed by the MAG Executive Committee as Chair and Vice Chair of the Continuum of Care Regional Committee on Homelessness. She thanked Vice Chair Hartke for his leadership and expressed gratitude for the opportunity to serve on the Committee.

5. Continuum of Care Planning Subcommittee Report

Chair Osborne invited Theresa James, City of Tempe, to provide a report of the Continuum of Care Planning Subcommittee activities. Ms. James reported that Matt White, Abt Associates Inc. attended the Planning Subcommittee meeting in June to provide an update on the Family Options Study. Maricopa County is one of 11 participating communities in the nationwide study. The study is aiming to determine the effectiveness different intervention types have on homeless families. Enrollment in the study began November 2010.

Ms. James advised meetings were held with participating providers in June and have allowed Abt Associates Inc. to gather detailed information on staffing patterns and scope of service for the different intervention types. The study is on target with 175 total family referrals. The goal is to have 252 study referrals by October 2011. To date, 25 families have been enrolled in participating study programs. Although randomly assigned to one of the four interventions, families must qualify, or be eligible, to be enrolled in any one of the four interventions.

There is no analysis on which intervention types would be most successful. However, many transitional housing programs funded by communities (both locally and nationally), are quite restrictive and difficult for families with significant needs to make it through the screening process. Ms. James said this has raised questions at many levels and might be helpful to

inform discussion on how to help the families with significant needs. Because of the many restrictions, only high-functioning families are enrolled in the study. Study results of low-functioning families will be unknown as they are not participating.

Providers at the meeting expressed frustration over a lack of exit strategies from shelters and difficulties clients face in finding a job in this economy. Unemployment is an underlying issue as it limits the ability of families to get into any program other than Section 8. Ms. James reported some providers indicated that it is difficult to have high-performance outcomes expected by HUD while serving families with significant needs. She noted Mr. White has suggested that the Continuum of Care should address this issue and recommended centralized intake as a solution to improving the service delivery system.

Ms. James advised the Planning Subcommittee also discussed development of the Regional Homeless Data Overview. Creation of the data overview is a result of the homeless street count discussion at the last Continuum of Care meeting. The Subcommittee discussed the process for creating the overview as well as data sources that would be important to consider. They recommended creating a working group that will start meeting in August. In addition to the working group, MAG has an intern starting in September who will also be working closely with the group and MAG staff on creation of the overview. Ms. James provided a brief list of data sources to be included. She noted additional resources were also suggested and can be provided upon request after the meeting. Ms. James concluded her report.

Chair Osborne opened the discussion for comments or a motion from the Committee. Amy Schwabenlender, Valley of the Sun United Way, made a motion to approve the Planning Subcommittee report. Robert Duvall, Community Information and Referral, seconded the motion. The motion passed. Ms. Newsome addressed the Committee regarding the Family Options Study. She noted issues have been raised during the study that should not be ignored. She suggested addressing the difficulties of getting families into different programs in an effort to develop a better process as a group. Brande Mead, MAG, advised that Piper Ehlen, HomeBase, will provide a summary later during the meeting which includes action steps that may address these issues.

6. Permanent Supportive Housing Update

Chair Osborne invited Ms. Schwabenlender to provide an update on the Permanent Supportive Housing Initiative. Ms. Schwabenlender advised the plan has a goal of developing 1,000 units of supportive housing. Projects currently underway include the Tempe pilot project, the Campus Arizona Behavioral Health Corporation (ABC) scattered site project, and the Goodyear apartment complex project that consists of ten units in one apartment complex. In Tempe, 32 people have been assisted with getting into a Veterans Affairs Supportive Housing (VASH) voucher program, being reunified with family, or moving into assisted living. The Tempe pilot project has experienced an 89 percent retention rate. The Campus ABC scattered site project is serving 44 people and has experienced an 88 percent retention rate. The Goodyear project is the newest and is housing six people in five units with a 100 percent retention rate.

Ms. Schwabenlender noted in the Goodyear program, the County is utilizing Homeless Prevention and Rapid Re-housing (HPRP) funding and Valle Del Sol is providing case management. Additionally, Parrish Spisz, Goodyear, secured storage at Palm Gate Storage for items donated for the project. Other projects include 54 units at Encanto Point. This project is relocating people from their previous living arrangement with a goal of having people move into apartments by next summer. Diana Devine, Native American Connections, Inc. advised relocation is almost complete.

Ms. Schwabenlender advised as of July 1, 2011, Arizona Housing Inc., is the new owner of Campaigne Place. She acknowledged the county and state for using Neighborhood Stabilization Program (NSP) dollars to purchase Campaigne Place which consists of 302 apartment units. She provided a briefing on the populations the facility will house. Arizona Housing Inc. also has North 17 Apartments. To date, the project has 280 units with 80 people currently housed who were formerly chronically homeless.

Five teams completed the Corporation for Supportive Housing (CSH) Institute in June. The teams include: Native American Connections, Save the Family in partnership with Gorman and Magellan; UMOM and Biltmore Properties; and The Marc Center in partnership with A New Leaf and HomeBase. Ms. Schwabenlender acknowledged staff at CSH for leading the teams. The CSH Institute will offer an information session in December and will repeat the program from January to June next year.

CSH has also been applying for a Keeping Families Together planning grant, noting Phoenix and Maricopa County are on the CSH short list to be included in a planning grant for focusing on family stabilization. Project Connect was held June 21, 2011 in Chandler and served over 221 people. She acknowledged Councilmember Hartke and Vice Mayor Trinity Donovan for their participation. The next event will be held on August 18, 2011, at the Human Services Campus. This will be the third event held at the Campus.

Ms. Schwabenlender advised there is an opportunity to rename the Campaigne Place location. For more details, please contact Ms. Schwabenlender.

7. Continuum of Care Checkup and Assessment Debriefing

Chair Osborne invited Piper Ehlen, HomeBase, to offer a summary on the checkup and assessment process and to present their recommendations for technical assistance opportunities. Ms. Ehlen advised Phoenix was selected by U.S. Department of Housing and Urban Development (HUD) for the Continuum of Care self assessment and technical assistance process. Eleven participants responded to a 200 question survey. The results of the survey were then summarized and the housing inventory chart and point in time data were reviewed. Recommendations were made based on the summary and a potential action plan was developed.

A meeting was held in June to report on preliminary observations and seek feedback from stakeholders. Ms. Ehlen referred to the Phoenix CoC Check-up Debrief Meeting Notes available in the handouts. The debrief notes indicate the stakeholders' agreement or disagreement with observations made by Homebase. She noted that her technical assistance

team consisting of Fred Berman, National Center on Family Homelessness; and Cynthia Nagendra, HomeBase; was participating via teleconference. Together, their observations and recommendations were made to provide assistance and will have no effect on the Continuum's application to HUD. Ms. Ehlen provided a brief overview of the strengths and challenges noted in the Phoenix/Maricopa County CoC Preliminary Report. She noted the concern previously mentioned regarding transitional housing providers not being able to serve the individuals and families. She said the concern is that transitional housing providers feel like they need to achieve certain outcomes identified by HUD and it is difficult for them to meet those outcomes and still serve a high-need population. Ms. Ehlen continued reviewing concerns expressed at the debriefing session.

A draft technical assistance community action plan was created based on information gathered to date. Ms. Ehlen noted technical assistance may be available from HUD if the community requests it. She gave a brief overview of HUD's process for communities requesting technical assistance. The draft action plan focuses on the federal strategic plan and HEARTH Act performance measures. Ms. Ehlen briefly reviewed the recommended strategies. She asked for input from Committee noting an opportunity is still available to add or remove items. Vice Mayor Steve Frate, City of Glendale, asked for technical assistance to be defined. Ms. Ehlen replied technical assistance has not been defined by HUD, but can range from meetings to trainings and could even be a year-long process to help implement best practices within a community.

Jacki Taylor, Save the Family, commented with changes in HEARTH, there are definitely reasons to take advantage of technical assistance opportunities. She expressed support for receiving assistance in the areas recommended. Chair Osborne asked for input on moving forward to address issues as a group or to develop a working committee. Donna Bleyle, Arizona Department of Economic Security, expressed concern that the Continuum could be overwhelmed if HUD says "yes" and agrees to provide assistance on all of the issues identified by in the action plan. She questioned how much the Continuum would be able to accomplish as a community and within what timeframe.

Ms. Ehlen noted the proposed action plan timeline identifies completion in terms of months rather than by highest priority. She added that the timing is general and that items could be staggered so that the Continuum is not overwhelmed with multiple action steps at one time. Ms. Taylor suggested forming subgroups to address multiple issues and engage a broader sector of stakeholders. Chair Osborn clarified the action being requested. She asked for input on addressing the formation of subgroups at the next meeting. Ms. Ehlen noted the CoC is one of nine communities selected by HUD to participate in this process; this is one of HUD's top priorities. Ms. Newsome recommended assigning the Planning Subcommittee to review the proposed action plan and develop a priority list of action steps. Ms. James, along with additional Committee members expressed agreement with the recommendation.

Ms. Ehlen asked for permission to send the proposed action plan in draft form to HUD with a notation that the Planning Subcommittee is further reviewing the action steps. She suggested doing so would provide HUD insight into what the Continuum is considering and may allow them the opportunity to identify issues they are interested in addressing. Linda Mushkatel,

Maricopa County, asked who is being referred to when “HUD” is referenced. Ms. Ehlen advised there are two personnel at HUD headquarters in Washington, DC that are the contacts for this process. Gina Montes Ramos, City of Avondale, requested input on the process from Ms. Ehlen, based on her observations. Ms. Ehlen noted centralized intake and transitional housing are the biggest challenges in the community. She noted having discussed these issues with Mr. White of Abt Associates Inc. who is conducting the Family Options Study in the community and advised both were in agreement.

Ms. Mead advised the next Planning Subcommittee meeting is scheduled for August. She asked if the timing would work if the Planning Subcommittee were to prioritize action steps at that meeting. Ms. Ehlen recommended providing HUD the top two priorities or “likely” priorities after the Regional Committee meeting and then the Planning Subcommittee could further develop priorities among the action steps in the technical assistance plan. Ms. Newsome recommended advising HUD of the top two priorities, developing centralized intake and performance and outcome improvement among transitional housing providers, but having a further review of all priorities by the Planning Subcommittee. Ms. Newsome made a motion to approve the technical assistance action plan as presented including the two priorities to HUD. Vice Mayor Frate seconded the motion. The motion passed.

Ms. Taylor recommended surveying all Continuum of Care participants offering them an opportunity to provide input on prioritizing the action steps. She agreed the top two priorities identified are pivotal, but said it would be interesting to see how they are prioritized by participants. Chair Osborne asked for input on timing of the survey. Ms. Bleytle suggested, in the interest of timing, the Committee should come to an agreement on the first two priorities, allowing Ms. Ehlen to submit to HUD. She recommended the survey be completed prior to the next Planning Subcommittee meeting, thereby giving the Subcommittee a starting point to prioritize the action steps and an insight on whether the Committee’s views are aligned with those of the community. Ms. Newsome agreed noting transitional housing and centralized intake have been identified as the top two priorities and the Continuum should move forward with conducting a survey.

Fred Berman addressed the Committee. He said in some conversations with HUD, they recognized that two priorities may also entail HMIS technical assistance. He noted HMIS technical assistance may be included as part of the support package. Ms. James made a motion to approve the Continuum of Care action plan and to prioritize and approve of a technical assistance request to HUD for assistance with implementation of the items in the action plan. Mr. Duvall seconded the motion. The motion passed.

8. National Conference on Ending Homelessness Report and Legislative Update

Chair Osborne invited Joan Serviss, Arizona Coalition to End Homelessness, to report on the National Conference and offer a report on state and federal legislation pertaining to homeless issues. The conference was held July 13 to July 14, 2011 with more than 1,400 attendees. Participants of the Arizona contingency had the opportunity to meet with several Arizona Congressional representatives. They discussed the importance of federal funding and the need for additional HUD VASH vouchers. Arizona attendees met with national partners and counterparts from other states.

Ms. Serviss reported on State legislation. She noted participants may still apply for Arizona Health Care Cost Containment System (AHCCCS) even though there is a current freeze. On average, 500 applications are made daily. The agency has 30 days to make an eligibility decision. The State plan for Temporary Assistance for Needy Families (TANF) is currently open for public comment. In terms of proposals, there is current discussion on privatization proposals for gaming and lottery. Ms. Serviss advised the annual Coalition to End Homelessness conference is on October 17 and 18 at the Black Canyon Conference Center. Nominations are being sought for the 2011 Awards for Excellence.

9. Update on the 2011 Heat Relief Network

Chair Osborne invited Ms. Mead to report on the 2011 Heat Relief Network. Ms. Mead reported increased participation for 2011. There are 75 hydration and refuge stations with a greater number in the East and West Valley than in the past. Additionally, there are 46 donation sites with a few more participants having recently registered. In addition to the maps provided in the meeting material, an East and West Valley map has been created and will soon be available on the MAG website. An update was presented to the MAG Management Committee and will soon be presented to the MAG Regional Council.

Ms. Mead advised the Maricopa County website provides a link to access week-by-week listing of statistics on heat-caused and heat-related deaths. She noted many occurred in July. Twenty-five incidents are under investigation and at least 10 heat-related deaths have occurred. It is unknown, within those numbers, how many reference homeless individuals. Ms. Mead stressed all heat related deaths are preventable and many organizations are in need of water. She offered to help coordination among agencies that have water and can share with those in need. Community Information and Referral is coordinating these efforts for Phoenix.

Steve Conrad, Lodestar Day Resource Center, advised the Human Services Campus has collected 190,000 bottles of water separate from the Heat Relief Network collection effort. The water is being shared among the 15 agencies at the Campus. Tim Cole, City of Phoenix, said water is not readily available to homeless individuals in Phoenix after 5:00 p.m. He discussed a strategic planning session among City of Phoenix Parks and The Salvation Army to ensure water is available at certain park locations to homeless individuals in Phoenix. The park location information is available on the City of Phoenix website. Chair Osborne requested an update at the end of the season on the amounts of bottled water distributed.

10. Request for Future Agenda Items

Chair Osborne asked for input from the Committee on any requested topics or issues of interest to consider for future agendas. No input was received.

11. Announcements

Chair Osborne asked for announcements from Committee members. Ms. Newsome announced anyone interested in participating in a tour of the facility may meet in the lobby after the meeting. Chair Osborne requested an updated roster be provided to Committee members. Additionally she requested a joint meeting of the MAG Regional Domestic

Violence Council and the Continuum of Care Regional Committee on Homelessness. She also suggested broadening the list of Committee members.

12. Adjourn

The meeting adjourned at 3:23 p.m. The next regular meeting of the Continuum of Care Regional Committee on Homelessness is scheduled for October 17, 2011, at 2:00 p.m. in the Saguaro Room.