

MINUTES OF THE  
MARICOPA ASSOCIATION OF GOVERNMENTS (MAG)  
CONTINUUM OF CARE COMMITTEE  
September 16, 2015  
MAG Office Building, Ironwood Room

MEMBERS ATTENDING

\*Karia Basta, Arizona Department of Housing (ADOH)  
#David Bridge, Human Services Campus (HSC)  
\*Erin Callinan, Arizona Coalition to End Sexual and Domestic Violence  
Robert Ferraro, City of Tempe Law Enforcement  
\*Arjelia Gomez, Chicanos por La Causa  
\*Joann Hatton, Arizona Department of Health Services  
\*Vicki Helland, Community Bridges  
Tom Hutchinson, A New Leaf  
Calvin Jackson, MSW, United States Veterans Initiative, U.S. VETS-Phoenix  
#Jessa Johnson, Mercy Maricopa Integrated Care (MMIC)  
Stephanie Knox, Arizona Department of Economic Security  
Mattie Lord, UMOM New Day Center  
Suzie Martin, Homeward Bound

\*Neither present nor represented by proxy.  
#Attended by telephone conference call.  
+Attended by video conference.

OTHERS PRESENT

Riann Balch, City of Phoenix  
Billie Cawley, Central Arizona Shelter Services (CASS)  
Kellee Ellis, Chrysalis  
Michelle Jameson, US VETS  
Lisa Miller, UMOM  
Mary-Alice McKone, The Salvation Army (TSA)  
Liz Morales, City of Mesa  
Julia Nickers, TSA

Vivian Mann for Ken McKinley, Tumbleweed  
Linda Mushkatel, Lodestar Day Resource Center  
Dennis Newburn, City of Mesa  
\*Rodrigo Olivares, Crisis Response Network  
Laura Peters, Labor's Community Service Agency (LCSA)  
\*Thom Reilly, Arizona State University (ASU)  
Morrison Institute for Public Safety  
\*Sara Sims, Phoenix Elementary School District  
Ursula Strephans, Central Arizona Shelter Services (CASS)  
#Charles Sullivan, Arizona Behavioral Health Corporation (ABC)  
Jacki Taylor, Save The Family  
Keith A. Thompson, Phoenix Shanti Group  
John Wall, Arizona Housing Inc.  
Will Vucurevich for Nancy Marion, House of Refuge East

David Olivarez, Terros  
Gordon Sims, Lutheran Social Services of the Southwest  
#Stephanie Shaw, Area Agency on Aging  
Kim VanNimwegen, Valley of the Sun United Way (VSUW)  
Celina Brun, MAG  
Anne Scott, MAG  
Brandee Mead, MAG

1. Call to Order and Introductions

Mattie Lord, UMOM New Day Center, Chair of the Continuum of Care (CoC) Committee, called the meeting to order at 9:34 a.m. Introductions of the Committee and audience ensued.

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 the Committee, 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 September 2, 2015 Meeting Minutes

Chair Lord entertained a motion to approve the August 2, 2015, meeting minutes. A motion to approve the minutes was made by Jacki Taylor, Save the Family (STF). The motion to approve the minutes was seconded by Ursula Strehans, Central Arizona Shelter Services (CASS). The motion passed.

4. Reports from Work Groups

Chair Lord moved to agenda item four stating that updates would be provided for information and discussion by the representatives from the groups listed below.

1. Performance Standards and Data Quality (PSDQ)
2. Coordinated Entry and Oversight Work Group (CEOWG)
3. ESG Collaborator's Work Group

Performance Standards and Data Quality (PSDQ)

Will Vucurevich, House of Refuge East, representing the PSDQ Task Force updated the Committee with the points listed below.

- User satisfaction survey for HMIS will be ready soon
- Self-assessment survey for the HMIS lead
- HMIS budget discussion
- Finalize roles and responsibilities
- Working on HMIS project performance tool
  - Looking at how other communities scored the HMIS project
  - Note that other communities are more qualitative than quantitative and the PSDQ Task Force is looking at how to be more quantitative for scoring purposes

Ms. Strehans asked who would determine to whom the survey will be sent. Mr. Vucurevich stated that the survey would be sent to licensed HMIS users, HMIS administrators, and various stakeholders.

Linda Mushkatel, Lodestar Day Resource Center, asked if robust users will be included in the survey. Ms. Mead stated that they would be included.

Riann Balch, City of Phoenix, stated her concern about the status of developing a regional data sharing agreement/process. Ms. Mead stated that a data sharing conversation with Chris Pitcher, TA for HMIS, has occurred and is the next issue to work on.

Ms. Strepans added her sense of urgency to the issue, stating that she was forwarded an email with a link to client list data which was inappropriate and concerned her. Mr. Vucurevich stated that the PSDQ Task Force does recognize the urgency of a data sharing protocol and is focused on completing the Memorandum of Understanding (MOU) with Community Information and Referral (CIR) to clarify the groups role in defining data sharing protocols.

Ms. Strepans further inquired if adding another member to the PSDQ Task Force was possible. Chair Lord stated that it process would need to reopen as a formal and inclusive application process.

Ms. Balch inquired if the public could attend the PSDQ meeting. Chair Lord stated that since the PSDQ Task Force is a work group and is not subject to Open Meeting Law (OML), the public is not allowed to participate. There were no further questions.

#### Coordinated Entry and Oversight Work Group (CEOWG)

Jessa Johnson, Mercy Maricopa Integrated Care (MMIC), provided the updates listed below.

- Budget presentation requested by the CoC Board
- In process of developing grievance procedure
- Reviewing results of the Coordinated Entry administered survey

Ms. Balch inquired if the budgets requested by the Board would include data from the Singles and Families. Chair Lord stated the budget would include both.

Ms. Strepans inquired if the grievance policy included agencies. Ms. Johnson stated that a process for agency grievances was in development. There were no comments.

#### ESG Collaborator's Work Group

Ms. Mead stated that an update was provided at the September 2, 2015 meeting and the ESG Collaborator's Work Group has not met since. Discussion on the workgroup continued. There were no further comments.

Chair Lord announced that since HMIS Advisory Group is meeting monthly, the HMIS Advisory Group will become another standing work group update. Chair Lord inquired about who would represent the group at the standing update. Ms. Mead suggested Michelle Thomas represent the group updates at the Committee meeting.

Ms. Mushkatel inquired about the purpose of the HMIS Advisory group. Ms. Mead stated that the HMIS Advisory group was developed for HMIS users to share information and reporting updates. There were no further comments.

#### 5. CoC Committee Roles and Responsibilities

Chair Lord moved to agenda item five which was for discussion and possible action to recommend approval of CoC Committee roles and responsibilities.

Chair Lord stated that since the group exercise at the last Committee meeting, four buckets of work were developed for the Committee.

- 1) Continuously improve program and system quality.
- 2) Promote education and training opportunities.
- 3) Inform community planning efforts and decision making.
- 4) Foster communication and collaboration.

Chair Lord added that anything that does not fit would not be put on agenda.

Ms. Balch inquired about where the working group updates fit into the four buckets. Chair Lord stated that the updates would fall under *fostering communication and collaboration*.

Discussion on communication amongst the working groups, reporting, and data sharing continued. After concerns were stressed about the transparency of communication amongst working groups that were closed to the public, Chair Lord stated that a part of the communication and collaboration piece, the Committee would serve as a communication hub for all work groups.

Ms. Mead inquired with Chair Lord if the Committee would be the most appropriate place to set system-wide bench marks. Chair Lord stated that based on the current revisions of the Roles and Responsibilities it would be appropriate to set system-wide bench marks. Discussion followed.

Keith A. Thompson, Phoenix Shanti Group, motioned to approve the four buckets of Roles and Responsibilities. Suzie Martin, Homeward Bound, seconded the motion to approve the four buckets of Roles and Responsibilities. Chair Lord opened the floor for comments. There were no comments. The motion passed.

#### 6. Standards of Excellence

Chair Lord moved to agenda item six to discuss the Standards of Excellence. The Standards of Excellence for interventions were approved by the CoC Board in March 2015 with the understanding that they would be reviewed and updated, if needed, by the groups that created them. The emergency shelter standards for singles were reviewed by the HEART group and updates to the Standards of Excellence would be recommended for approval.

Celina Brun, MAG, presented the Emergency Shelter standards for Singles developed and revised by the HEART Group. Ms. Brun noted that the Emergency Shelter standards did not have set Performance Goals and Indicators so the HEART Group adopted the Performance Goals and Indicators from the Emergency Shelter standards for Families while adjusting to goals to meet the needs of the Singles population. David Bridge, Human Services Campus (HSC), agreed with Ms. Brun's statement, adding that the HEART Group intended to align the Emergency Shelter standards for Singles as close to the Family standards as possible.

Chair Lord suggested a revision to the *Staffing* in the Operating Standards section, stating that "agency maintains a ratio of a maximum of 1 case manager/housing specialist to 30 guests" should be changed to "agency maintains 1 case worker/housing specialist to a maximum of 30 guests".

Discussion continued.

Ms. Martin motioned to delay approval of the Emergency Shelter standards and review all the individual standards together prior to submitting to the Board in October and to allow the Board to review the Family Standards during the September meeting. Calvin Jackson, MSW, United States Veterans seconded the motion to delay approval of the Emergency Shelter standards and review all the individual standards together prior to submitting to the Board in October and to allow the Board to review the Family Standards during the September meeting. Discussion followed. Two Committee members obtained from voting. The motion passed.

#### 7. 2015 Point-In-Time Count Report

Chair Lord moved to agenda item seven, stating that Ms. Brun would present the revision to the Point-In-Time Count Report from the September 2, 2015 Committee meeting. Ms. Brun highlighted the added graph demonstrating the data submitted by municipalities for the 2015 count.

Ms. Mushkatel stated her concern that the description for the data set should be rewritten to specify that the municipal data was from municipalities with a number greater than zero. Discussion continued. Ms. Martin motioned to accept the report with the addition of 2013 and 2014 the municipal data for the September Board meeting. Tom Hutchinson, A New Leaf, seconded the motion to accept the report with the addition of 2013 and 2014 the municipal data for the September Board meeting. There was no further discussion. The motion passed.

#### 8. CoC Committee Membership Process

Moving to agenda item eight, Chair Lord stated that a recommendation was approved at the September 2, 2015 CoC Committee meeting to revise the membership process for the CoC Committee. The new membership process would impact the CoC Committee section in the Governance Charter. Staff would review the changes for information, discussion, and possible action to recommend approval of changes to the CoC Committee membership section of the Governance Charter. Committee approved all content of changes. Now committee must approve governance charter changes.

Chair Lord stated that the membership recommendations were silent on terms and the Governance Charter states that Committee members will have staggered 2, 3, and 4 year terms. Ms. Mead read the language in the Charter to the Committee and audience. Chair Lord added that the majority of CoC Committee membership are CoC funded seats and the remaining are community seats. Chair Lord inquired if the Committee preferred 2 or 3 year staggered terms. Committee members agreed on 3 year staggered terms. The Governance Charter language remained the same on membership, eliminating the need to vote.

Moving to the Leadership portion of the Charter, Ms. Mead read that section to the audience and Committee members. Discussion continued regarding the application process of a Vice Chair and Chair. Ms. Mushkatel inquired if leadership applications could be solicited outside the Committee. Ms. Mead stated that based on the language in the Charter, applications for a Chair or Vice Chair would be solicited from the Committee and community stakeholders. Discussion continued. Ms. Martin motioned to include language on “active engagement in the Continuum of Care” to the Governance Charter as an important consideration for leadership applicants. Mr. Jackson seconded the motion to include language on “active engagement in the Continuum of Care” to the Governance Charter as a selection criterion for leadership applicants. There were no comments. The motion passed.

Following the discussion on the Leadership application, Chair Lord stated that all of the changes previously made would need to be word-smithed to fit the language of the Charter. Chair Lord offered two options; empower small group of people to word-smith the document, MAG could word-smith the document and bring it to the Committee on October 14, 2015 before going to the Board on October 26, 2015. Ms. Strehans motioned to work with Chair Lord and Charles Sullivan, Arizona Behavioral Health Corporation (ABC) to word-smith the document before the Board meeting on September 28, 2015. Ms. Mead stated that she would like to include MAG staff in the motion. Chair Lord inquired if Ms. Strehans could amend her motion to include MAG staff. Ms. Strehans amended her motion to include MAG staff. Mr. Jackson seconded the motion for Ms. Strehans to work with Chair Lord and Charles Sullivan, Arizona Behavioral Health Corporation (ABC) to word-smith the document before the Board meeting on September 28, 2015. There were no further comments. The motion passed.

#### 9. Update on Summary of Workgroups

Chair Lord stated that Ms. Brun would share an update with the Committee on the summary of workgroups meeting in the community related to ending homelessness.

Ms. Brun presented the summary of all work groups in the CoC and highlighted the following areas.

- Additions from the September 2, 2015 Committee meeting regarding membership and application
- MAG staffed groups
- Some groups did not submit information or did not have the information
- Document provides a strong snapshot of the status of all working groups in the community

A Committee member noted that the PSDQ group was missing and requested to add the PSDQ group to the summaries. Chair Lord requested a communication flow chart with all of the groups. Discussion continued. There were no further comments.

10. Request for Future Agenda Items

Chair Lord opened the floor for topics or issues of interest that members of the MAG Continuum of Care Regional Committee on Homelessness would like to have considered for discussion at a future meeting. Members requested updates from the following groups:

- Term cup
- Standards for singles

11. Comments from the Committee

Chair Lord opened the floor for comments. Ms. Mead announced that the Point-In-Time Planning group should be meeting in October and inquired if the Committee wished to weigh in on the methodology of the count. Chair Lord stated her preference for have the planning group report to the Committee with list of methodologies for the Committee to weigh in. Committee members agreed.

Mr. Thompson suggested discussing the Housing First approach within the next year.

Adjourn

Chair Lord adjourned the meeting at 10:57 a.m. The next meeting will occur on October 14, 2015.