

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES COORDINATING COMMITTEE
MEETING MINUTES
JULY 21, 2010

MEMBERS ATTENDING

+Arleen Chin, Tempe Community Council
Councilmember Trinity Donovan, Chandler,
Chair
Laura Guild for Susan Hallett, Arizona
Department of Economic Security
*Councilmember Dennis Kavanaugh, City
of Mesa
Mayor Marie Lopez Rogers, City of
Avondale
+Councilmember Manuel Martinez, City of
Glendale
Vice Mayor Michael Nowakowski, City of
Phoenix, Vice Chair
JoAnne Osborne, Councilmember, City of
Goodyear
Councilmember John Sentz, Town of
Gilbert
*Supervisor Mary Rose Wilcox, Maricopa
County
*Councilmember Mike Woodard, City of
Surprise

OTHERS PRESENT

+Jayson, Matthews, Tempe Community
Council
Sylvia Sheffield, HSTC Chair, City of
Avondale
Cheryl Brunton, City of Phoenix
Amy Schwabenlender, Valley of the Sun
United Way

Rachel Brito, MAG
DeDe Gaisthea, MAG
Rachael Gibb, MAG
Brande Mead, MAG
Rena Tenney, MAG
Amy St. Peter, MAG

+Those members present by
audio/videoconferencing.
*Those members neither present nor
represented by proxy.

1. Call to Order

Chair Trinity Donovan called the meeting to order at 10:04 a.m. Introductions ensued.

2. Call to the Audience

An opportunity was provided for members of the public to address the Committee. No public comments were made.

3. Approval of the April 21, 2010 Meeting Minutes

Chair Donovan called for a motion to approve the April 21, 2010, meeting minutes. Vice Chair Michael Nowakowski, City of Phoenix, motioned to approve the minutes. Mayor Marie Lopez-Rogers, City of Avondale, seconded the motion. The motion passed.

4. Permanent Supportive Housing Campaign

Chair Donovan introduced Amy Schwabenlender, Valley of the Sun United Way, to offer a report on efforts to make more permanent supportive housing available throughout the region.

Ms. Schwabenlender gave a presentation on ending homelessness in Maricopa County. She discussed the elements of the Housing Continuum: Prevention of Homelessness, Outreach, Emergency Shelter, Domestic Violence Shelter, Transitional Housing, Housing First and Permanent Supportive Housing. She noted much emphasis has been placed in the middle of the continuum (Transitional Housing), with not enough support at the front and back ends. She stressed the need create greater change and the need for additional people to help put an end to homelessness.

Ms. Schwabenlender discussed Valley of the Sun United Way's key objectives for ending homelessness, current shelter capacity, and future goals. Plans would include both scattered site and congregate/fixed site models. She provided an overview of current projects underway in Tempe, Phoenix and at the Human Services Campus. These projects combined provide 120 units of scattered-site, fixed site and new construction to serve chronically homeless individuals, and chronically homeless individuals with disabilities or serious mental illness.

Permanent Supportive Housing (PSH) is a proven cost effective way to end homelessness. Ms. Schwabenlender discussed goals for 250 PSH units by 2012; 1,000 PSH units in six years; reducing homelessness in Maricopa County 75 percent by 2020; and plans to continue encouraging broader community support and collaboration to implement strategies set forth. Ms. Schwabenlender noted VSUW's role of public policy and advocacy and the creation of the Ending Homelessness Advisory Board. The Advisory Board meets quarterly and is charged with keeping the funding stream flowing. The group visited projects in Salt Lake City and have future peer visits scheduled in August. She advised the group will visit five additional projects for anyone who is interested in participating.

Councilmember Sentz asked what type of information is tracked to determine a person's roadmap to self sufficiency. Ms. Schwabenlender noted HMIS reports provide demographic information about clients that enter and re-enter the shelter, however with PSH, plans are individualized to meet the individual's needs and pace toward stabilized housing. Vice Chair Nowakowski noted the Open Table group as a successful program that also assists individuals with their finances and finding work. He said they are not just counselors but also a support group.

5. Legislative Update

Chair Donovan invited Timothy Schmaltz, Protecting Arizona's Family Coalition, to offer an update on legislative activities. Ms. Schmaltz said within the last two years, Health and Human Services has seen the largest cuts for children and families in the past 25 years. The Department of Economic Security has been reduced by 33 percent of its state general fund reducing the budget from \$808 million to \$536 million. Some of the programs affected include general assistance, subsidized child care and Temporary Assistance for Needy Families (TANF). Also affected are Child Protection and Adult Protective Services, domestic violence safety and shelter programs, homeless prevention, aging and independent living, and foster care programs.

The Department of Health Services, state public health, and behavioral health programs have also been reduced by 47 percent from \$270 to \$143 million. Programs affected include Community Health Centers and Behavioral Health Services. Arizona Health Care Cost Containment Services (AHCCCS) programs eliminated KidsCare Parents and imposed an enrollment cap on the program. Mr. Schmaltz noted the scope of these numbers is so large that the devastation will be seen for years to come. He recommended all fire and police personnel be informed of these outcomes as they will be affected by the increase in calls for service. Mr. Schmaltz noted 200,000 people were negatively impacted in the first round of 2009 budget cuts.

Mr. Schmaltz noted DES data reflects a decrease in child abuse reports. Nearly 70 percent of referrals are from professionals, however, as investigative services are limited, professionals will begin to sort cases based on crisis level. He said this year's budget will depend on the proposed elimination of First Things First, which has been referred to the November ballot. Mr. Schmaltz noted PAFCO's opposition to this measure and stressed the need to consider other alternatives such as the recent food tax imposed by the City of Phoenix.

Chair Donovan asked how the Committee can take action. Mr. Schmaltz suggested monitoring the increased demand for police and fire services and tracking nuances in the types of calls they receive, speaking in a united voice at city council and the state legislature regarding impact on the community, and having the courage to make tough decisions. Mr. Schmaltz said more problems are being created than are being solved. He referenced VSUW's efforts to take people off the streets, noting budget cuts are potentially putting more people back on the street. Mayor Marie Lopez Rogers, City of Avondale, commented public safety personnel will be busy with SB1070, additionally, the potential loss of state shared revenue will result in further cuts to city budgets and failure to expand the tax base will not produce the needed revenue. She expressed appreciation for Mr. Schmaltz's report.

Vice Chair Nowakowski asked for input on how to inform the general public and officials and how to ask questions related to these critical issues during candidate debates. He recommended a press conference or letter to the editor as forms of communication. Mr. Schmaltz agreed, noting recent conversations with mental health advocates regarding how to overcome the focus on SB1070. He gave an example of an editorial regarding 20,000 uninsured children, people deciding not to go to work due to the elimination of child care subsidy, and others leaving their young children home alone so they are able to keep their jobs. He agreed on the need to take a position, meet with editorial boards, and have police and fire tell the stories of what is occurring in their communities. Committee members expressed concern that SB1070 is dominating news coverage, noting the importance of maintaining a focus on health and human services. Mr. Schmaltz said these issues are not only related to poor people, they also affect funding for universities which in turn affect the leadership of the future.

Councilmember JoAnne Osborne, City of Goodyear, said there is a perception that the passing of the sales tax increase will fix the problem, however, the reality is that it does not. Amy St. Peter, MAG, discussed options the Committee can pursue such as working on a resolution or statement of concern. She noted the MAG Human Services Technical

Committee could provide technical assistance to develop a document reflecting this concern. This could be presented to HSCC at the next meeting. Changes indicated by HSCC could be made and presented for approval by the MAG Regional Council. With time being of essence, HSCC may need to meet prior to the next scheduled meeting. Councilmember John Sentz, Town of Gilbert, inquired about using social media to get the message out. Ms. St. Peter advised any advocacy position would need to be approved by the MAG Regional Council and can be recommended as part of the resolution. Chair Donovan noted consensus from the committee to have the HSTC develop a statement of concern with final approval given by the MAG Regional Council.

6. Funding Reduction Impact Study

Chair Donovan introduced Rachael Gibb, MAG Human Services Intern, to offer a report on the MAG Funding Reduction Impact Study. Ms. Gibb advised she has compiled a spreadsheet of city budgets. A survey of fire department cuts for 2008-09 is almost complete and work has begun to survey police departments.

Few responses to the MAG Survey for the Human Services Funding Reduction Study have been received. As such, the deadline was extended from June 24th to July 8th. Different formats for obtaining the information were discussed with the HSTC. Ms. Gibb advised follow-up calls will be made to those agencies that have not responded to the survey. She noted copies of the survey were available in the meeting handouts and requested Committee members forward the survey to the appropriate person within their agency for completion. Ms. Gibb advised she will complete the study based on an analyses of the city budget information gathered if enough surveys are not received.

Chair Donovan asked which cities and towns had responded to the survey. Surveys were received from Area Agency on Aging, City of Scottsdale, City of Phoenix, Tempe Community Council, City of Tempe, City of Tolleson, City of Avondale, Arizona Department of Economic Security, Paradise Valley, and Phoenix Family Advocacy Center. Ms. St. Peter noted more survey responses are required in order to deliver the full scope of the project. She expressed gratitude to those who have responded. Councilmember Osborne inquired what departments had received the survey. Ms. Gibb advised surveys were distributed to HSTC members and intergovernmental representatives.

Ms. St. Peter noted a decrease in crime data for police and fire. She said the assumption is that there would be an increase due to increased calls for service. Therefore, part of the research is accounting for the number of people who have moved out of the county. Ms. St. Peter said there are varying opinions on the number of people leaving vs. the decrease in those relocating to Arizona. Vice Chair Nowakowski said fear related to SB1070 has decreased the number of Hispanic Latinos calling for services. Ms. St. Peter said it was uncertain whether or not data about calls for emergency services are sorted by ethnicity. Mayor Rogers advised business owners no longer want police parked at their locations for similar reasons. A recommendation was made to set a survey response deadline for July 23, 2010. Ms. St. Peter advised Ms. Gibb's internship ends in August therefore it is imperative to move into the data analysis portion of the study.

7. Sustainable Communities Planning Grant Program

Chair Donovan introduced Amy St. Peter, MAG, to offer a report on the Sustainable Communities Planning Grant Program. Ms. St. Peter advised the grant application is being offered by the Department of Housing and Urban Development (HUD), the Department of Transportation, and the Environmental Protection Agency. The program supports the creation of regional plans for sustainable development and is being offered for the first time.

Ms. St. Peter gave a brief overview of the funding available through the grant. She noted the competitive process is expected to award ten grants or 25 percent of the grants to small metro and rural areas and up to 30 grants to larger regions. The Notice of Funding Availability (NOFA) was released June 24, 2010. The planning grant would encompass a three year time period and the application is due August 23, 2010. Ms. St. Peter said HUD is very interested in social equity, with particular focus on ensuring housing and transportation does not encompass more than 45 percent of a family's income.

She said the MAG Executive Committee has recommended approval of MAG serving as the lead applicant in partnership with the Pima Association of Government (PAG) and the Central Arizona Association of Governments (CAAG) on behalf of the Sun Corridor. These efforts would be coordinated through the Joint Planning Advisory Council (JPAC) with activity driven at the local level. The work has now begun to identify public and private partners in the grant, review activities at the regional level, and work with JPAC to coordinate efforts. Ms. St. Peter asked for input on opportunities for the Committee or their respective agencies to further support the grant application. She suggested offering support by developing a resolution or providing a statement stating support for the grant application.

Chair Donovan asked for a motion to approve steps in the Sustainable Communities grant application process. Councilmember Sentz made a motion to approve. Mayor Lopez Rogers seconded the motion with a caveat to consider building infrastructure before housing. She said buildings and housing are built before transportation and there is a need to stop doing business as usual. The motion passed unanimously. Councilmember Sentz inquired why APS was not on the list of partners. Ms. St. Peter said the list is not final, partners are still being sought. She asked for input on any other person or agency that should be contacted.

8. MAG Human Services Technical Committee Report

Chair Donovan invited Sylvia Sheffield, City of Avondale, HSTC Chair, to present information and recommendations offered by the HSTC on planning for the needs of older adults by utilizing an Aging Well Toolkit.

Ms. Sheffield referred the Committee to the **Community Planning for Aging Well** materials advising HSTC has reviewed the *Toolkit for Aging Well* and discussed efforts to develop a more specific local government response to people who are aging. She noted some of the changes seen in our communities include severe budget cuts to services such as senior companion programs, transportation services and the elimination of adult day care services. Also discussed was the move toward technology in services and information and the success of programs such as Neighbors Who Care in communities like Queen Creek as well as other

volunteer programs. Ms. Sheffield advised HSTC has interest in addressing aging issues with focus on the following:

- Transportation issues.
- Replicating other successful models through community partner relations.
- Identifying other services older adults view as being critical to their needs.
- Addressing both ends of the spectrum such as case managers and the services they are referring clients to.
- Planning for different needs at different ages, such as baby-boomers in their 50s vs. older generations.

Ms. Sheffield said HSTC recommends considering options to tie in these efforts with the Sustainable Communities Planning Grant to plan for the needs of aging adults and enhance overall quality of life. Ms. St. Peter provided brief background information noting a local foundation brought the toolkit to staff's attention indicating they would like to consider supporting an effort if MAG were interested. She said there may be an opportunity to receive funding for these efforts, but staff does not want to engage in a planning process if the efforts are not useful or supported. She requested input on the Committee's interest and areas to address.

Councilmember Sentz said this topic has been discussed in the past. Transportation is an issue that burdens all municipalities due to subsidizing the cost of Dial-A-Ride. While HSTC may not be the avenue, he suggested a recommendation be made for Valley Metro to review Dial-A-Ride with a focus on reducing costs. Additional issues appear to be uncoordinated schedules and lack of transportation in rural areas. Ms. Sheffield offered to take the recommendation into consideration. Mayor Rogers suggested the need to consider the needs of elders when planning sustainable communities. Night life and young generations are planned however, the elderly population gets overlooked.

Jayson Matthews, Tempe Community Council, asked Councilmember to consider reevaluating how their respective communities integrate community input in their general plans. He recommended incorporating elements listed in the report into a community input process to determine if there are more flexible and better adaptable processes that can be used by cities in regards to their planning devices. Chair Donovan thanked everyone for their input. Noting consensus she asked for a motion to move forward with recommendations submitted by the HSTC to plan for the needs of older adults. Mayor Rogers made a motion to approve recommendations submitted by HSTC. Arlene Chin, Tempe Community Council, seconded the motion. The motion passed unanimously.

9. Committee Updates

MAG Regional Domestic Violence Council

Chair Donovan introduced Renae Tenney, MAG, to report on the MAG Protocol Evaluation Project (PEP). Ms. Tenney expressed gratitude to the Governor's Office, Division for Women, and STOP Violence against Women Grant for funding the program. She also acknowledged and thanked community partners for their continued support. The project was

developed to assess protocols used to arrest and prosecute domestic violence offenders at the misdemeanor level, build a framework of promising practices, and develop public awareness tools. It will help increase safety for survivors, hold abusers accountable, and produce cost savings by streamlining processes and enhancing operations.

Ms. Tenney advised the PEP workgroup met on July 7, 2010 and work is now underway to define the current protocols and procedures used by law enforcement and prosecution for misdemeanor domestic violence cases by creating an inventory of the protocols, procedures, and general orders used by municipalities. Key informant interviews will then be conducted to reveal how the protocols are working well, any barriers/challenges, and any suggestions for improvement. Existing data will then be researched by looking to the law enforcement data gathered by the Governor's Office, and any insights revealed in Domestic Violence Fatality Review Team data. Additionally, a list of key indicators for determining promising practices was created to guide research into what lessons can be learned from others doing similar work, both locally and nationally.

Ms. Tenney advised next steps include connecting with municipalities to obtain copies of their protocols, developing interview questions, and conducting the interviews. Future PEP work group meetings will be scheduled as needed.

MAG Continuum of Care Regional Committee on Homelessness

Chair Donovan introduced Brande Mead to report on the Department of Housing and Urban Development (HUD) award and the Regional Heat Relief Network. Ms. Mead advised the MAG Continuum of Care was awarded \$1.3 million for two new local programs. Funding for these programs will provide 67 permanent housing units thereby ending homelessness for more than 100 individuals. The new programs awarded are Arizona Behavioral Health Corporation (\$1,056,812) and Community Bridges, Inc. (\$336,768). The combined total for new and renewal projects is more than \$23 million that will support more than 50 homeless programs throughout the region. Since the Committee's inception in 1999, the MAG region has been awarded more than \$196 million dollars.

Ms. Mead reported the heat relief network is in full swing with more than 63 hydration and refuge locations throughout the region. There are also 42 water collection locations throughout the valley. The heat relief network was started in 2006 in response to a high number of heat related deaths in 2005. The ultimate goal of the program is to prevent heat related deaths. The Arizona Central website reported three homeless men were found dead in Phoenix over the past few days. Ms. Mead reported authorities are investigating to determine if their deaths were heat related. She stressed the need to continue spreading the word about the program and noted Chair Ellis and Councilmember Osborne have been conducting community outreach through media coverage on the news, radio and press.

Elderly and Individuals with Disabilities

Chair Donovan invited DeDe Gaisthea, MAG, to report on the success of the MAG Transportation Ambassador Program. Ms. Gaisthea acknowledged Mayor Rogers, Councilwoman Peggy Neely and Chair Trinity Donovan for their participation. The regional

meeting was held June 29, 2010 at the AE England Building and approximately 80 people attended the event.

Guest speakers at the event included Kathy Chandler, Northern Arizona Intergovernmental Public Transportation Authority; Dave Cyra, United We Ride Ambassador; Mary Pat Lawlor, Puget Sound Regional Council and Chris Zeilinger, National Resource Center for Human service Transportation Coordination. Local guest speakers were Elizabeth Banta, Duet; David Carey, Arizona Bridge to Independent Living; Diana Yazzie Devine, Native American Connections; and Cynthia Zwick, Arizona Community Action Association.

Ms. Gaisthea gave a brief overview of the meeting which included a morning panel on Local Emerging Trends and Initiatives, small group discussion on a variety of topics, and a luncheon panel on National Promising Practices. Small group discussions addressed topics such as:

- Effects of Budget Cuts on ADA Services
- Alternative Transportation Resources
- Navigating the World of Private Grants
- Outreach to Faith Communities
- Section 5310, 5316 and 5317 Application Process

Ms. Gaisthea advised the small group discussion reconvened after lunch to identify key strategies to address issues identified in the morning discussion. Some recommendations included:

- Expanding partnerships with the faith based community to provide alternative transportation options.
- Surveying insurance companies and identifying methods from non-profits regarding overcoming insurance barriers.
- Increasing use of technology to reduce travel time, cost and increase staff productivity.
- Conducting an application walk-thru for Section 5310, 5316 and 5317 application process followed by Arizona Department of Transportation and City of Phoenix webinars.

Ms. Gaisthea noted 100 percent of participants found the information provided to be informative and presented in way they can take back to their communities. She expressed appreciation to the Virginia G. Piper Charitable Trust for funding the Transportation Ambassador Program.

The Committee viewed a map created by MAG that identifies the service delivery areas of human services transportation providers in Maricopa County. The map enables service providers to see what other resources are available within their service area. The map will assist agencies in coordinating their efforts more efficiently.

10. Request for Future Agenda Items

Committee members were given an opportunity to suggest topics or issues of interest for discussion at a future meeting. No requests were made.

11. Comments from the Committee

An opportunity was provided for HSCC members to present a brief summary of current events. Having no comments from the Committee, the meeting adjourned at 11:47 a.m. The next meeting is scheduled for October 20, 2010. Chair Donovan thanked everyone for their participation and attendance at the meeting.