

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES COORDINATING COMMITTEE
MEETING MINUTES
JULY 25, 2012

<p style="text-align: center;"><u>MEMBERS ATTENDING</u></p> <p>+ Councilmember Trinity Donovan, Chandler</p> <p>* Councilmember Alex Finter, City of Mesa</p> <p>* Barbara Lloyd, Tempe Community Council</p> <p>+ Councilmember Manuel Martinez, City of Glendale</p> <p>Councilmember Michael Nowakowski, City of Phoenix, Chair</p> <p>Vice Mayor JoAnne Osborne, City of Goodyear, Vice Chair</p> <p>+ Councilmember Victor Petersen for Councilmember Jordan Ray Town of Gilbert</p> <p>Councilmember Frank Scott for Mayor Marie Lopez Rogers, City of Avondale</p> <p>* Supervisor Mary Rose Wilcox, Maricopa County</p>	<p>* Councilmember Mike Woodard, City of Surprise</p> <p style="text-align: center;"><u>OTHERS PRESENT</u></p> <p>Walt Gray, Citizen</p> <p>Kristen Sexton, City of Avondale</p> <p>Luz Enriquez, City of Phoenix Intern</p> <p>DeDe Gaisthea, MAG</p> <p>Brande Mead, MAG</p> <p>Amy St. Peter, MAG</p> <p>Amanda Stanko, MAG</p> <p>Nathalea Silva, MAG</p> <p>+ Those members present by audio/videoconferencing.</p> <p>* Those members neither present nor represented by proxy.</p>
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1. Call to Order

Chair Michael Nowakowski, City of Phoenix, called the meeting to order at 10:08 a.m. Introductions ensued.

2. Call to the Audience

Mr. Walt Gray addressed the Committee on two non-agenda items. First, he noted one of the greatest needs is more robust voting throughout the valley. He expressed his belief that MAG would be the appropriate agency to monitor voting, various demographics, and alignment with the legislature. Mr. Gray suggested aligning all local elections with November elections would be a good idea, but added he does not personally agree with it. However, doing so would bring greater attention to local issues.

Second, Mr. Gray addressed the Committee regarding the MAG Economic Development Committee (EDC). EDC has developed a focus on transportation and economic development as their purview. He commented this is fine, however it limits efforts as EDC has a lot of major issues they are addressing. Mr. Gray recommended forming another committee that would focus on the general plan for each municipality within the MAG Region. Municipal plans are very important in that they provide balanced planning taking into consideration parks, housing, streets, etc, and all parts of the community. He said better general planning will mean less spent on costly regional infrastructure. Mr. Gray discussed the City of Phoenix's villages and how they provide balance in all aspects of general planning. He

suggested MAG could coordinate, emphasize, and raise the profile of this type of planning and coordination among all cities as general plans are developed. Chair Nowakowski thanked Mr. Gray for his comments addressing the importance of general plans. He advised staff would look into the recommendations.

3. Approval of the May 24, 2012 Meeting Minutes

Chair Nowakowski called for a motion to approve the May 24, 2012, meeting minutes. Councilmember Frank Scott, City of Avondale, motioned to approve the minutes. Councilmember Manny Martinez, City of Glendale, seconded the motion. The motion passed.

4. Village Model Presentation

Chair Nowakowski welcomed Judy Willett, National Director, Village to Village Network. Ms. Willett was the founding director of Beacon Hill, the first village. She offered a brief history of two women living in Boston who were passionate about remaining in their homes. This passion and their efforts to organize a group of people, research options, and raise funds sparked the grassroots, membership organization known as Villages. Villages are self-governing, self-supporting, utilize volunteers, consolidate their services, have strategic partners, and focus on the “whole person” to enable living in place.

Ms. Willett discussed the three components of a village that include concierge (*vetted discount providers*); assistance of living; and community building (*people connected*). Villages are self-governing in that they include a Board of Directors comprising village members and volunteer opportunities for all members to support a neighbor to neighbor program. Villages are consumer driven organizations and provide strong input on the services and programs. Villages are self-supporting through membership fees, community contributions, special events and support from businesses. She noted strategic partners such as hospitals, social service agencies, city, and state partnerships are critical to help support the demographic of villages. Some cities and states have also offered grants to help sustain the village and to offer low income members the ability to participate in villages.

There are 91 villages around the country and an additional 150 villages under development in 39 states. The types of memberships vary per the village. Beacon Hill Village members pay \$640 annually per household; however, those in the discount membership program pay \$110. This is funded and supported by foundations and community support. Other villages have membership fees that range from \$100 to an average of \$450. Ms. Willett advised Beacon Hill Village and NCB Capital Impact formed the Village to Village Network. The peer to peer network offers forums, a document library, funding resources, monthly webinars, and more to help support, manage, sustain and open new villages. There are 10,000 people with an age range of 52 years to 104 years in the 91 Villages that exist and 208 current Village to Village Network members.

Councilmember Trinity Donovan, City of Chandler, requested further information on member benefits. Ms. Willett noted the difficulty in listing all of the benefits offered as most villages offer almost anything and everything. She provided an overview of the key benefits previously discussed. Councilmember Manny Martinez, City of Glendale, inquired what

opportunities exist for elderly individuals who may not be able to afford membership fees. Ms. Willett advised membership fees vary from village to village depending on the balance among volunteers, staff and village expenses. She noted some village expenses range from \$10,000 to \$400,000. Therefore, having a greater number of volunteers to run the village will allow for lower membership fees. She noted almost all villages have a program for elders with lower and moderate income with fees ranging around \$100 per year. Another critical point is that members of lower income are connected with all of the services that exist within that village. Beacon Hill Village offers an emergency fund as well.

Councilmember Martinez inquired about limitations on administrative costs. Ms. Willett advised Villages are 501(c)(3) nonprofit corporations with legal limits on administrative costs. However, the goal is to spend no more than ten percent of funds on administrative costs. She noted many villages spend less than the ten percent. Vice Chair Joanne Osborne, City of Goodyear, inquired under what geographic conditions villages work best. Ms. Willett advised Beacon Hill Village was established ten years ago in a mostly urban area. The next group of villages that were developed are now five years old and others have since opened. Villages exist in urban, suburban and rural areas. She noted geography is not critical as many of the services require the service provider to go to the member's home.

Chair Nowakowski thanked Ms. Willett for her presentation. Ms. Willett advised more information is available on the website at www.vtvnetwork.org. She offered to attend community meetings or speak at events to help further the movement.

5. City Leaders Institute

Chair Nowakowski invited Amy St. Peter, MAG, to present on the City Leaders Institute on Aging in Place. Ms. St. Peter advised staff is excited to work with the Village to Village Network and City Leaders Institute team on this project. The Phoenix region was selected in March by the MetLife Foundation to participate in a national pilot project to assist regions to develop plans that enable adults to age in place. Ms. St. Peter acknowledged Mayor Stanton, City of Phoenix, the City of Scottsdale, Benevilla, Sun Health, Area Agency on Aging, and the Virginia G. Piper Charitable Trust for their support and leadership on this project.

Additional stakeholders have been engaged primarily through the Municipal Aging Services Project (MASP). The MASP was approved by the MAG Regional Council in June. Through surveys, focus groups and interviews, the MASP project connected with more than 1,300 people. This work provided a great foundation to help further the CLI work. Social participation and isolation were identified as critical issues among the region. To address these issues, the CLI is researching implementation of the Village Model to help people remain in their community. Transportation was identified as another significant need.

Thanks to the support of five interns provided by Sun Health, the City of Phoenix, and MAG, extensive best practices research has been completed. In addition, the Sun Health interns drafted a concept paper to be used to raise community awareness about villages. These documents will be presented to the MAG Human Services Technical Committee next month and HSCC in October. An event to feature national speakers such as the Village to Village network and best practice is being planned for September. The Arizona Grantmakers Forum

has offered to pay the travel costs for a speaker from this region to attend. The purpose of the event is to raise awareness about models that assist people to more successfully age in place, such as the village movement.

Additionally, the City Leaders Institute Leadership Team has been invited to attend the Archstone Village meeting in Oakland, California on September 12th and 13th. The first day of the event is open to the public and will feature training to support villages. The second day is geared toward the nine village pilot projects funded by Archstone. The Greater Phoenix team is invited to attend both days. Committee members who are interested in attending are asked to contact Ms. St. Peter.

After the event, the CLI hopes to sponsor a pilot project in this region. Sun Health has also committed to sponsoring a pilot project. Ms. St. Peter requested input on communities that would be interested in the village model. She discussed the desire to work with communities that include good grassroots leadership as well as partnership with elected officials, nonprofits, and the business sector. Any assistance to help identify these communities is appreciated. The intent is to raise funds, perhaps through local foundation; establish technical assistance; a peer-to-peer network; and develop an evaluation component to identify factors that contribute to the success or challenges of implementing a village. The goal is to overcome challenges and replicate best practices throughout the region.

Ms. St. Peter advised this work has been submitted by the U.S. Department of Health and Human Services to the White House for consideration for a national innovation summit planned for August 27th. It is not yet known if the project will be invited to attend the event, but it is an honor to be nominated. At the Committee's request, Ms. St. Peter restated the fall event is tentatively planned for the last week in September. She requested input on any other events taking place during that same timeframe to avoid scheduling conflicts. Chair Nowakowski requested a motion from the Committee. Vice Chair Osborne made a motion to approve the next steps for the City Leaders Institute on Aging in Place for the Greater Phoenix Region. Councilmember Scott seconded the motion. The motion passed unanimously.

6. HEARTH Act Implementation

Chair Nowakowski invited Brande Mead, MAG, to offer a presentation on implementation of the HEARTH Act. Congress passed reauthorization of the McKinney-Vento Homeless Assistance program in 2009 know as the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH Act). Since the Act was enacted, Continuums of Care (CoCs) have been waiting for regulations to be developed. The Interim Rule was posted on US Department of Housing and Urban Development's (HUD) website on July 14th and is expected to be posted in the federal register in about a week. It will become active 30 days after it is posted in the federal register.

The HEARTH Act consolidates three of the separate homeless assistance programs administered by HUD into a single Continuum of Care Program. It also revises the Emergency Shelter Grants program and renames it the Emergency Solutions Grants (ESG). Regulations were enacted six months ago that reauthorizes funding under the ESG program. The COC and ESG will be working together much more collaboratively moving forward

under the new rules. The interim rule establishes regulations for the CoC. The major provisions of the rule relate to how to establish and operate a Continuum of Care, how to apply for funds under the program, and how to use the funds for projects approved by HUD. She noted the rule clearly defines the CoC's responsibilities. The interim rule also requires increased collaboration between recipients of ESG funding and CoCs to ensure a community-wide coordination plan for homeless housing and services, and homelessness prevention assistance. The CoC program interim rule seeks to promote some of the best practices that have emerged since passage of the HEARTH Act.

The interim rule consolidates three of the Continuum of Care programs into one program (Supportive Housing Program, Shelter Plus Care Program, and Section 8 Moderate Rehabilitation SRO Program). HUD expects the change will streamline administration of the programs and increase efficiency and effectiveness with which clients are housed and receive services. New programs will be operating under these new laws; existing programs will be grandfathered in. Ms. Mead noted there are approximately 56 programs within this CoC that are currently receiving funds. Those programs will be grandfathered in as long as the CoC approves them. Within the new rule, it clearly states that the process does need to be a competitive process; there will be no automatic renewals each year. The CoC will be required to assess performance of those programs and ensure that HUD is funding programs that have good performance and outcome measures.

HUD requires representatives of relevant organizations to form a Continuum of Care to serve a specific geographic area. There are three Continuums of Care in the state of Arizona. The rule requires certain representatives to be part of the CoC so long as they are represented within the community. In addition, each CoC must establish a Board and the CoC may appoint additional committees or working groups to fulfill its responsibilities. The CoC must establish a governance charter to document all groups created to support the CoC and each group's responsibilities. CoC Boards must include at least one homeless or formerly homeless individual and represent the relevant organizations and projects serving homeless subpopulations within the CoC geographic area.

Many CoC may already have satisfied the interim rule requirements; however, all CoCs need to review their current structure, membership, and representation to ensure that every aspect of the CoC and the CoC Board complies with each regulatory condition outlined by HUD. As defined by the rule, the CoC has three major responsibilities: operating the CoC, designating and operating a Homeless Management Information System (HMIS), and CoC planning. The rule goes on to further define the responsibilities of the CoC under each of the three areas. Ms. Mead advised the COC is meeting on August 9th to review the regulations and discuss implications of the new rule in greater detail.

Vice Chair Osborne noted many of the items mentioned are items that the Continuum of Care is already doing. She expressed appreciation for the update. Chair Nowakowski inquired about additional funding to help implement some of these programs. Ms. Mead advised under the interim rule, there are some additional administrative funds that the CoC would be able to apply for to help implement changes.

7. Committee updates

Chair Nowakowski invited MAG staff to offer updates on activities undertaken by the other MAG Committees that address human services.

MAG Continuum of Care Regional Committee on Homelessness

Ms. Mead advised the Continuum has been preparing since 2009 for the HEARTH Act during which time they have been working with HUD to prepare for the new regulations. The Continuum was designated as a priority community about year ago to implement the federal strategic plan and to assess the Continuum of Care.

Over the past six months, an in depth assessment of the COC was completed in collaboration with consultants. The CoC established priority action items including a coordinated assessment process, assessing transitional housing programs, and looking at the governance structure of the CoC. A kick-off event was held in April to energize the community towards working toward the goal. Working groups met one month ago and are scheduled to meet again on August 9th and 10th. Ms. Mead noted for the coordinated assessment, the CoC decided to take a “no wrong door” approach to ensure a model where no one will be turned away. Additionally, rather than doing a pilot project, the CoC elected to full implementation of coordinated assessment. The next steps for this process will be developed at meeting scheduled in August.

MAG Regional Domestic Violence Council

Chair Nowakowski invited Nathalea Silva and Amanda Stanko to offer an update on the Protocol Evaluation Project’s efforts to support the work of victim advocates. Ms. St. Peter acknowledged Ms. Silva and Ms. Stanko for their efforts and the tremendous work they have been doing in support of this project. Ms. Silva acknowledged the O’Connor House and A New Leaf for their efforts and assistance. She provided a brief overview of the collaborative project.

Focus groups were held with victim advocates to seek input on how best to support their efforts. Feedback received focused on the need for a provider inventory, training, and additional support for victim advocates. Ms. Silva reported development of the provider inventory and maps is underway. Additionally, a survey was created to seek information on training opportunities available to victim advocates. The survey was administered to approximately 150 participants. There has been a 24 percent response rate to date. Preliminary results indicate 44 percent of participants did not receive training within their first year. Results indicate advocates receive training after the first year. Additionally, there appears to be a lack of uniformity on the training received.

Ms. Silva shared the results of the survey pertaining to the current rate of training. She noted 20 percent of victim advocates receive training quarterly, 25 percent annually. Compared to how often advocates would like to receive training, Ms. Silva noted 52 percent indicated they would like to receive training quarterly or monthly. Advocates feel the training they receive isn’t sufficient to do their work efficiently. The largest barriers to receiving training were cost followed by not enough time. Data will continue to be collected. The deadline for the

survey is July 27, 2012. Vice Chair Osborne requested clarification regarding cost as a barrier. Ms. Silva advised the data reflects costs to the advocate, not the agency.

Chair Nowakowski inquired how the survey is administered and if advocates are hesitant to respond for fear that the agency they work for will see their responses. Ms. Silva advised an on-line survey was created and distributed electronically. The survey is anonymous. Ms. St. Peter noted some responses from advocates indicate their supervisors are not supportive of advocates attending training. The responses appear to offer very honest and open answers. The survey was sent to victim advocates working in shelters, community-based programs, law enforcement offices, fire departments, prosecutor's offices, courts, hospitals, and other programs serving victims of domestic violence. She recommended encouraging advocates to respond to the survey. The importance of training due to the extremely hostile environments that advocates are going into was noted as a lack of training places advocates at risk and inhibits them from doing their jobs correctly. Promoting more training opportunities would be a huge benefit across the board.

Chair Nowakowski asked if input is being requested on the type of training advocates would like to receive. Ms. Silva confirmed the survey offers an open-ended question for advocates to list the type of training they want to receive. Ms. St. Peter added that the responses will be used to develop an all-day training for an event planned for October. Vice Chair Osborne requested a follow-up report at the next HSCC meeting.

Amanda Stanko, MAG, intern addressed the committee. She discussed efforts to identify the types of agencies from which advocates are responding. The greatest response has been received from the nonprofit/community based agencies followed by law enforcement, prosecutor and shelter advocates. The types of services offered are also being tracked. Safety planning, referrals, and assistance with orders of protection ranked the highest. Financial assistance was the least offered type of assistance. Ms. Sanko shared a demo of an interactive web map that identifies provider addresses, hours, and contact information. Efforts are underway to include the types of services offered at each location in a pop-up window when each specific location is selected.

Chair Nowakowski thanked Ms. Silva and Ms. Stanko for their efforts to provide tools for advocates to utilize. Ms. St. Peter noted the initial focus of this project was to gather data for the MAG region. However, there has been such great interest and requests from agencies statewide to be able to include their information. She acknowledged Ms. Silva and Ms. Stanko for their efforts. Chair Nowakowski discussed the different phone applications (apps) available through the City of Phoenix, such as for reporting graffiti. He noted how often people will use the apps to report information. He strongly suggested creating an app for advocates to be able to access information right at their fingertips. There was brief discussion on the use of apps and expressed interest in doing so for this project. *A roll call of the Committee was conducted to ensure quorum. A quorum of the meeting was confirmed.*

5310 Elderly Individuals and Individuals with Disability Transportation Program Committee
Ms. Gaisthea advised the MAG Transportation Ambassador Program (TAP) regional meeting was held on June 25, 2012, at the Burton Barr Library in Phoenix. She

acknowledged Mayor Lopez Rogers and Vice Mayor Osborne for speaking at the event. More than 100 people attended representing 75 agencies and citizens. Six new agencies attended which included the Multiple Scoliosis Society, the Halle Foundation, and YMCA-Community Initiatives. National speakers were featured from the Easter Seals Project ACTION and the Center for Long Term Supports Innovation, NCB Capital Impact. Afternoon workshops offered information on collaborating efforts to support living in place, safe driving for older adults, Title VI, understanding insurance practices, and experiencing transit.

Ms. Gaisthea reported an evaluation of the meeting indicated 95 percent of the participants found the information informative and planned to take the resources they received back to share with their community members or agencies. This was an increase of four percent from the previous year. Ms. Gaisthea acknowledged the Virginia G. Piper Charitable Trust for supporting TAP and the City of Phoenix for their continued support of regional coordination efforts and support of the venue.

The MAG Elderly Persons and Persons with Disabilities Transportation Committee developed a priority listing for the FY 2012 FTA Section 5310 Elderly and Persons with Disabilities Transportation grant award. MAG Regional Council recommended forwarding the listing to the Arizona Department of Transportation (ADOT). It included 19 agencies with requests for 43 vehicles and four mobility management projects. ADOT recommended awarding 18 agencies with 24 requests for vans, three mobility management projects, and related software and hardware.

On July 6, 2012, President Obama signed into law P.L. 112-141, the Moving Ahead for Progress in the 21st Century Act (MAP-21). This replaces the previous Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users SAFETEA-LU that had been under reauthorization for several years. Under MAP-21 Section 5310 EPDT and 5317 New Freedom will merge. ADOT is processing how the grant programs will be affected. She noted MAG and ADOT will work together and will provide updates once further information is available. MAG will continue to coordinate with ADOT and the city of Phoenix for the next application process. Chair Nowakowski thanked staff for offering updates on activities of the MAG human services committees.

8. Committee Member Human Services Updates

An opportunity was provided for the Committee to share updates from their respective cities. No updates were offered.

9. Request for Future Agenda Items

Committee members were given an opportunity to request topics or issues of interest for discussion at a future meeting. Ms. St. Peter noted the previous request for an update on the Protocol Evaluation Project survey results. Additionally, given the public comments offered by Mr. Gray, she recommended a presentation on “get out the vote” (GOTV).

Chair Nowakowski thanked everyone for their input and attendance. The meeting adjourned at 11:22 a.m. The next MAG Human Services Coordinating Committee meeting is scheduled for October 24, 2012, at 10:00 a.m. in the Cottonwood Room at the MAG office.