

April 17, 2013

TO: Members of the MAG Human Services Coordinating Committee (HSCC)

FROM: Councilmember Michael Nowakowski, City of Phoenix, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Meeting - 10:00 a.m.  
Wednesday, April 24, 2013  
MAG Office, Suite 200 - Cottonwood Room  
302 North 1<sup>st</sup> Avenue, Phoenix

The next HSCC meeting will be held at the MAG offices at the time and place noted above. Members of HSCC may attend either in person, by video conference, or by telephone conference call. Supporting information is enclosed for your review.

The meeting agenda and resource materials are also available on the MAG website at [www.azmag.gov](http://www.azmag.gov). In addition to the existing website location, the agenda packet will be available via the File Transfer Protocol (FTP) site at: <ftp://ftp.azmag.gov/HumanServicesCoordinatingCommittee>. This location is publicly accessible and does not require a password.

Please park in the garage underneath the building. Bring your ticket to the meeting, parking will be validated. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the Human Services Coordinating Committee does not meet the quorum requirement, members who have arrived at the meeting will be instructed a legal meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

Pursuant to Title II of the Americans with Disabilities Act (ADA), MAG does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation.

If you have any questions, please call the MAG office.

c: MAG Human Services Technical Committee

MAG HUMAN SERVICES COORDINATING COMMITTEE  
TENTATIVE AGENDA  
April 24, 2013

COMMITTEE ACTION REQUESTED

1. Call to Order

2. Call to the Audience

An opportunity will be provided to members of the public to address HSCC on items not scheduled on the agenda that fall under the jurisdiction of MAG, or on items on the agenda for discussion but not for action. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the HSCC requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.

3. Approval of the January 30, 2013 Meeting Minutes

The draft minutes for the January 30, 2013 meeting are posted with the meeting materials.

4. Legislative Update

A report will be offered on federal legislation that affects human services funding and programs.

5. Interfaith Homeless Emergency Lodging Program (IHELP)

A presentation will be offered on the Tempe Community Action Program - IHELP. This program has been offered in Tempe and Mesa and was recently launched in the City of Chandler.

6. Regional Aging Services Planning Update

Amy St. Peter, MAG Human Services and Special Projects Manager, will provide a report on the City Leaders Institute on Aging in Place and the Enhancing Age-Friendly Cities Initiative. This will

2. Information.

3. Approve the HSCC meeting minutes of January 30, 2013.

4. Information and discussion.

5. Information and discussion.

6. Information and discussion.

Recommend approval of the Regional Aging in Place Network Community Engagement Report, Outreach Video Outline, and Website Outline.

include progress made on the pilot sites and website development.

7. Committee Officer Appointments

Per MAG policy, MAG Committee officers may serve one-year terms. At the end of the first year, officers may serve a second one-year term with appointment by the MAG Executive Committee. The Chair of the Committee has served two one-year terms. Therefore, the Vice Chair has the opportunity to ascend to the Chair position. Letters of interest are being sought for a new Vice Chair. The letters of interest will be mailed to the Chair of the MAG Regional Council, Mayor Marie Lopez Rogers, and will be appointed by the MAG Executive Committee in June 2013.

7. Information and discussion.

8. Committee Updates

MAG Regional Domestic Violence Council: Renae Tenney, MAG Human Services Planner II, will provide an update on the work of the Protocol Evaluation Project.

MAG Continuum of Care Regional Committee on Homelessness: Brande Mead, MAG, will update the Committee on plans for the 2013 Heat Relief Network efforts

MAG Elderly and Individuals with Disabilities Transportation Program Ad Hoc Committee: DeDe Gaisthea, MAG, will offer an update on the 2013 FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities and Section 5307 Job Access and Reverse Commute application process.

8. Information and discussion.

9. Committee Member Human Services Updates

Committee members will be invited to share brief updates about human services-related items from their municipalities or agencies for information and discussion. Any proposed action will be requested as an item for a future meeting agenda.

9. Information and discussion.

10. Request for Future Agenda Items

Topics or issues of interest that the Human Services Coordinating Committee would like to have considered for discussion at a future meeting will be requested.

10. Information.

MARICOPA ASSOCIATION OF GOVERNMENTS  
HUMAN SERVICES COORDINATING COMMITTEE  
MEETING MINUTES  
JANUARY 30, 2013

<u>MEMBERS ATTENDING</u>	<u>OTHERS PRESENT</u>
+Councilmember Trinity Donovan, Chandler *Councilmember Chris Glover, for City of Mesa Councilmember Diane Landis, City of Litchfield Park *Barbara Lloyd, Tempe Community Council *Councilmember Manuel Martinez, City of Glendale Councilmember Michael Nowakowski, City of Phoenix, Chair Vice Mayor JoAnne Osborne, City of Goodyear, Vice Chair +Councilmember Jared Taylor, for Town of Gilbert Councilmember Frank Scott, City of Avondale *Supervisor Mary Rose Wilcox, Maricopa County *Councilmember Mike Woodard, City of Surprise	Luz Enriquez, City of Phoenix Stephanie Small, City of Avondale  Rachel Brito, MAG DeDe Gaisthea, MAG Melodie Jackson, MAG Brande Mead, MAG Amy St. Peter, MAG Nathan Pryor, MAG Rena Tenney, MAG  + Those members present by audio/videoconferencing. * Those members neither present nor represented by proxy.

1. Call to Order  
Councilmember Michael Nowakowski, City of Phoenix, Chair, called the meeting to order at 10:03 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 October 25, 2012 Meeting Minutes  
A motion was requested to approve the October 25, 2012, meeting minutes. Councilmember Frank Scott, City of Avondale, motioned to approve the minutes. Councilmember Diane Landis, City of Litchfield Park, seconded the motion. The motion passed.
4. Legislative Update  
Chair Nowakowski invited Nathan Pryor, MAG, to offer a legislative update. Mr. Pryor advised that in October 2012, the MAG Executive Committee sent a letter to the Arizona congressional delegation and White House prompting a timely decision to the pending fiscal cliff created by the Budget Control Act (BCA) 2011. Part of the request has been to address

through the American Taxpayer Relief Act of 2012. Enacted January 2, 2013, this Act largely addressed the revenue side of the fiscal cliff situation created by the BCA of 2011. Congress and the Administration now have until March 1, 2013, to address looming spending cuts.

MAG staff is developing analysis of the pending spending reduction utilizing existing reports and analysis from Congress, the Administration, academic research institutions, and national associations. Staff intends to develop a picture of programmatic impacts to show how employment and services might be affected. The presentation is in draft form and is expected to be ready for discussion in the coming weeks. Mr. Pryor offered to provide the presentation to the MAG Human Services Coordination Committee if desired.

Vice Mayor Joanne Osborne, City of Goodyear, Vice Chair, noted the Committee only meets quarterly and inquired how updates would be obtained. Mr. Pryor advised the report can be provided to HSCC and any other interested groups. If more discussion is needed, the Committee may choose to reconvene for further discussion.

An example was requested of the potential reductions that may be made to human services and input on what role the Committee should take with regard to contacting congressional delegates. Mr. Pryor advised a report is available on programmatic cuts that will affect health and human services. He offered to forward a summary sheet to Amy St. Peter, MAG, for distribution to the Committee.

Mr. Pryor advised that Governor Brewer has released her proposed budget for FY 2014. With regard to Child Protective Services (CPS), the Governor has proposed an increase of 200 full time employees and \$18.7 million dollars to CPS. There is a proposed plan to hire fifty of those two hundred staff and assign \$4.4 million in this current fiscal year. This proposal is being fast-tracked through the Legislature.

Additionally, the Governor is recommending funding to the AHCCCS to restore eligibility for childless adults and implement the federally funded expansion for adults. This is contingent on the legislature's budget proposal. Mr. Pryor advised staff will continue to monitor the legislative session and provide updates as necessary. Mr. Pryor concluded his presentation. There were no further questions.

5. Draft Social Services Block Grant Allocations

Chair Nowakowski invited Amy St. Peter, MAG, to offer an update on the draft Social Services Block Grant (SSBG) Allocation recommendations. Ms. St. Peter advised that the MAG Human Services Technical Committee (HSTC) met earlier in the month to take action on SSBG allocations. Attention was directed to the SSBG FY 2014 funding recommendations included in the handouts. The draft recommendations were distributed for public comment in December. Feedback received urged more focus on prevention and expressed agreement with the allocations as presented.

In January, staff received a request from the Department of Economic Security (DES) to move funding from Persons with Disabilities Supportive Intervention and Guidance

Counseling. Rehabilitation Services Administration (RSA) is the division within DES that administers these funds. RSA had issued two requests for proposals, but received no response. Ms. St. Peter noted this is an unusual situation in that although the funds can be allocated; there was no response to provide the service. Therefore, consistent with the funding formula utilized to allocate funds, an additional \$10,645 in funding for Persons with Disabilities Supportive Intervention Guidance Counseling was shifted to groups A and B. Group C was held harmless and groups D and E received 10 percent and 20 percent reductions accordingly. Ms. St. Peter offered the allocations for discussion and/or action by the Committee.

Vice Chair Osborne noted the SSBG is \$3.7 million. She noted the MAG Continuum of Care Regional Committee on Homelessness recently submitted their application for funding to the Department of Housing and Urban Development (HUD). Vice Chair Osborne noted there were many changes to the process including placing programs into funding tiers. She noted while the CoC is a high ranking Continuum, there may not be enough funding for all programs in the future. She expressed concern moving forward that there is a need to stay focused and keep a watchful eye on low performing programs.

Ms. St. Peter noted DES has informed staff that a proposed reduction plan for SSBG may be needed. In the past, reductions were made across all services. Secondly, a minimum threshold may need to be established to determine how much each service will be funded. She noted for many agencies, it may not be worth their time to apply for limited funding. The process will have to be reviewed to determine strategically, if reductions will be applied across all services, or removed from the lowest ranked services.

Vice Chair Osborne noted the CoC now has performance measures in place, but cautioned there are changes that will affect services across the board. Vice Chair Osborne made a motion to recommend approval of the draft Social Services Block Grant Allocations. Councilmember Frank Scott, City of Avondale, seconded the motion. The motion passed unanimously.

6. MAG FY 2014 Human Services Coordination Transportation (HSCT) Plan

Chair Nowakowski invited DeDe Gaisthea to offer a presentation on the MAG FY 2014 Human Services Coordination Transportation Plan. Ms. Gaisthea acknowledged the City of Phoenix for continued financial support and the many stakeholders who have provided input and feedback. Since 2007, MAG has developed plans to coordinate human services transportation in response to the Safe Accountable Flexible Efficient Transportation Act – A Legacy for Users (SAFETEA-LU).

On July 6, 2012, President Obama signed into law the Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21). MAP-21 went into effect in October 2012 and requires that agencies that apply for funds continue to comply with SAFETEAU-LU regulations. The legislation requires applicants who receive federal funding to comply with a locally derived plan. Each plan addresses the following requirements: an inventory of services, gaps analysis, and prioritized strategies to meet the needs of the region. Not required, but also included, is

progress on strategies from the previous plan, including short-term and long-term strategies to ensure coordination efforts continue moving forward.

MAG updates the plan yearly although not required to do so. Moving forward, the coordination plan will begin on the same cycle as the MAG Transportation Improvement program and will be updated every other year with status updates in between years. The plan presents new strategies developed by input from stakeholders.

The new goals are consistent with the following United We Ride goals:

- Provide more rides for the targeted population(s) for the same or fewer resources.
- Simplify customer access to transportation.
- Increase customer satisfaction.

Ms. Gaisthea provided a brief description of short-term and long-term strategies for FY 2014:

Short term strategies include:

- Develop solutions to maximize the current vehicle inventory by eliminating insurance restrictions as a barrier. She noted this topic is continuing from previous years.
- Develop brown bag trainings for human services provider agencies receiving federal awards and interested others. Ensure that requirements and standards are universally met for providers transporting older adults and persons with disabilities through the delivery of training.
- Maintain the utilization of sub-regional mobility managers. This will include strengthening sub-regional collaborative efforts by indentifying a sub-regional mobility manager for the West Valley. Ms. Gaisthea noted there are currently three mobility managers. They include Terros in Phoenix, Foothills Caring Corp. in North Phoenix, and the Marc Center in the East Valley.

Long-term strategy:

- Develop a one-call center to coordinate services for older adults and persons with disabilities.

Ms. Gaisthea advised the plan update was offered to the MAG HSTC in January and will be offered to Management Committee and Regional Council in February. She concluded her presentation on the FY 2014 MAG Human Services Transportation Coordination Plan.

Vice Chair Osborne requested clarification on how the insurance requirement is a barrier. Ms. Gaisthea advised stakeholders have noted there are some restrictions in the agencies' policies regarding transporting of clients with various levels of disabilities. She advised further discussion on this issue is anticipated with ADOT, insurance carriers, and a healthcare provider such as Magellan. Currently, healthcare providers have in their policies restrictions on transporting a mix of clients with various degrees of abilities due to liability concerns.

A motion was requested. Vice Chair Osborne made a motion to recommend approval of the MAG FY 2014 Human Services Coordination Transportation Plan Update. Councilmember Scott seconded the motion and the motion passed.

7. Assignment of Designated Recipient for Federal Transit Administration Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program in the MAG Region

Ms. Gaisthea proceeded with a presentation on the assignment of a Designated Recipient (DR). Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) went into effect October 1, 2012, authorizing program funding eligibility awards through 2014. Under MAP-21, several award programs have undergone revisions. One of the revisions is the consolidation of the New Freedom 5317 program which has now been repealed and consolidated as an eligible program under Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities.

Ms. Gaisthea advised there is no longer a single 5310 apportionment to the state. Apportionments are now specifically for large urbanized, small urbanized, and rural areas. As such, a DR needs to be officially designated in large urbanized areas with a population of 200,000 or more. Funding cannot be awarded until a DR is on file with the Federal Transportation Administration (FTA) regional office. As required by FTA guidelines, as the Metropolitan Planning Organization (MPO), MAG is initiating the process for a DR for the region.

The DR is responsible for administering the program and ensuring that all federal funding requirements are met. Typical sub-recipients of grants are small and medium private nonprofit agencies and member agencies where no private nonprofit is available that provide transportation to elderly persons, persons with disabilities, and services that go beyond Americans with Disabilities Act (ADA) requirements. Funding does allow for capital and some operating assistance to qualifying agencies. There is approximately \$2.5 million apportioned to the State of Arizona and approximately \$1.2 million for the region.

Ms. Gaisthea advised that MAG has been in discussion with ADOT and the City of Phoenix to determine an eligible DR. The evaluation process began in November 2012, and public comments began in December 2012. The meeting materials include a summary of comments and highlights of the DR responsibilities. Both ADOT and the City of Phoenix have submitted letters expressing interest in being assigned the DR. Ms. Gaisthea advised the recommendation of the DR is being presented to the MAG Regional Council for approval at their meeting on January 30, 2013. Once a DR has been recommended, a letter of preference will be forwarded to ADOT and onto the FTA. Grants are expected to be awarded in October 2013.

Ms. Gaisthea provided an overview of the presentations offered to various committees. Vice Chair Osborne inquired if any changes were recommended throughout the committee meetings. Ms. Gaisthea advised all Committees have recommended the City of Phoenix be assigned as the DR.

A motion was requested. Councilmember Scott made a motion to recommend approval that the City of Phoenix Transit Department assumes the responsibility as the FTA Designated

Recipient of Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program, beginning in FFY 2013. Councilmember Diane Landis, City of Litchfield Park, seconded the motion. The motion passed unanimously.

8. Regional Aging Services Planning Update

Vice Chair Nowakowski invited Ms. St. Peter to offer an update on the aging services planning process. Ms. St. Peter referenced the meeting materials in relation to aging services efforts. Staff has been participating in the Enhancing Age Friendly Cities initiative through a grant from the Pfizer Foundation and administered by Grantmakers in Aging. Staff recently attended an orientation in Washington, D.C. where there was an opportunity to present on community engagement in regard to the Municipal Aging Services Program (MASP). Great reviews and feedback were offered on opportunities to keep the work moving forward.

Ms. St. Peter advised that time was spent in November and December setting the foundation for the project. An inventory of existing Aging in Place initiatives has been established. One example of a time-limited initiative is that Chicanos por la Causa (CPLC) has a grant from the Atlantic Philanthropies that focuses on CPLC's senior housing project and helping people age in place more successfully. Staff is also working closely with CPLC to help people age in place across region.

The project leadership team has expanded and now includes Arizona State University School of Nursing, the Department of Economic Security and a few other providers. The leadership is a very robust team of talented and enthusiastic individuals.

Efforts to develop the website for this project are continuing. The website will be geared for adults age 55-70 years. Ms. St. Peter noted the younger part of the generation tends to be more tech savvy and do not go to senior centers. The goal is to offer multiple access points for individuals to be connected to each other and to services. Focus groups are now being scheduled to seek input for development of the site. The first focus group is scheduled in Gilbert on January 31, 2013. Ms. St. Peter noted the website is not intended to be a data clearinghouse, but to offer interactive opportunities such as video conferencing, blogs, and participation in virtual meetings and support groups. The City of Phoenix recently held a community meeting that was very well attended by the community. Ms. St. Peter noted survey results indicate 80 percent of attendees wish to remain involved in these efforts.

The region has been invited to participate in round two of the Aging in Place City Leaders Institute (CLI). The first round focused on social participation and how to keep people more meaningfully engaged in their communities. The second round will focus on transportation. The issue of individuals feeling isolated if they do not have access to transportation has been raised at several meetings. A key focus in round two will focus on how to assist the pilot projects to offer transportation for older adults. The pilot project sites include the City of Phoenix, City of Tempe, Northwest Valley (Sun City and Surprise), and the City of Scottsdale. Representatives from the projects as well as additional transportation staff will serve on the leadership team for round two. An orientation will be held in March in Washington, D.C. Transportation staff has been invited to attend the orientation which will include a total of four persons.

Ms. St. Peter acknowledged the Virginia G. Piper charitable trust for contributing \$30,000 in matching funds for the Pfizer Foundation grant.

Vice Chair Osborne inquired if this is the continuation of efforts launched one year ago during which Mayor Greg Stanton spoke at the kick-off event. She acknowledged the City of Scottsdale for moving forward with a pilot project since they have the highest concentration of older adults in the county. The City of Surprise was fourth in the nation. Ms. St. Peter advised the percentage of older adults in Scottsdale is about 20 percent and that many people were surprised by this statistic. She acknowledged City of Scottsdale representatives who have been serving on the leadership team. Additionally, a presentation was offered to the City of Scottsdale Human Services Commission in November. Ms. St. Peter returned in January to offer a second presentation during which the Commission expressed strong support to be a pilot project.

Chair Nowakowski requested a motion. Councilmember Landis made a motion to approve the next steps to support regional aging services planning including the enhancing Age-Friendly Cities Initiative Work Flow Draft, the Communications plan, the Greater Phoenix Aging in Place Initiative Inventory, and the Inventory of websites in Maricopa County with a focus on Aging in Place. Vice Chair Osborne seconded the motion. The motion passed.

Ms. St. Peter introduced Melodie Jackson who will be assisting with the Regional Aging In Place Network. Ms. Jackson is an intern from Arizona State University. She is earning a Master's degree in Urban Planning.

9. Committee Goals and Evaluation

Ms. St. Peter addressed the Committee to seek input on topics the Committee would like to address during the upcoming year. In general, focus will continue with the aging service work, particularly the Enhancing Age-Friendly Cities Initiative and round two of the City Leaders Institute which will officially launch in March and proceed through next February. Ms. St. Peter requested input for additional items the Committee would like to address.

Vice Chair Osborne requested the Committee focus on activity occurring at the federal level and how it may impact human services. She noted there are not many committees with a focus on aging however, while these efforts are worthwhile, she also recommended not being caught off guard by activities at the legislative level. She stressed the need to be informed and prepared to change direction if need be. Councilmember Scott and Councilmember Landis both expressed their satisfaction with the Committee's efforts.

Chair Nowakowski requested that the Committee engage in discussion to address the regional approach to ending homelessness and reducing domestic violence. Vice Chair Osborne noted the Continuum of Care had discussion around the need for a combined meeting with the Regional Domestic Violence Council. It would offer a good opportunity to work collaboratively however she noted the need to determine attainable outcomes to focus on.

Councilmember Trinity Donovan, City of Chandler, advised the Interfaith Homeless Emergency Lodging Program (IHELP) was recently launched in the City of Chandler. The Cities of Tempe and Mesa have been running this program for seven and three years respectively. With regard to regionalism, Councilmember Donovan noted the City of Tempe and Mesa have been incredibly supportive of the City of Chandler launching their own efforts. IHELP involves places of worship that offer to house homeless individuals for a night. She acknowledged the incredible support from the cities to help launch efforts in Chandler.

Vice Chair Osborne advised there are great heat relief efforts that occur during the summer months however a similar system for cold-weather months is lacking. She acknowledged IHELP locations for jumping into action during recent exceptional cold weather days and advised that the Continuum of Care has a goal to develop similar efforts to launch during exceptional cold weather days. Chair Nowakowski requested a future presentation from IHELP to raise awareness and be able to share resources with other cities and towns.

#### 10. CY 2013 Committee Meeting Calendar

Chair Nowakowski requested input on the quarterly meeting calendar. Vice Chair Osborne inquired how many people serve on the Committee noting on-going issues with reaching quorum. Staff advised there are eleven members and meetings are scheduled quarterly.

The Committee briefly discussed their availability. Ms. St. Peter advised staff will follow-up with Committee members to determine best availability and if there are any reoccurring conflicts. A question was raised about the regulations pertaining to attendance. Ms. St. Peter advised staff will also follow-up on this matter.

Vice Chair Osborne, Councilmember Landis, Councilmember Scott, and Councilmember Donovan, advised the current meeting schedule works well. Chair Nowakowski noted a conflict on Wednesdays due to City Council meetings. He requested the meetings be scheduled a week prior or after.

#### 11. Committee updates

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

##### *MAG Regional Domestic Violence Council*

Rena Tenney, MAG, advised the Governor's Office has renewed Services, Training, Officers, and Prosecutors (STOP) Grant funding for another year. As such, efforts will continue to move forward on the Protocol Evaluation Project (PEP). The project involves law enforcement, prosecutors, and victim advocates working closely to enhance collaboration across the system to pursue justice through the criminal justice system.

The MAG Regional Domestic Violence Council leadership includes Barbara Marshall, Maricopa County Attorney's Office, Chair; and Chief Jerald Monahan, Apache Junction, Vice Chair. Chief Monahan has resigned his position as Vice Chair as he is taking on a new role as the President of the Arizona Chiefs of Police. The MAG Executive Committee has

appointed Chief Steve Campbell, City of El Mirage, as the new Vice Chair. Chief Campbell has been very involved and very supportive of the Council's efforts.

Work over the past year has focused on raising awareness on the importance of victim advocates. Their efforts are particularly important to help keep victims engaged and continuing through prosecution of cases. Current efforts have focused on developing resources for law enforcement including a video that emphasizes the importance of victim advocates. Ms. Tenney noted Governor Brewer will provide the introduction on the video. Additionally, the domestic violence Safety Plan brochures and shoe cards were updated to include information on advocacy centers. Funding to update these resources was made available through law enforcement. These revised resources will be distributed to law enforcement agencies for distribution into the community.

Ms. Tenney advised that the Governor's Office is also researching the opportunity of printing additional copies to distribute to community organizations such as the faith community and municipalities. It was noted that one of the most dangerous times for a victim is when they leave their abuser. One specific change made to the Safety Plan includes information on how to connect with an advocacy center to maintain the highest level of safety.

Ms. Tenney discussed the first regional misdemeanor domestic violence protocol model and efforts underway to determine progress made in implementing the model regionally and statewide. A survey was developed for law enforcement to help determine whether the model has been implemented and if not, reasons why. With the assistance of the Arizona Association of Chiefs of Police, surveys were distributed to 73 agencies across the state. A review of preliminary data thus far indicates 98 percent of respondents have implemented the protocol. Ms. Tenney noted 90 percent of agencies in other counties have also implemented the protocol. Responses have been received from 16 agencies. The information will be used to create a baseline for moving forward.

As part of ongoing collaborations with the O'Connor House, the Arizona Coalition against Domestic Violence, the Arizona Coalition against Victim Services, and a New Leaf, staff has been working to research opportunities to offer training for victim advocates. Ms. Tenney noted that victim advocates have difficulty finding time to attend training. As such, various options are being researched to address the needs of victim advocates. Options include quarterly brown-bag trainings.

Councilmember Landis asked for clarification on the number of responses. Ms. Tenney advised 11 out of 20 law enforcement agencies in Maricopa County have responded to the survey. These agencies serve 74 percent of Maricopa County's 3.8 million residents. Ms. Tenney advised it was important to get input from the 21 project partners as this will help to set a baseline. The survey was distributed statewide because the model, which began as a regional model, has expanded statewide. Staff will continue to seek input from agencies throughout the state.

Chair Nowakowski inquired whether an app has been developed to find advocacy center locations. Ms. Tenney advised an interactive web map displaying different victim services

primarily in Maricopa County, but also through the state, has been developed in coordination with the O'Connor House. Police station contact information was also recently added. The web map is available on the MAG website as well as on mobile devices. Amanda Stanko, MAG, has put a lot of effort into ensuring the app is working properly.

Chair Nowakowski suggested an educational program for schools. He noted it is often the children who are crying for help. He recommended researching how to create a program to educate kids and teach them that they are not betraying their parents if they reach out to a trusted individual such as a teacher or pastor. He added one of the things most often heard by victims of domestic violence is that they feel they are betraying their loved one who is abusing them.

Ms. Tenney advised resources are available in the form of coloring books that are aimed at teaching kids about safety and talking to a trusted adult. Coloring books are available for anyone interested in receiving them. Additionally, staff has worked Sarah Buel, Arizona State University (ASU), to create "bunny bags". The bags are given to children during crisis situations. The bags include a bunny, coloring book and other resources. Vice Chair Osborne suggested distributing coloring books to fire and police personnel, or school resource officers for distribution to children during community events such as the McGruff or fire pal programs. Ms. Tenney welcomed the recommendation and offered to follow-up as she researches other opportunities to distribute the domestic violence safety plans and shoe cards.

Chair Nowakowski advised the City of Phoenix has created an animal abuse task force which included a poster contest for children. He noted when speaking with children in schools, it was very interesting to see their trust level and how they are using social media to report family members who abuse their pets. He questioned how to use this same idea to create a public service announcement or campaign that focuses on kids helping their parents. It would offer an opportunity for the child to reach out without feeling they are telling on their parents.

Vice Chair added the campaign may resemble a "silent witness" campaign so the kids are ensured they will not get into trouble for reaching out. Ms. Tenney commented some children may fear that they will get in trouble or for reporting their parent. She offered to discuss the recommendation with the Arizona Coalition Against Domestic Violence to seek additional input from advocacy experts. Councilmember Landis acknowledged efforts that allow the opportunity for children to help their pets. She noted children may not know how to seek help for themselves, but they will seek help for their pet. Ms. St. Peter noted there is a high correlation between animal abuse and domestic violence.

Councilmember Jared Taylor, Town of Gilbert, inquired where to find the victim services application. Ms. Tenney advised it is still in various stages of development and not readily available as a downloadable application. She offered to send the link to the web map. Vice Chair Osborne requested having a QR (the square box) code added to the back of the domestic violence flyers.

*MAG Continuum of Care Regional Committee on Homelessness*

Ms. Mead advised the Continuum of Care (CoC) submitted their application for funding to the Department of Housing and Urban Development for homeless assistance funding. The application includes funding for 60 projects in the amount of \$25.6 million in permanent supportive housing, transitional housing, and supportive services for programs across the region.

Ms. Mead advised the CoC was required to project a potential 3.5 percent reduction in funds. As such, the Continuum worked through a project tiering process. The reduction could be made depending on how the Continuum of Care scores on its application. Ms. Mead advised the Continuum is high scoring in that it scores in the top 10 percent compared to the other 433 Continuums across the country.

There are 54 projects in tier one. The funding announcement is expected to be received within 45 days. Based on how much funding is available after tier one projects have been funded, HUD will then fund tier two projects. The Continuum's application includes six projects in tier two; three renewal projects and three new projects. The new projects would serve 83 chronically homeless individuals and families across the region.

The Point in Time (PIT) street and shelter count was held on January 30, 2013. Cities across the region participated in the count with nearly 500 volunteers out between the hours of 5:00-9:00 a.m. surveying individuals. The count included a 22 question survey to better identify characteristics of individuals sleeping on street. The process is now into the data collection and analyses phase. Ms. Mead acknowledged all of the cities and towns for their efforts and participation in the PIT noting a new methodology was used this year.

Councilmember Landis inquired about the proposed new projects in tier two that would assist 83 families. Ms. Mead advised chronically homeless are individuals who have been homeless for a very long time. The HUD definition of chronic is "an individual or family who has been homeless for a year or more or has had four episodes of homelessness over the past three years and is disabled". The projects would create 83 new units of permanent housing that would have a large impact on the chronically homeless population. She noted there are nearly 5,000 beds available through programs receiving HUD funding. Of those, approximately 600 are geared toward the chronic homeless population. Ms. Mead advised the projects focus on the chronically homeless and most vulnerable who have been on the street for the longest amount of time. She added the outcomes are fantastic once they have been housed and provided with wrap-around services.

Vice Chair Osborne requested a brief overview of the recent changes pertaining to the HUD application and performance measures. Ms. Mead advised changes made were to determine which projects would be listed as tier one or tier two due to the limited amount of funding available. She advised staff reviewed the process and implemented a performance evaluation tool. The first year of using the tool will provide a good baseline for measuring project performance.

*5310 Elderly Individuals and Individuals with Disability Transportation Program Committee*  
Ms. Gaisthea advised that pending the outcome of the designated recipient, MAG will continue to facilitate the application process. It is anticipated that the process will begin in late March 2013. MAG will continue to work closely with the DR for the region to incorporate the new requirements. Once a timeline has been determined, notification will be distributed to all regional stakeholders. Staff will be setting up workshops and trainings. Ms. Gaisthea can be contacted for technical assistance either by telephone or via email.

#### 12. Committee Member Human Services Updates

Vice Chair Osborne reported that the Southwest Valley Homeless Youth Connection continues to grow. There are more than 500 homeless teens in the Southwest Valley. Often they are hard to find or accurately identify. The nonprofits efforts have had very successful outreach.

Councilmember Scott advised the City of Avondale has relocated some social services staff to the Care First Resource Center to truly offer a one-stop shop. This change has worked very well and is convenient and saves people time and gas.

Vice Chair Osborne noted there is no shelter in the Southwest Valley. It will become more apparent through the PIT count and as growth continues that this will need to change. Councilmember Scott noted the growth on the west side and noted transportation is an issue for individuals who need help connecting to services.

Councilmember Donovan advised IHELP in Chandler is underway offering service three nights per week. She welcomed the opportunity to update the Committee during at a future meeting.

#### 13. Request for Future Agenda Items

An opportunity was provided for the Committee to request future agenda items. The following was requested:

- An update either on how federal and state legislation will affect human services.
- A presentation on IHELP. Councilmember Donovan recommended inviting Tempe Community Action Association (TCAA) to offer a presentation as they have been offering the program for seven years. She also requested an opportunity for City of Chandler to share information on their efforts as well. Councilmember Donovan will help coordinate a presentation with TCAA.

Chair Nowakowski advised staff will survey the Committee to determine the next meeting time and date. The meeting adjourned at 11:21 a.m.

## Aging Video Outline- Draft February 28, 2013

Purpose: Overall, to develop a community outreach video to raise awareness about the work and to cultivate support throughout the region. The purpose of the video is to educate the general public on the scale of the issue at hand such as the increasing number of older adults in the region with diverse and changing needs, illustrate how aging in place and age-friendly communities benefit everyone, and build support for the project.

Length and venue: The length will be approximately 15 to 20 minutes to be primarily aired on 11 municipal cable stations and websites.

### Main messages:

- Given the increasing number of people aged 65 years and more, we have an unprecedented opportunity to bridge the generational gap by connecting older adults and youth. Doing so will strengthen our communities.
- The region has a long history of innovations in aging, meeting the needs of older adults, and tapping into their talents. Working together, we can change the dialogue from growing old to growing well as communities and as individuals.
- The Enhancing Age-Friendly Cities Initiative, a national project funded by the Pfizer Foundation and administered by Grantmakers in Aging, provides this region an opportunity to redefine how people are able to live independently in their homes with meaningful connections to their communities.

### Interviews and possible topics:

1. *Confirmed:* Mayor Stanton, City of Phoenix, as leader of the project and how this work is important to local governments because they need to prepare communities to address changes, leverage experience of older adults.
2. *Confirmed:* Mayor Lopez Rogers, City of Avondale and Chair of MAG Regional Council, and how the region is unique in the country because of demographic changes, need a regional approach.
3. *Confirmed:* Carol Kratz, Virginia G. Piper Charitable Trust, as a funder, thank Pfizer Foundation and Grantmakers in Aging for their support, talk about needing to change the way we support services and people in response to diversifying needs and priorities of older adults.
4. *Invited:* Champion(s): Feature one or more people who responded to the call for stories.

## Website Survey and Focus Group Data Analysis

As of April 3, 2013, nine focus groups with 159 people and 56 surveys have been conducted. Below are the highlights.

Survey respondents indicate using the internet primarily for research (28 responses) and email (24 responses), with communication and connecting following as a distant third (12 responses). More than one out of three report using videoconferencing and webinars while just more than one out of four use blogs. Consistent with the focus groups, approximately half report using Facebook although many report only using it to maintain contact with family and they do not like it. The ease of using a website was by far the biggest consideration with 26 responses pertaining to preferred site design, with an uncluttered format coming in at a distant second place with 13 responses. This was followed closely by not wanting pop-ups with 11 responses.

Overwhelmingly with a ratio of three to one, survey respondents report not going to senior centers (39 negative versus 13 positive responses). Reasons why include not finding relevant or appealing services and programs, still being employed, not needing to, the distance from or absence of senior centers, not liking places exclusive to seniors, not being old enough (despite being 77 years of age), and too busy.

Survey respondents were evenly divided over wanting to be involved in a virtual community with 23 affirming their inclination and 23 disavowing it. Despite this, the majority saw themselves using a website to help them age in place, either now (19 responses) or in the future (28 responses). Only three respondents said they would not use such a website. Interestingly, age did not seem to significantly affect the responses with all responses from age 40 to 70 falling within the 60 percent range for wanting to be involved with an online community. The only age range to fall below this was the 71 year old plus category with only 46 percent wanting such involvement.

The focus groups provide additional insights. Nearly all participants report going online on a daily basis, despite their concerns for privacy, scams, and needing additional instruction or training while online. Similar to the surveys, many reported not liking pop-ups, multiple ads, drop down boxes, links bringing the user away from the site, add-ons, plug ins, and banners with streaming video. While participants in one focus group reported using senior centers often, the majority of the other focus group respondents report not frequenting senior centers for many of the same reasons cited by the survey respondents.

Focus group participants report wanting more information on employment, free events, affordable educational opportunities, housing, transportation, and subscription services. They too emphasized the need to keep the site simple and easy to navigate. They also expressed interest in more interactive functions. Survey respondents as well as focus group participants expressed a strong preference for having a person who can be contacted for assistance. The need to develop applications was noted in at least two focus groups. Other desired features include a vetted vendors' list, home repair advice, and benefits assistance.

In total, the survey and focus group participants reflect a technologically savvy group with broad interests. There seems to be a solid level of support in finding outlets beyond the traditional senior center model. The interest in and ability to go online seem less related to age than to other factors such as income.

**Revised Aging in Place Website Parameters**  
**Draft February 22, 2013**

Goal: Establish a website that supports people to age in place by connecting them other people, services, and networks.

Target Population: People aged 55 to 70 years or adult children of aging parents.

Priorities:

- Build up connections that assist people to live independently in their homes with access to community.
- Promote the strengths and solutions provided older adults.
- Focus on the website to provide an interactive niche; don't duplicate existing sites and services.
- Link to existing websites and online services.

Summary of focus group/survey findings to date:

- Do not use the term senior.
- Do not cover just senior issues.
- Make the site and information multi-generational.
- Most older adults are already online daily with the distinction that the older part of the generation uses their lap top and the younger part of the generation uses their smart phone.
- Many have good access to existing services like social media and skype.
- They search for a broad array of information using various search engines and websites for personal and professional use.
- People are concerned about scams and protecting their privacy.
- Some do not like pop-up ads, videos that load automatically, or loud volume.
- Keep the site uncluttered and simple to navigate.
- Use large fonts.

Possible sections:

- **Services/Activities:** Using icons, link to an array of free services and activities that are available to the general public. Give agencies the ability to load and update their information. MAG will review and approve information prior to posting. Categories can include transportation, caregiving, in-home services, healthcare related, social, parks and trails, arts and culture, lifelong learning, volunteering, community calendar, and rotary clubs. Include an interactive map?
- **Pilot Sites:** Have an information page for each pilot site. Allow each site to update it with most recent news (posted after MAG review). Include tips for communities wanting to be a pilot site or implement their own aging in place model. Include MASP toolkit, sample documents, and previous community engagement/analysis results.
- **Champions:** Highlight people who responded to the call for stories. Feature their stories, videos, advice, and photos. Promote the activities they are involved in. In the long-term, help people connect with each other through the champions and people registering as communities online. Provide tools to build community like blogs, chat rooms, calendars, and possible funding for implementing community-driven projects.

### Possible features:

- Offer the site in English and Spanish.
- Address the audience in the second person (you) as opposed to third (they, people).
- Utilize elder-friendly formats such as icons, clearview font, and large size fonts.
- Provide a resource center and link to existing sites such as 211, parks and trails, AARP, Sun City West Property Owners and Residents Association (PORA), senior centers, and Area Agency on Aging.
- Host interactive mapping for points of interest.
- Connect people with volunteer opportunities through nonprofit agencies already recruiting volunteers.
- Provide a secure link for Regional Aging in Place Network members such as the pilot sites to exchange information.
- Link or host to video conferencing (i.e. Skype), blogs, or webinars.
- Provide access through computers and mobile applications.
- Include a search function.
- Maintain a community calendar.
- Include a content management system (CMS).

### Next Steps:

- Convene an end user group to review draft scope.
- ✓ Review the proposed functionality for the website and revise as needed. Prioritize the functions.
- ✓ Develop an inventory of existing sites and services that assist people to age in place.
- ✓ Draft focus group questions to add to the current site focus group guide and for additional focus groups on website development.
- ✓ Schedule and facilitate focus groups to determine the following:
  - Demand for a website like this. (Still need to determine once concept has been fleshed out.)
  - What older adults like about existing websites.
  - What older adults do not like about existing websites.
  - What functionality might be desired for this website.
  - Messaging that will resonate and engage in a clear manner.
  - Participants for an end user advisory group to include representation from older adults, senior center staff, nonprofit agency staff, and government staff.

April 19, 2013

TO: Members of the Human Services Coordinating Committee

FROM: Amy St. Peter, Human Services & Special Projects Manager

SUBJECT: CHAIR AND VICE CHAIR APPOINTMENTS ENDING JUNE 30, 2013

The MAG Committee Operating Policies and Procedures were approved by the MAG Regional Council on July 22, 2009. On January 25, 2012, the Regional Council approved updating the Policies and Procedures, Section 5.05 - Terms of Officers, to two-year terms for the technical and other policy committees. The chair and vice chair appointments of the Human Services Coordinating Committee are due to expire on June 30, 2013.

According to the MAG Committee Operating Policies and Procedures the vice chair will ascend to the chair position and a new vice chair will be approved by the Executive Committee. Letters of interest are being solicited for a new vice chair. The letters of interest are requested to be submitted by May 31, 2013, to Mayor Marie Lopez Rogers, MAG Chair, at the MAG Office located at 302 N. 1st Avenue, Suite 300, Phoenix, Arizona 85003. It is anticipated that the Executive Committee will approve the chair and vice chair appointments at their June 17, 2013 meeting.

If you have any questions, please contact Amy St. Peter at the MAG Office at (602) 254-6300 or [astpeter@azmag.gov](mailto:astpeter@azmag.gov).

cc: MAG Management Committee  
MAG Intergovernmental Representatives