

January 15, 2014

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

FROM: Councilmember Joanne Osborne, City of Goodyear, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Meeting - 10:00 a.m.
Wednesday, January 22, 2014
MAG Office, Suite 200 - Cottonwood Room
302 North 1st 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. 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
January 22, 2014

COMMITTEE ACTION REQUESTED

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| <p>1. <u>Call to Order</u></p> | |
| <p>2. <u>Call to the Audience</u></p> <p>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.</p> | <p>2. Information.</p> |
| <p>3. <u>Approval of Consent Agenda</u></p> <p>Prior to action on the consent agenda, members of the audience will be provided an opportunity to comment on consent items that are being presented for action. Following the comment period, Committee members may request that an item be removed from the consent agenda. Consent items are marked with an asterisk (*).</p> | <p>3. Recommend approval of the Consent Agenda.</p> |

ITEMS PROPOSED FOR CONSENT*

- | | |
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| <p>*3A. <u>Approval of the October 23, 2013 Meeting Minutes</u></p> <p>The draft minutes for the October 23, 2013 meeting are posted with the meeting materials.</p> | <p>3A. Approve the HSCC meeting minutes of October 23, 2013.</p> |
| <p>*3B. <u>MAG Regional Domestic Violence Council</u></p> <p>An update will be provided on the MAG Protocol Evaluation Project and new training materials.</p> | <p>3B. Information and discussion.</p> |
| <p>*3C. <u>MAG Continuum of Care Regional Committee on Homelessness</u></p> | <p>3C. Information and discussion.</p> |

An update will be provided on plans for the Annual Homeless Street Count.

*3D. MAG Elderly and Individuals with Disabilities Transportation Program Ad Hoc Committee

An update will be provided on plans for the upcoming Section 5310 application cycle and revisions to the Section 5307 Job Access and Reverse Commute program.

3D. Information and discussion.

ITEMS PROPOSED TO BE HEARD

4. Legislative Update

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

4. Information and discussion.

5. Social Services Block Group Allocation Recommendations

The SSBG allocation recommendations developed by the MAG Human Services Technical Committee on January 9, 2013 will be presented. The Committee reviewed two options. In Option A, the lowest ranked services were reduced based on the funding formula and were further reduced based on a 5.3 percent overall budget reduction. The highest ranked services in Option A received an increase based on the funding formula. In Option B, no services were given an increase and the 5.3 percent overall budget reduction was applied to the lowest ranked services. The Committee voted to recommend approval for Option B. Please refer to the attached documentation.

5. Recommend Approval of the Social Services Block Group Allocation Recommendations.

6. Human Services Per Capita Funding Study Survey Tool

On January 9, 2013, the MAG Human Services Technical Committee voted to recommend approval of the Human Services Per Capita Funding Study survey tool. The survey tool will be used to better understand municipal funding patterns for human services in order to identify gaps and opportunities for future funding considerations. The Committee will review the

6. Approve the Human Services Per Capita Funding Study survey tool.

draft survey to be distributed to all cities and towns for the study.

7. Regional Age-Friendly Network

A presentation will be offered on activities of the Regional Age-Friendly Network including an update on the pilot sites, age-friendly community competition, and plans for a spring conference. Please refer to the attached documents.

8. FY 2015 Committee Outcome Measures

On December 12, 2013, the MAG Human Services Technical Committee voted to recommend approval of the draft FY 2015 outcome measures to be included in the FY 2015 MAG Unified Planning Work Program. The Committee will review the draft recommendations. Please refer to the outcome measure chart posted with the meeting materials.

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.

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.

Adjournment

7. Information and discussion.

8. Recommend approval of the FY 2015 outcomes measures to be included in the FY 2015 MAG Unified Planning Work Program.

9. Information and discussion.

10. Information.

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES COORDINATING COMMITTEE
MEETING MINUTES
OCTOBER 23, 2013

<u>MEMBERS ATTENDING</u>	<u>OTHERS PRESENT</u>
#Councilmember Trinity Donovan, City of Chandler	Corey Woods, Councilmember, City of Tempe
Councilmember Chris Glover, City of Mesa, Vice Chair	Matt Ligouri, City of Goodyear
Councilmember Skip Hall, City of Surprise	Gina Montes, City of Avondale
Councilmember Michelle Hess, Town of Buckeye	Craig Tribken, Central Arizona Shelter Services
#Councilmember Diane Landis, City of Litchfield Park	#Jan Cameron, City of Scottsdale
#Councilmember Manuel Martinez, City of Glendale	Anubhav Bagley, MAG
*Councilmember Michael Nowakowski, City of Phoenix	Rachel Brito, MAG
Councilmember Joanne Osborne, City of Goodyear, Chair	DeDe Gaisthea, MAG
Councilmember Frank Scott, City of Avondale	Brandee Mead, MAG
#Councilmember Jared Taylor, Town of Gilbert	Amy St. Peter, MAG
Councilmember Woody Wilson, Tempe Community Council	Nathan Taylor, MAG
	Renaee Tenney, MAG
	*Neither present nor represented by proxy.
	#Attended by telephone conference call.
	+Attended by videoconference.

1. Call to Order
Councilmember Joanne Osborne, City of Goodyear, 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 June 20, 2013 Meeting Minutes
A motion was requested to approve the June 20, 2013, meeting minutes. Councilmember Chris Glover, City of Mesa, Vice Chair, motioned to approve the minutes. Woody Wilson, Tempe Community Council, seconded the motion. The motion passed.

4. Legislative Update
Chair Osborne welcomed Nathan Pryor, MAG, to offer a legislative update. Mr. Pryor advised the partial Federal Government shutdown on October 1, 2013 lasted 16 days with more than 800,000 federal employees affected. It was noted that the Department of Housing and Urban Development employs 8,709 employees. Of those, nearly 8,000 were on furlough.

Health and Human Services (HHS) employs more than 78,198 individuals. Fifty-two percent (40,512) were on furlough. A brief overview of the impacts to Indian Health Services; Administration for Children and Families; Administration for Community Living; National Institute for Health (NIH); and Center for Disease Control were provided. The overview did not encompass the full list of impacts.

Mr. Pryor noted a continuing resolution will fund the federal government through January 15, 2014 and extended the debt limit to February 7th. Staff will continue to monitor and provide updates as necessary. Councilmember Manny Martinez, City of Glendale, commented the impacts to the City of Glendale although minimal, mostly affected housing and capital grants.

5. MAG Interactive Mapping and Reporting Tool

Anubhav Bagley, Information Services Manager, offered a demonstration of MAG's Interactive Mapping and Analysis Site available at <http://ims.azmag.gov>. The site allows end users to obtain information on demographics, employment, land use, in addition to offering a building landmark inventory and socioeconomic projections. Mr. Bagley's demonstration focused on the demographic map viewer. He noted two additional interactive maps are the Bikeways and Domestic Violence maps.

The information available through this tool can be useful for grant applications and presentations. Data are available on a regional level and can be narrowed a block group or neighborhood. Mr. Bagley advised most of the application was built and is maintained in-house and can be easily adapted for other specific applications. MAG staff is currently working with two member agencies to create specific applications to link to their respective agency websites.

Recently, MAG demonstrated the tools for the US Department of Health and Human Services, Virginia G. Piper Charitable Trust, and Valley of the Sun United Way. Mr. Bagley shared a presentation focusing on early child care and schools noting the ability to combine data sets to determine demographics, single-parent households, household below poverty level, and school performance levels. The tool offers the ability to analyze various data sets.

An inquiry was made on whether the state has a comparable tool available. Mr. Bagley advised the state may have similar mapping tools but noted he was unaware of any other analytical tools available such as this. MAG staff has been developing the on-line interactive mapping tool for several years. Modifications have been made to simplify the tool and allow greater functionality. The next version of the tool is currently being beta tested.

Amy St. Peter, MAG, stated that no other similar tools exist across the country. She added that the U.S. Department of Health and Human Services was very impressed with the tool and requests for human services related data continue to increase. In terms of technology, access to a free tool such as this is beneficial to human services' efforts. Ms. St. Peter sought input from the Committee on how they would like to utilize the tool in the work being done and within their own communities.

A question was raised on how often the data are updated. Mr. Bagley advised staff updates the data continuously as it becomes available. He added that the American Community Survey (ACS) data is released on a yearly basis and offers one year, three year and five year sample data. Most of the data is updated based on the five year samples available through the ACS and is generally uploaded within a month of being released by the Census. It was noted that land-use data is updated on an ongoing basis; employment data is updated annually. Some data sets are not yet available statewide, however, staff is working with Central Arizona Association of Governments (CAAG) to obtain data sets for Pinal County. Vacancy data are the most difficult to obtain. Population estimates are produced on an annual basis. Other data sets, such as foreclosures and school enrollments, provide some indication of vacancy data. Staff is exploring other options such as water and electric usage to help determine vacancy.

Councilmember Martinez noted the City of Glendale is utilizing the tool for various purposes and have found it very useful. Councilmember Trinity Donovan, City of Chandler, noted the importance of informing nonprofits and social service providers of the benefits of using this tool when determining need in the community. She inquired about the ability for end-users to research different concentrations through the demographic tool. Mr. Bagley advised this portion of the tool can be developed for public use if there is an interest to do so. He advised a demonstration or further training can be provided for anyone interested in learning more.

Councilmember Diane Landis, City of Litchfield Park, advised WestMarc is considering a similar tool to attract businesses to the cities. She inquired if the tool is available to groups such as WestMarc. Mr. Bagley advised the tool is available on the MAG website or can be accessed directly at <http://ims.azmag.gov>. There is no fee for accessing the data. Mr. Bagley advised the website www.GreaterPhoenixRising.com was built primarily to assist businesses with information about the region. The project was a collaborative effort with the Greater Phoenix Economic Council. Chair Osborne commented on the benefits of having both sites available to obtain data useful for social services as well as economic development purposes. These tools will help the Committee in obtaining background information for the work moving forward.

6. Social Services Block Grant Allocations

Chair Osborne welcomed Ms. St. Peter to offer an update on the process to develop recommendations for the FY 2015 Social Services Block Grant allocations. Ms. St. Peter advised that the Human Services Technical Committee met on October 10th and recommended approval of the process to develop the SSBG allocation recommendations. The Committee has been developing allocation recommendations for the Arizona Department of Economic Security for more than 30 years.

Ms. St. Peter proceeded with an overview of the target group fact sheets, a service ranking exercise and funding formula to reallocate funds. The first component is the target group fact sheets for Adults, Families and Children; Elderly; People with Disabilities, and Developmental Disabilities. Fact sheets are updated to help inform HSTC, HSCC and the general public. The second component is the service ranking exercise which is used to identify the services most relevant to the needs of the community. This exercise allows an

opportunity to recommend changes to funding allocations in an informed and structured manner. The third component is applying a funding formula based on the service ranking. Services that are ranked the highest receive a 20 percent increase in funding; the second highest ranked services receive a 10 percent increase, the third group is held harmless; the fourth group receives a 10 percent decrease and the fifth group, or lowest ranked services, receive a 20 percent decrease.

It was noted in previous years, the Committee has chosen to only rank services that have been previously recommended for funding. Ms. St. Peter noted the difficulty in adding new services to be recommended for funding due to the limited funding available. The Committee however has the option of moving forward with the previous list of services or to increase the list of services to be included in the service ranking exercise.

Committee members will have the opportunity to review the results of the process prior to submitting the funding allocation recommendations to DES. Ms. St. Peter advised measures have been built in to normalize responses from the service ranking exercise. Responses submitted by HSTC and HSCC members are weighted higher as committee members serve as generalists and are not partial to any one specific target group. Community input is valuable and included in the ranking exercise, however, it is weighted slightly less than Committee input. Ms. St. Peter explained community members will often advocate for the target groups they support. Normalizing allows the service ranking to consider all target groups equally.

An overview of next steps was provided and input was requested from the Committee on the process moving forward. Clarification on the service ranking exercise in terms of need and performance was requested. Ms. St. Peter clarified that DES contracts with the agencies providing services therefore, DES is responsible for rating the performance of each service provider. The service ranking exercise administered by staff is based on need within the community.

Councilmember Diane Landis, City of Litchfield Park, raised a question on whether the services that fall into the fourth (lowest ranked) category remain on the list or whether they should be removed and/or replaced with other more effective services. Ms. St. Peter noted there may be a need to implement a minimum threshold for funding, adding that services that are ranked low may continue to be ranked low in future years. Funding for the lower ranked services is then decreased year after year making it less worthwhile for DES to issue a request for proposal for those services. Ms. St. Peter noted another consideration is that while the allocation process focuses on locally planned funding, DES will at times supplement services with state planned funding.

Chair Osborne noted changes throughout the years as funding from other sources has been reduced, thereby affecting the SSBG process. A motion was requested. Vice Chair Glover motioned to approve the process to develop recommendations for the FY 2015 Social Services Block Grant allocations. Mr. Wilson seconded the motion. The motion passed unanimously.

7. Human Services Per Capita Funding

Ms. St. Peter proceeded with an overview of the Human Services per Capita Funding study. She noted the question of how to define and fund human services has been raised several times over past years. It was noted that definitions and funding of services greatly vary. As a result, some municipalities do not budget specifically for human services, but may include funding in different categories such as community development or parks and recreation. For example, programs such as Headstart may be considered education or human services. The result is difficulty in knowing how to support services that are not clearly defined.

Ms. St. Peter noted that a per capita calculation provides a method to be able to compare funding for services by city or town. The focus of the proposed study is to develop a responsible and thorough method to identify how cities and towns are defining and funding human services in a broader context. The survey instrument would be distributed to cities and towns with results being reported on an aggregate regional level.

The HSTC has been developing the scope of work for the study which includes seeking input on services considered human services, followed by a pilot study to request input on services offered and funding sources for each, refining the tool based on input received, and then distributing the survey tool to member agencies within the MAG region. A report would then be developed to report on the findings of the study. Ms. St. Peter noted results of the study can be used to advocate for more funding or to raise awareness about the level of support that is currently available for human services. Input was requested from the Committee.

Discussion ensued regarding different aspects of services such as police and fire that may be considered human services. It was noted a large number of calls responded to by fire departments are human services-related. A suggestion was made to review the number of calls police and fire departments receive for human services issues and to consider if there are different methods to address those types of calls. Councilmember Michelle Hess, Town of Buckeye, noted that in Buckeye, there is one fire station that is designated to conduct follow-up doctor calls with residents. She noted other communities may also be offering services that go above and beyond the scope of work and that should be included in the list of services.

It was noted that the Affordable Care Act may also impose new requirements for fire departments to potentially assist hospitals with reducing the number of repeat visits to emergency rooms. The full details of this change are unknown at this time; it would be beneficial to know the types of services required of fire departments and include them in the data. Chair Osborne suggested staff may need to follow-up with police and fire departments to inform them of the study and seek input on the services they provide.

An inquiry was made about the timeframe and funding for the study. Ms. St. Peter advised there is no separate funding for the survey. The timeline includes confirming the scope of work includes confirmed in November with completion of the survey by May. She reiterated the purpose of the study, at a regional level, is to offer a consistent measure of human services and funding thereof. At the local level, the study will help different cities

and towns by offering a basis of comparison to determine how they define and address human services.

Councilmember Skip Hall, City of Surprise, noted many individuals are unaware of how to access services such as for homelessness or domestic violence. He questioned how to increase communication and raise awareness about the availability of services within each city or town. Craig Tribken, Central Arizona Shelter Services (CASS), addressed the Committee. He noted CASS works with more than half of the population of homeless individuals in the region. He expressed interest in determining what each city is contributing to CASS on a per capita basis and expressed the need for cities to identify what services are included in their general fund line item. Mr. Tribken noted his belief that the services provided by CASS should be included as a line item in each city's general fund and not be funded through a competitive grant process.

A motion was requested. Mr. Wilson made a motion to approve the draft scope of work for the Human Services per Capital funding study. Councilmember Hess seconded the motion. The motion passed unanimously.

8. Regional Aging in Place Network

Chair Osborne welcomed Ms. St. Peter to offer an update on the Regional Aging in Place Network activities. Ms. St. Peter advised there are currently 463,000 people aged 65 years plus. By the year 2020, that number is expected to increase to more than 700,000 in Maricopa County. The needs and priorities are diversifying for today's older adults as individuals are much more active, engaged, and redefining life after age 65.

Ms. St. Peter reported that the region was awarded \$140,000 in new grant funding that will be applied to the three pilot sites – Phoenix, Tempe, and Northwest Valley – to launch the aging in place programs. Tempe is working with Tempe's Neighbors Helping Neighbors to evolve into a village; the City of Phoenix and All Saints Episcopal Church and Day School are partnering to create Central Village; and the Northwest Valley is implementing and Independent Transportation Network (ITN). ITN is the only national transportation provider for older adults and has 27 affiliates across the country.

Ms. St. Peter proceeded with an update on plans for an age-friendly cities competition that would encourage individuals to put their cities on the map as an age-friendly city. The competition would be launched through the Connect60plus website. Committee member were encouraged to sign up on the website and link to it from their respective cities. The goal is to draw more people to the website. Ms. St. Peter noted Phoenix, Tempe and the Northwest Valley are featured on the site; however there are more age-friendly cities across the region. Individuals will be invited to nominate their community as an age-friendly city. A panel of experts will review the nominations and select the communities that best exemplify how people of all ages are important to a community. These communities will be recognized at the Age-Friendly Network conference in spring. A draft outline of the conference was shared with the Committee. Members were requested to offer further input for the conference and encourage individuals to participate in the competition.

Mr. Wilson addressed the Committee regarding the National Village to Village Network and the benefits of being a member. Ms. St. Peter advised the Village to Village Network is a national trade association for villages. MAG, along with Tempe Community Council and Central Village are members of the Network. Chair Osborne encouraged the Committee to link to the Connect60plus website and share the resource with their contacts.

9. Committee Goals and Evaluation

Chair Osborne advised the Committee would have the opportunity to discuss goals for the upcoming fiscal year. The work discussed will be submitted as formal outcome measures to the MAG Regional Council for inclusion in the fiscal year 2015 Unified Planning Work Program. Ms. St. Peter acknowledged the Committee for their work and efforts moving forward. She encouraged members to contact staff at any time with their recommendations on how to make the work of the Committee more impactful.

Chair Osborne noted an occasional lack of quorum and engagement over the past four years, raising a question about the purpose of the Committee. Chair Osborne and Vice Chair Glover recently met with each member of the Committee to seek input on the direction for the Committee. Additionally, Chair Osborn noted the possible need for the MAG Regional Council to provide input on specific tasks they would have the Committee address.

Discussion ensued on the importance of sharing members' perspectives for the work moving forward and the need for new ideas and input. It was noted the needs of the community are significant and the resources are limited, therefore discussion on where to direct resources is necessary. Chair Osborne noted there were questions among Committee members as to the purpose and relevance of the Committee and the need to establish goals. She added that while the Committee updates from staff are important, having updates provided prior to the meeting in the form of an email or staff update would allow more time for the Committee to discuss and address relevant issues during the meeting.

Committee members shared their concern for having a purpose and addressing relevant issues that will have a positive impact. Input was requested on specific areas of interest the Committee would like to address. There was input on raising awareness about the Committee, collaborating with other agencies including nonprofits and social services, and addressing issues that don't otherwise fall into the more common focus areas such as transportation, the affordable care act, or children aging out of foster care. Chair Osborne also noted the need to have input from the Regional Council on tasks the Committee should address. Councilmember Trinity Donovan, City of Chandler, recommended a presentation on *For Our City* may be relevant to help further coordinate efforts among houses of worship, government and nonprofit agencies.

Input was requested on how often the committee should hold meetings. There was consensus for quarterly meetings with a notation that the work is engaging to ensure participation. Other options suggested included semi-annual or bi-monthly meetings. Ms. St. Peter suggested having staff distribute updates during the months HSCC does not meet. This would allow the Committee to receive updates from other committees and remain engaged in the work and productive when they meet. Concern was expressed on not taking on too much

work but to refine the scope of work addressed by the Committee. Ms. St. Peter suggested written Committee reports can be included as consent agenda items to allow better use of the Committee's time.

A question was raised on the purpose of the Committee as set by the MAG Regional Council. Ms. St. Peter advised the charge of the Committee is to advise the Regional Council on human services issues. The Regional Council seeks input on the issues, challenges and opportunities in human services and how best to address them. Chair Osborne thanked everyone for their input and proceeded to the Committee updates.

10. Committee Updates

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

MAG Regional Domestic Violence Council

Renae Tenney, MAG, advised that October is Domestic Violence Awareness month. A calendar of events taking place to raise awareness across the region is included in the meeting handouts. The Committee was encouraged to participate in events to raise awareness. Staff has been distributing domestic violence awareness material, including safety plan brochures, shoe cards, and children's coloring books, to various cities and towns for distribution at their events.

Ms. Tenney shared information on an interactive web map that allows users to access victim assistance services throughout the region. The website is www.finddvservices.com. The purpose is to connect people with the services they need. A question was raised on where to find the event calendars and whether the domestic violence services website is listed on the safety plan brochures and shoe cards. Staff will follow-up to ensure the website is added to the materials. Ms. Tenney noted the availability of the site was announced at the Domestic Violence Awareness press conference held on October 3rd.

MAG Continuum of Care Regional Committee on Homelessness

Brandee Mead, MAG, advised the Continuum of Care Committee approved a region-wide community assessment and prioritization tool for homeless shelter and housing programs in August. A pilot was conducted with assistance from UMOM and Save the Family to assess more than 200 families using the new tool. Additionally, nearly 150 individuals at the Human Services Campus have been assessed using the new tool. Staff will continue to learn from the tool as the community-wide assessment is launched in phases next year. Training will be held on October 31st at the Salvation Army Divisional Headquarters. Committee members are invited to participate.

The Point-in-Time count will be held at the end of January with planning currently underway. The process will be similar to the method used last year and will be implemented across the region with assistance from the various cities and towns.

MAG Elderly and Individuals with Disabilities Transportation Program Ad Hoc Committee
DeDe Gaisthea, MAG, advised the Committee met to develop a priority listing for the 5310 program. The listing prioritized requests from 24 agencies for 25 vehicles, three mobility management projects and related hardware and software. There was approximately \$2.4 million in funding available for the region. The Job Access and Reverse Commute (JARC) Program had approximately \$1.8 million available in funding for the region. JARC request included 10 projects from five different agencies.

The priority listing proceeded through the MAG approval process and was approved by the MAG Regional Council on September 25th to be forwarded to the City of Phoenix for submission to the Federal Transit Administration. Ms. Gaisthea acknowledged the City of Phoenix for their continued support of the Human Services Transportation Coordination efforts.

Ms. Gaisthea extended an invitation to attend the MAG Transportation Ambassador Program meeting on December 5th at MAG. This will offer an opportunity to share information on human services transportation coordination, best practices and resources available.

Chair Osborne thanked staff for their updates.

11. Committee Member Human Services Updates

Committee members were offered an opportunity to offer any updates. No comments were made.

12. Request for Future Agenda Items

Committee members were encouraged to contact Amy St. Peter with requests for future agenda items.

Adjournment

The meeting adjourned at 11:55 a.m. The next meeting is scheduled for January 22, 2014 at 10:00 a.m.

MAG Human Services Coordinating Committee
January 22, 2014

Consent Agenda Item 3B: MAG Regional Domestic Violence Council

The MAG Protocol Evaluation Project researches best practices across the country and develops resources to improve how the criminal justice system addresses domestic violence. The project received a third year of renewal funding through the STOP Violence Against Women formula grant program administered by the Governor's Office for Children, Youth and Families. In the coming year, the work of the project will include assisting Maricopa County Attorney's Office with reviewing the existing felony-level domestic violence protocols, conducting a survey to gather input from victims about their experiences with the criminal justice system's response to domestic violence, and developing training materials to assist with enhanced implementation of best practices in responding to domestic violence. The work of the Protocol Evaluation Project will ensure more victims find safety and more offenders are held accountable.

New training materials were developed in 2013 to help improve the criminal justice system's response to domestic violence. Thanks to support from the Governor's Office and help from community partners, the project released a 15-minute training video for law enforcement about victim's rights. *Victim's Rights: Opening the Doors to the Criminal Justice System* emphasizes how thoroughly and accurately completing victim's rights documentation opens the door to the criminal justice system. Special thanks to the community partners who participated in development of the video: Police Chief Michael Frazier, City of Surprise; Police Chief Steve Campbell, City of El Mirage; Steve Twist, Victim's Rights Advocate; and Kirstin Flores, Arizona Attorney General's Office.

Presentations on local and national promising practices were offered at the MAG Protocol Evaluation Project Roundtable event and through webinars. Training topics included Pima County's Lethality Assessment Program, Danger Assessment Tools, Identifying and Investigating Strangulation Cases, Neurobiology of Trauma, Correlation between Domestic Violence and Sex Trafficking, and Essential Safety Planning on Domestic Violence Calls. These trainings helped inform identification of strategies for improving implementation of the regional protocol model in the coming year.

Another resource, the Victim Advocate Services interactive web map, was expanded to make it easier to access by anyone seeking information to help connect victims with the help they need. This information can now be located on any smartphone or mobile device by going to www.FindDVservices.com. This resource provides the locations and types of services provided by agencies throughout the state. There is also an option to enter a specific address to help locate services nearby. Further expansion of the map and its uses are underway through a partnership with the O'Connor House.

Resources to help improve the criminal justice system's response to domestic violence are available on the MAG website. For more information, please contact Renae Tenney, Human Services Planner II, at rtenney@azmag.gov or (602) 254-6300.

**MAG Human Services Coordinating Committee
January 22, 2014**

Consent Agenda Item 3C: MAG Continuum of Care Regional Committee on Homelessness

**Maricopa Association of Governments (MAG)
Continuum of Care Regional Committee on Homelessness
Maricopa County 2014 Point-In-Time Homeless Count**

What is the 2014 Point-In-Time Homeless Count?

The 2014 Point-In-Time (PIT) Homeless Count is a one-night street and shelter count to determine the number of people experiencing homelessness in Maricopa County during a given point-in-time. The count includes a brief survey to identify some characteristics of people experiencing homelessness in the community. As the lead agency for the Maricopa County Continuum of Care, MAG coordinates the regional count each year.

When will the 2014 PIT Count take place?

The 2014 PIT street count will take place during the early morning hours of Tuesday, January, 28, 2014, beginning at 6:00 a.m. and will end at 9:00 a.m. The shelter count will be conducted through the Homeless Management Information System (HMIS) and will reflect the number of people sheltered the night of Monday, January 27, 2014.

Why a Point-In-Time Homeless Count?

Better understand homelessness:

The PIT count is an effort to learn more about the individuals and families experiencing homelessness in Maricopa County. In order to accomplish community goals and make a difference in the lives of homeless men, women, children, we first need to know who they are, where they are, and better understand the factors that led to their homelessness.

Bring resources to the community/measure progress:

The data gathered in the count can be used to measure progress and make the case for additional resources. Data from the count also helps to indicate how well we are meeting community goals to prevent and end homelessness.

Drive Engagement:

The PIT count will bring together community leaders, volunteers and persons experiencing homelessness on one night with a common goal of better understanding the extent of homelessness in our community. This unique opportunity will increase awareness of homelessness and create a venue to drive further discussion and engagement toward ending homelessness.

Required to receive funding:

Our community relies on federal, state, and local funding to support a wide range of housing and services for homeless individuals and families. Communities that receive federal funding for homeless assistance from The U.S. Department of Housing and Urban Development (HUD) are required to conduct a comprehensive PIT count during the last ten days of January. In addition to fulfilling federal requirements, the PIT count helps local governments and nonprofits more effectively allocate resources necessary to meet the needs of the homeless population in the community.

Who will be counted?

The PIT count aims to quantify the number of individuals and families who are experiencing homelessness on the night of the count. This includes homeless veterans, families, youth, and single adults sleeping on the streets and in emergency and transitional shelters. The count does NOT include persons who are housed in doubled-up living situations or persons who are about to become homeless.

Who coordinates the PIT Count?

The count is coordinated by the MAG Continuum of Care (CoC) Regional Committee on Homelessness in partnership with coordinators across the region. Data are reported to HUD on an annual basis to track and measure progress on goals toward ending homelessness. The lead agency works with coordinators throughout the region to identify volunteers as well as locations in the city/town that tend to have a high number of homeless people.

Methodology

Maricopa County will utilize a '*count plus survey*' approach. This means that a brief survey will be administered in addition to the count. The survey will collect some demographic information, subpopulation information, and other data about persons who are homeless. The count will be regional in scope, utilizing a consistent methodology throughout the entire region. Both a sheltered and unsheltered count will be conducted in 2014.

Unsheltered Count: The CoC lead agency (MAG) will work with regional coordinators throughout the county to ensure that the entire area is covered on the night of the count. The approach to cover the vast geographic area of Maricopa County will include a complete coverage as well as a random sampling approach. First, the region will be categorized into separate sections based on the density of homeless persons in the area. High density areas are areas consisting of ten or more homeless persons on a regular basis. Medium-density areas are areas consisting of five to ten homeless persons on a regular basis. Low-density areas are areas consisting of five or less homeless persons on a regular basis. The complete coverage approach will apply to small cities and towns in the region as well as high-density areas in large cities. Complete coverage means that all parts of the geography in the city or town will be covered. For large cities, a complete coverage approach combined with a random sampling approach will be used. Random sampling means that areas will be identified into low, medium, or high density categories. All low-density areas will be randomly selected for counting. Medium and high-density areas will utilize a complete coverage approach.

On the night of the count, teams of volunteers, service providers and others will search the streets to count and survey men, women, and children who are homeless. At the assigned time, volunteers will meet, be trained, given supplies, assigned an area to survey and be dispatched in survey teams. Volunteers will conduct brief surveys with the homeless persons in their assigned area and then return to the meeting place to drop off their completed surveys. Volunteer coordinators will be trained in advance of the count and volunteer counters will be trained on the night of the count. Teams will be assigned their counting area and will canvass the streets during the hours of the count. Once the count has ended, volunteers will return to the training area to turn in their completed surveys.

Cities and towns will have the opportunity to opt-in to participate in the regional approach. A city/town that opts-in will be able to join other cities/towns in the pooling of volunteers, regional training, and other resources to conduct a regional count. Cities/towns that opt-out of the regional approach will still follow the PIT count requirements established by HUD and the CoC to ensure that a consistent approach is followed in the implementation of the count and survey.

Shelter Count: The shelter count will include all emergency shelters, transitional shelters, and the safe haven throughout the region. Emergency shelter is short-term shelter for individuals and families in crisis for up to 120 days. Transitional shelter is housing and supportive services for up to twenty-four months, that's intended to transition individuals and families off the streets and into permanent housing. Data for the shelter count will be collected through the Homeless Management Information System (HMIS). HMIS is an electronic database used by shelter providers to collect information about the individuals and families served in shelter. MAG will coordinate with the shelter providers and Community Information and Referral, the HMIS lead agency, to obtain the data necessary from HMIS for the PIT shelter count. The shelter count will take place on the same night as the street count. Shelters not using HMIS will complete an electronic survey with the data needed to complete the PIT count.

Who should participate in the 2014 Homeless Count?

In order to conduct a comprehensive count of homeless individuals and families in Maricopa County, community volunteers are needed. Volunteering in the PIT Homeless Count is open to anyone interested. Examples of volunteer groups include faith based groups, neighborhood associations, homeless service providers, and homeless outreach teams, city staff, volunteer groups, community leaders, and students with required volunteer hours to graduate. For more information and to sign-up to participate in the 2014 PIT Homeless Count, contact Brande Mead, at bmead@azmag.gov or visit www.azmag.gov

Volunteering for the Count

Volunteers who wish to participate in the City of Phoenix count must volunteer directly with the City of Phoenix. Questions about the Phoenix count should be directed to Tamyra Spendley, City of Phoenix Programs Coordinator at tamyra.spendley@phoenix.gov.

Volunteers for the east and west valley cities and towns may register at www.azceh.org Questions about the east and west valley count should be directed to Brande Mead at bmead@azmag.gov.

What were the results from the 2013 count?

TOTAL PEOPLE COUNTED

- 5,889 total people were counted in shelter and on the street.
 - 1,581 people were counted on the street.
 - 4,308 people were counted in shelter.

SINGLES

- 3,435 single individuals were counted in shelter and on the street.
 - 1,949 single individuals were counted in shelter.
 - 1,486 single individuals were counted on the street.

FAMILIES

- 801 family units were counted in shelter and on the street.
- 2,429 total people in families were counted in shelter and on the street.
 - 779 family units were counted in shelter. 2,340 people in families were counted in shelter.
 - 22 family units were counted on the street. 89 people in families were counted on the street.

YOUTH ON THEIR OWN

- 25 youth on their own (under the age of 18) were counted in shelter and on the street.
 - 19 youth on their own were counted in shelter.
 - 6 youth on their own were counted on the street.

STREET COUNT

- 20%, or 313 people counted on the street, were chronically homeless.
- 8%, or 123 people counted on the street, reported being veterans.
- 9%, or 142 people counted on the street, reported being victims of domestic violence.

MAG Human Services Coordinating Committee
January 22, 2014

Consent Agenda Item 3D: MAG Elderly and Individuals with Disabilities Transportation Program Ad Hoc Committee

Section 5310 Application Cycle Update

MAG staff is coordinating with the City of Phoenix Public Transit Department to develop the Section 5310 Enhanced Mobility of Seniors and Persons with Disabilities program application and process for the 2014 cycle. The MAG Elderly and Individuals with Disabilities Transportation Program Ad Hoc Committee will meet on January 30, 2014 to review the application and application timeline. It is anticipated the City of Phoenix will release the Section 5310 application in February. Once the application is released, MAG staff, in coordination with the City of Phoenix Public Transit Department will conduct an application training workshop. Regional stakeholders will be notified as soon as the application becomes available.

The MAG Elderly and Individuals with Disabilities Transportation Program (EPDT) Ad Hoc Committee will continue to evaluate the Section 5310 Enhanced Mobility of Seniors and Persons with Disabilities program application which includes New Freedom eligible projects. Funding for Section 5310 in 2013 was \$2.4 million, funding for the 2014 cycle is projected to remain the same. In response to MAP-21 revisions, 55 percent of the available funding is required to be allocated to traditional projects such as capital and mobility management. New Freedom eligible projects that go beyond Americans with Disabilities Act required services are eligible for 45 percent of funding.

Section 5307 Job Access and Reverse Commute Program Update

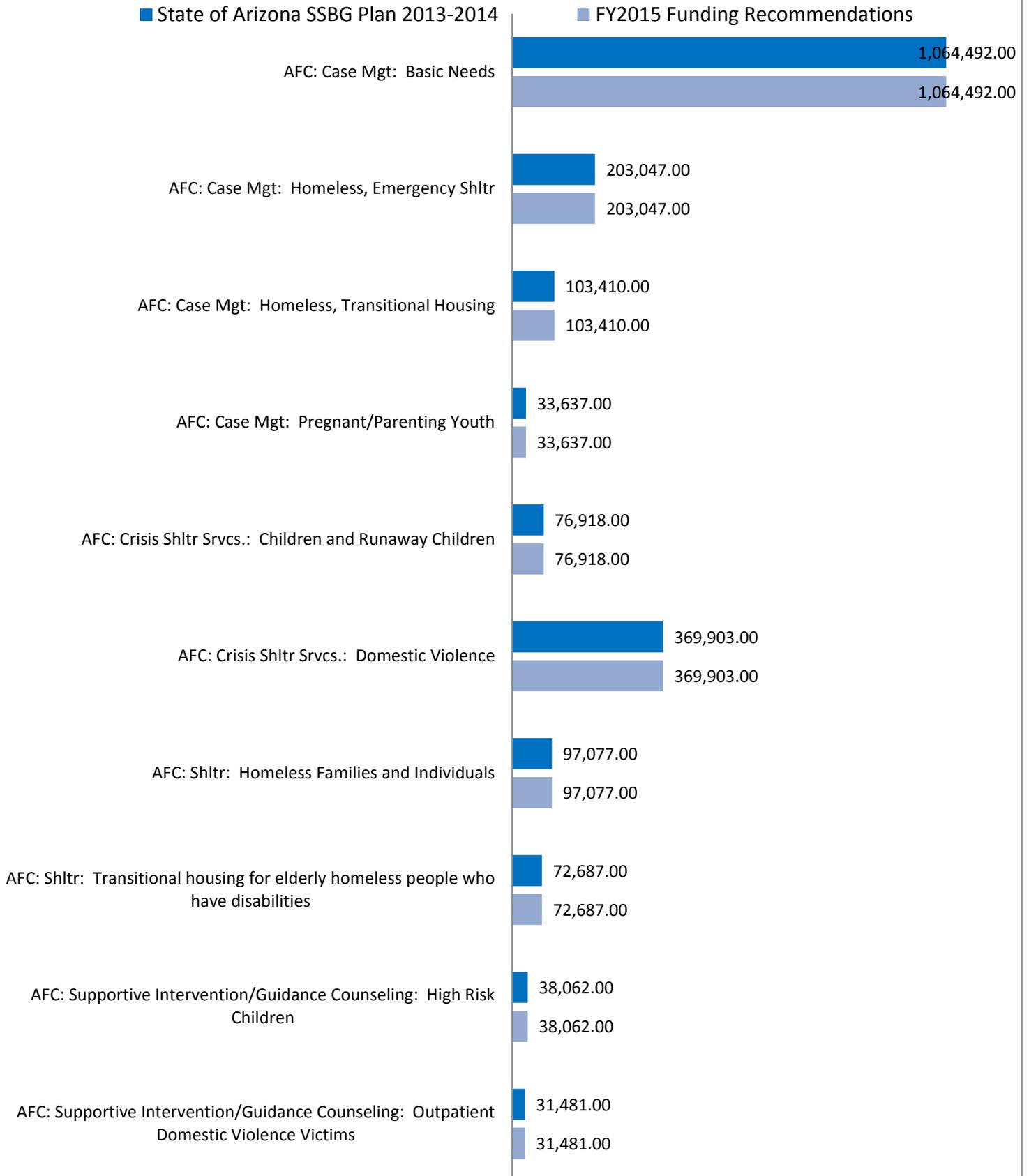
MAG staff is coordinating the Section 5307 Job Access and Reverse Commute (JARC) Program through the MAG Transit Committee. The Chair and Vice Chair of the MAG EPDT Ad Hoc Committee have been requested to participate in the application and guideline development to ensure the needs of the underserved population are addressed. A workgroup of the MAG Transit Committee and the Chair and Vice Chair of the MAG EPDT will meet in the month of January to develop the application and guidelines for the Section 5307 JARC program. It is anticipated the Section 5307 application will be release in March. Funding for Section 5307 JARC was \$1.8 million in 2013, funding for the 2014 cycle is projected to remain the same. The MAG EPDT Ad Hoc Committee and the MAG Transit Committee will continue to coordinate on the Section 5307 application process.

For any questions or further information regarding Human Services Transportation please contact DeDe Gaisthea at dgaisthea@azmag.gov or (602) 254-5062.

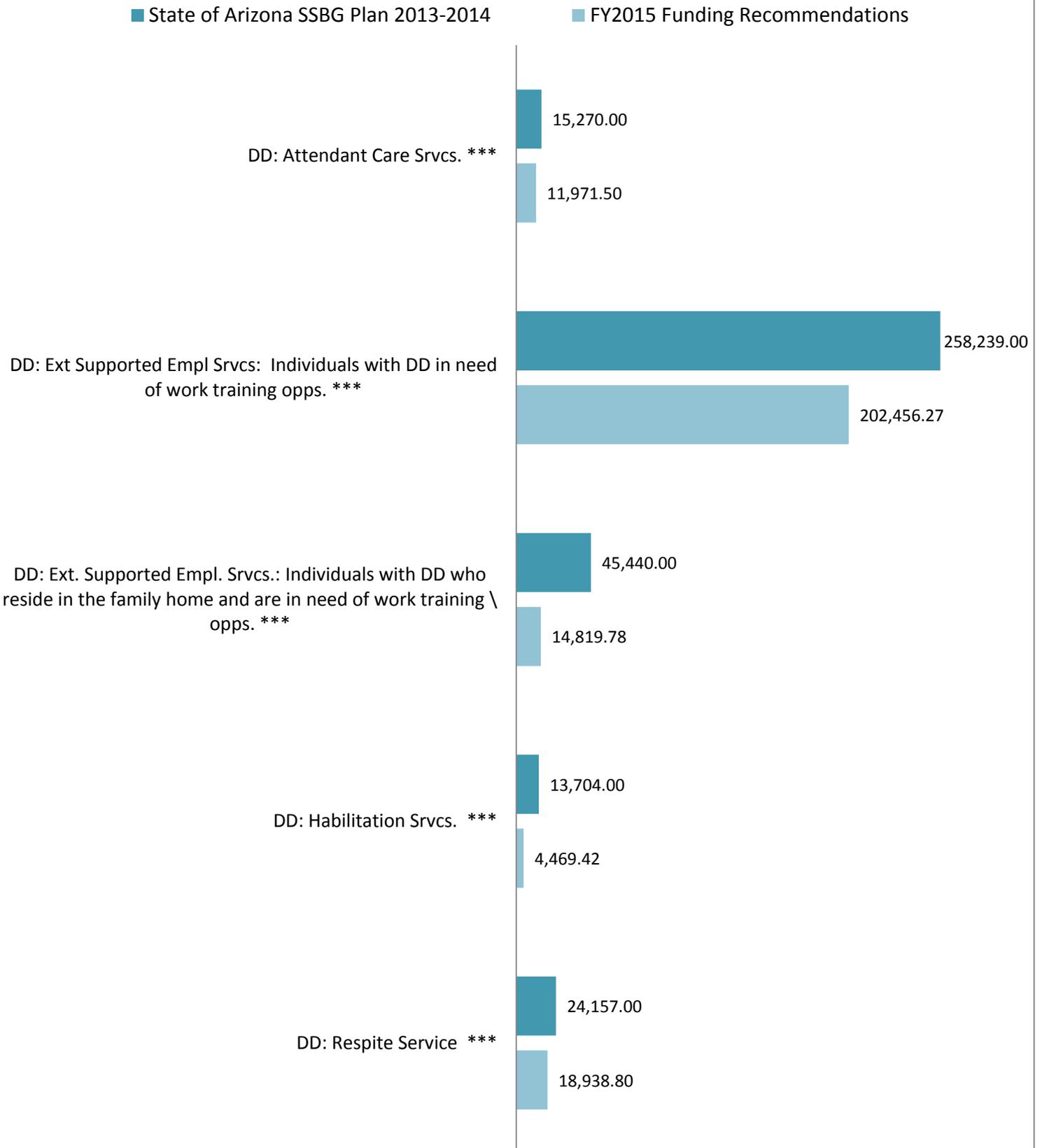
Social Services Block Grant
DRAFT FY 2015 Funding Recommendations
December 12, 2013

	Target Group	Service Rank	Magnitude of Change	Service Title & Service Ranking Across Target Group	State of Arizona SSBG Plan 2013-2014		% of target groups	Amount of Change	FY2015 Funding Recommendations	DES requests no reductions to services funded through DCYF or DAAS
1	AFC	A	++	AFC: Case Mgt: Basic Needs	1,064,492.00				1,064,492.00	DAAS
5	AFC	A	++	AFC: Crisis Shltr Svcs.: Children and Runaway Children	76,918.00				76,918.00	DCYF
6	AFC	A	++	AFC: Crisis Shltr Svcs.: Domestic Violence	369,903.00				369,903.00	DAAS
7	AFC	A	++	AFC: Shltr: Homeless Families and Individuals	97,077.00				97,077.00	DAAS
8	AFC	A	++	AFC: Shltr: Transitional housing for elderly homeless people who have disabilities	72,687.00				72,687.00	DAAS
18	ELD	A	++	ELD: Home Delivered Meals	466,875.00				466,875.00	DAAS
					2,147,952.00				2,147,952.00	
2	AFC	B	+	AFC: Case Mgt: Homeless, Emergency Shltr	203,047.00				203,047.00	DAAS
3	AFC	B	+	AFC: Case Mgt: Homeless, Transitional Housing	103,410.00				103,410.00	DAAS
16	ELD	B	+	ELD: Adult Day Care/Adult Day Health Care: Homeless, Emergency Shltr	195,930.00				195,930.00	DAAS
17	ELD	B	+	ELD: Home Care: HK/HM, Chore, Home Health Aid, Personal Care, Respite and Nursing Svcs.	341,621.00				341,621.00	DAAS
					844,008.00				844,008.00	
4	AFC	C	+/-	AFC: Case Mgt: Pregnant/Parenting Youth	33,637.00				33,637.00	DCYF
9	AFC	C	+/-	AFC: Supportive Intervention/Guidance Counseling: High Risk Children	38,062.00				38,062.00	DCYF
10	AFC	C	+/-	AFC: Supportive Intervention/Guidance Counseling: Outpatient Domestic Violence Victims	31,481.00				31,481.00	DAAS
20	PwD	C	+/-	PwD: Adult Day Care/Adult Day Health Care	8,208.00				8,208.00	DAAS
21	PwD	C	+/-	PwD: Congregate Meals	11,144.00				11,144.00	DAAS
22	PwD	C	+/-	PwD: Home Care	26,371.00				26,371.00	DAAS
23	PwD	C	+/-	PwD: Home Delivered Meals	19,655.00				19,655.00	DAAS
					168,558.00				168,558.00	
11	DD	D	-	DD: Attendant Care Svcs. ***	15,270.00		-5%	-3,298.50	11,971.50	DD
12	DD	D	-	DD: Ext Supported Empl Svcs: Individuals with DD in need of work training opps. ***	258,239.00	1/3	-87%	-55,782.73	202,456.27	DD
15	DD	D	-	DD: Respite Service ***	24,157.00		-8%	-5,218.20	18,938.80	DD
					297,666.00	64,299.43			233,366.57	
13	DD	E	--	DD: Ext. Supported Empl. Svcs.: Individuals with DD who reside in the family home and are in need of work training \ opps. ***	45,440.00		-24%	-30,620.22	14,819.78	DD
14	DD	E	--	DD: Habilitation Svcs. ***	13,704.00	2/3	-7%	-9,234.58	4,469.42	DD
19	PwD	E	--	PwD: Adaptive Aids/Devices ***	6,880.00		-4%	-4,636.16	2,243.84	RSA
24	PwD	E	--	PwD: Rehabilitation Instructional Svcs. ***	7,185.00		-4%	-4,841.69	2,343.31	RSA
25	PwD	E	--	PwD: Supported Empl., Ext. ***	117,630.00		-62%	-79,266.21	38,363.79	RSA
					190,839.00	128,598.87			62,240.13	
					\$3,649,023				\$3,456,124.70	
						192,898.30		5.3%	192,898.30	
							Target amount		\$3,456,124.70	

**Social Services Block Grant - Option B
Funding Recommendations - Adults, Families & Children
December 12, 2013**



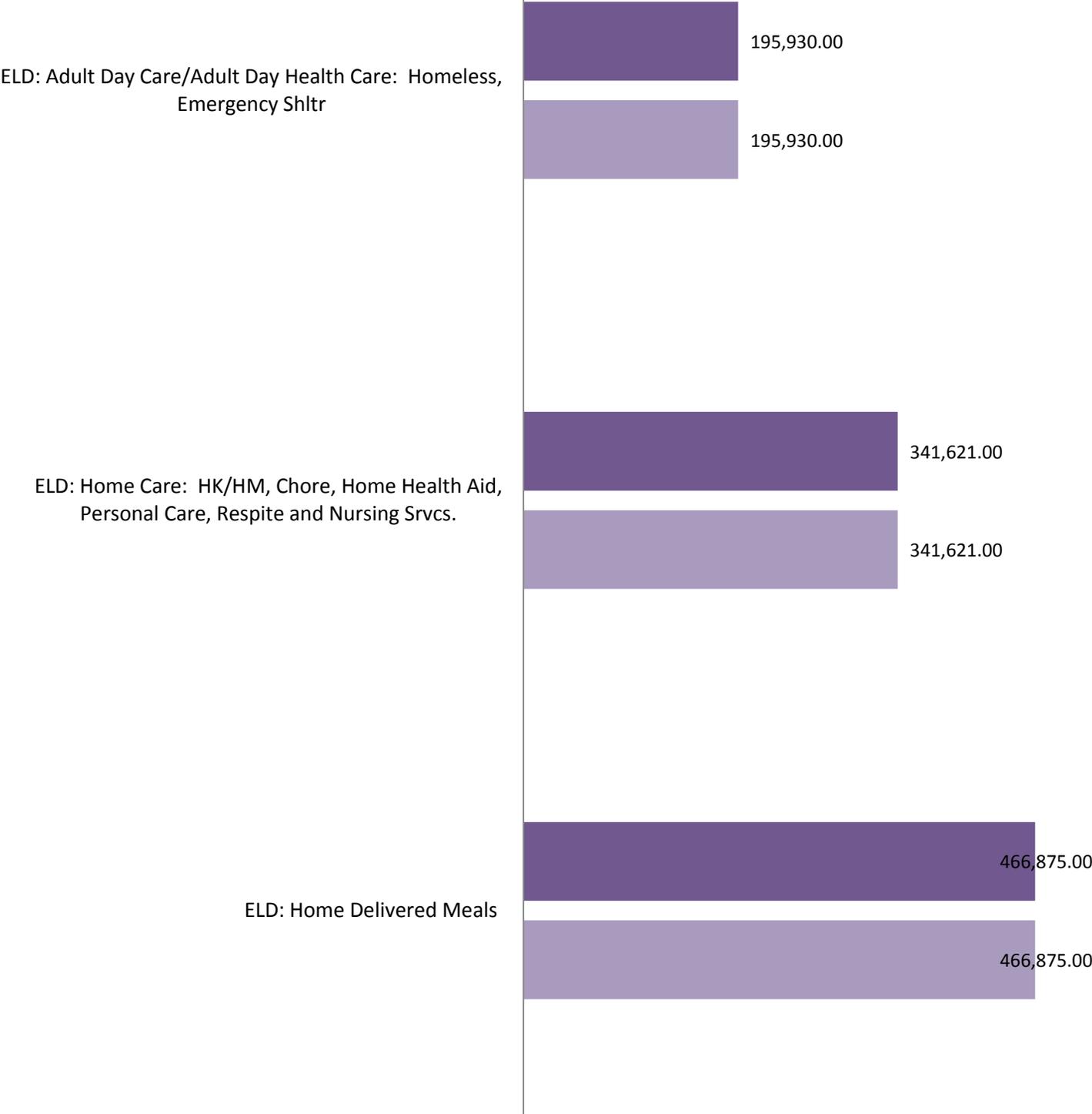
**Social Services Block Grant - Option B
Funding Recommendations - Developmental Disabilities
December 12, 2013**



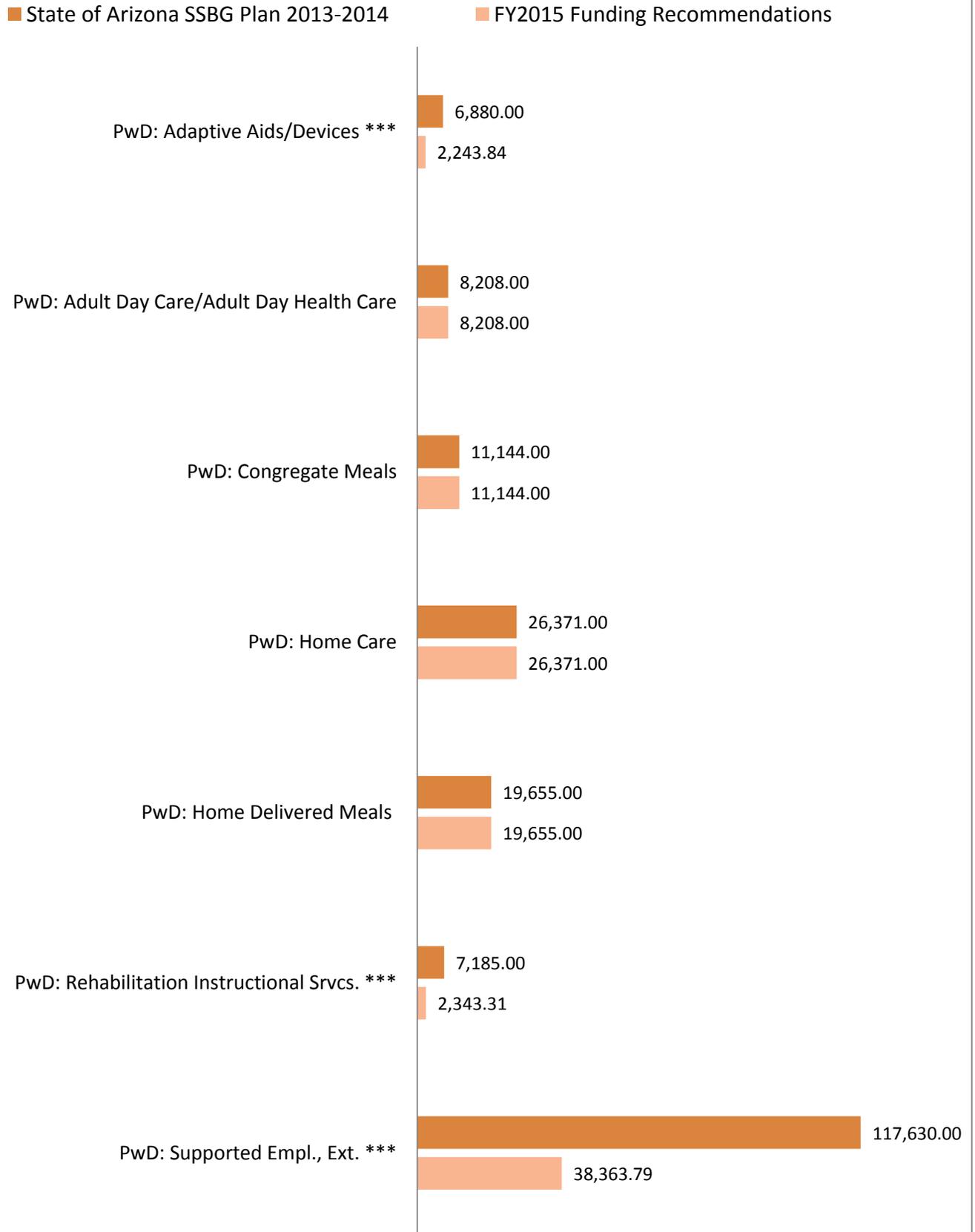
**Social Services Block Grant - Option B
Funding Recommendations - Elderly
December 12, 2013**

■ State of Arizona SSBG Plan 2013-2014

■ FY2015 Funding Recommendations



**Social Services Block Grant - Option B
Funding Recommendations - Persons with Disabilities
December 12, 2013**



**Maricopa Association of Governments
Human Services per Capita Survey**

Overview: Information will be obtained from the county, cities, towns, and Native American Indian communities within the Maricopa Association of Governments region (Maricopa County and portions of Pinal County) regarding funding levels for human services. Please consider all sources of funding, including but not limited to, local governments, state government, federal government, foundation grants, donations, and private sector support. This includes funding used within your agency as well as funding that passes through your agency in the form of grants or contracts, for example, to nonprofit agencies. The agencies receiving the funds do not have to be located within your municipality. When applicable, please include any administrative costs in the line item service budgets. Information will be reported on an aggregate level for the region.

Purpose: To better understand how local governments define and fund human services with the goal of developing a regional human services per capita figure to be used for information and awareness.

Instructions: Please add the FY 2013 close-out expenditure for each service or as a total on the last page. Please consider all sources of funding as noted above. The services are listed as examples of what may be defined as human services. Please add other services you consider to be human services related. Please indicate with "x" for any services funded, directly or indirectly, by your agency.

Please note: Only one survey is requested per agency. Please coordinate efforts through the city/town/community manager or your intergovernmental representative. Survey responses may be submitted to rbrito@azmag.gov by **February 14, 2014**.

Agency Name: _____

Name and title of person(s) completing survey: _____

Contact number: _____

Email address: _____

***Percent of non-emergency calls to 911:** _____

**A number of calls to 911 may be human-services related, or non-emergency. In an effort to better understand the human services related calls received by 911, please indicate an approximate percentage of non-emergency calls to 911 in FY2013.*

Service(s) Provided	Please indicate if this service is funded.	FY 2013 Close-Out Expenditure
Adaptive Aids and Devices		
Adult Day Care/Adult Day Health Care		
Adult Diversion Community Restitution		
Advocacy		
Assessment/Evaluation		
Attendant Care Services		
Bus Tokens/Vouchers		
Case Management		
Cash Assistance		

**Maricopa Association of Governments
Human Services per Capita Survey**

Service(s) Provided	Please indicate if this service is funded.	FY 2013 Close-Out Expenditure
Child Care		
Children, Youth and Family Supportive Intervention Services		
Clothing		
Community Action Program (Family Service Centers)		
Community Awareness and Information		
Comprehensive Service Delivery		
Contract Management		
Crisis Services		
Domestic Violence Services		
Domestic Violence Shelter		
Early Intervention		
Eligibility Determination		
Emergency Food Box		
Employment Assistance		
Eviction Prevention (rental & home foreclosure)		
Financial Assistance		
Food Administration		
Food Boxes/Food Distribution (Congregate & Home Delivered)		
Habilitation Services		
Head Start Classrooms		
Heat Relief		
Home Buyer Assistance (payment/down payment)		
Home Care: Housekeeping, Homemaker, Chore, Home Health Aide, Personal Care, Respite, Nursing Services		
Home Modification/Adaption/Repair /Renovation/Weatherization		
Homeless Services		
Homeless Shelter and Housing		
Housing Support Services, Fair Housing Referrals		
Housing/Rental Assistance: CDBG, HOME, Section 8		
Information and Referral		
Intake (such as case management)		
Interpreter		
Juvenile Diversion program		
Juvenile Early Intervention Program		
Legal Assistance/Services		
Life Skills Training		
Meals: Congregate and Home Delivered		
Counseling and Mediation		
Mentoring		



The Maricopa Association of Governments (MAG) Regional Age-Friendly Network and the MAG Transportation Ambassador Program are pleased to present



All Ages, One Region Conference

Thursday, March 27, 2014

8:30 a.m. to 4:30 p.m.
Glendale Civic Center
5750 West Glenn Drive
Glendale AZ 85301

Join us and make our region more age-friendly by learning how to connect people of all ages with their communities. **Explore** the Regional Age-Friendly Network and the pilot sites in Phoenix, the Northwest Valley, and Tempe. **Celebrate** all nominees for the age-friendly community competition and discover who will receive the 2014 Age-Friendly Community Award.

For more information, please visit www.Connect60Plus.com. The event is free, but space is limited. If you have questions or to register, please contact Rachel Brito at rbrito@azmag.gov or call (602) 254-6300. Special accommodations are available upon request.

This event is made possible with support from the Pfizer Foundation and Grantmakers in Aging; Virginia G. Piper Charitable Trust, and the Arizona Community Foundation.





All Ages, One Region Conference

Thursday, March 27, 2014

8:30 a.m. to 4:30 p.m.

Glendale Civic Center

5750 West Glenn Drive 85301

1st Session Workshops: 10:15 – 11:30 a.m.

CREATING COMMUNITIES FOR PEOPLE OF ALL AGES: Policies, trends, and best practices in intergenerational communities. Speaker: Donna Butts, Generations United.

DATA-DRIVEN CHANGE: EVALUATING SUCCESS IN AGE-FRIENDLY WORK: Identifying appropriate outcome measures and data sources. Speakers: Dr. Wayne Parker and Dr. Clarin Collins, Virginia G. Piper Charitable Trust; and Dr. Jenny Campbell, Campbell Collaboratives.

DEMENTIA CARE AND COMMUNITY IMPACT: The continuum of care from healthy, to early, to late stage dementia, long-term care and the impact on the community. Speakers: Dr. Carol Long and Dr. Jan Dougherty, Banner Alzheimer's Institute.

HOME SAFE HOME: Fall prevention and home modification options. Speakers: Jeff Alexander, Still Standing: A Matter of Balance; and Kate Warren, Rebuilding Together.

NONPROFIT TRANSPORTATION SOLUTIONS: Alternative transportation solutions. Speakers: Jennifer Drago, Sun Health; Michelle Dionisio, Benevilla; and Kent Ellsworth, Verde Valley Caregivers Coalition.

2nd Session Workshops: 1:30 – 2:45 p.m.

HEALTHY COMMUNITIES: Health impact assessments, physical activity, and healthy schools. Speakers: David Dube, Maricopa County Public Health; Brian Fellows, AZ Dept. of Transp.; Irene Stillwell, Senior Olympics; and CJ Hager, St. Luke's Health Initiative.

INTERGENERATIONAL WORK IN ACTION: Local intergenerational communities in action. Speakers from Tempe Community Council and Tempe Neighbors Helping Neighbors.

MI CASA, SU CASA: Multigenerational shared housing and co-housing options. Speakers: Laura Fannuchi, National Shared Housing Resource Center; and Trilese Di Leo, Exitto.

PUBLIC TRANSPORTATION SOLUTIONS: Bike and pedestrian solutions, access to transit, and accessible transit stops. Speakers: Alex Oreschak and Alice Chen, MAG; and Jim Dickey, Arizona Transit Association.

USING CENSUS DATA FOR ANALYSIS AND ASSESSMENT OF AGING POPULATIONS: Hands-on training using Census data. Speakers: Pauline Nunez, U.S. Census Bureau; and Jami Garrison, MAG. *Participants will need to bring a laptop.* PART1.

3rd Session Workshops: 3:00 – 4:15 p.m.

INNOVATIVE SERVICE DELIVERY THROUGH TECHNOLOGY: Using technology as a tool for volunteer placement, outreach, and education. Speakers: Therese Davis and Sue Reckinger, Duet; Dr. Rick Knopf, Arizona State University; and Amy St. Peter, MAG.

IT'S ABOUT TIME: Time-banking and its benefits. Speakers: Linda Hogan, Hour World; and Julie Bordelon, City of Phoenix.

IT'S OUR BUSINESS: The role of business in age-friendly communities. Speakers: Patrick Peters, Senior Business to Business Networking; and Dan Morse, Licensed Mortgage Professional.

REIMAGINING LIFE THROUGH TECHNOLOGY: Using technology as a platform for outreach and personal assessment. Speaker: David Mitchell, AARP.

USING CENSUS DATA FOR ANALYSIS AND ASSESSMENT OF AGING POPULATIONS: Hands-on training using census data. Speakers: Pauline Nunez, U.S. Census Bureau; and Jami Garrison, MAG. *Participants will need to bring a laptop.* PART 2.

The event is free but space is limited. Please contact Rachel Brito at rbrito@azmag.gov or by calling (602) 254-6300 for more information or to register. Special accommodations are available upon request.

Greater Phoenix Age-Friendly Community Competition



You are invited to “put your community on the map” as an age-friendly community. The Maricopa Association of Governments and the Regional Age-Friendly Network are hosting a competition to showcase how communities support people of all ages through every step in life.

CONNECT60+

Visit the Community section of Connect60Plus.com by January 31, 2014 to nominate your community in Maricopa County and tell us how it is being age-friendly.

Who: You!

What: Nominate your community as being age-friendly

Where: Community section of www.Connect60Plus.com

When: By January 31, 2014

Why: This award competition celebrates how people are connected to their communities at every age.



What makes a community age-friendly?

An age-friendly community is a place where individuals are valued and not excluded because of their years. It is a neighborhood where people can go on walks and visit each other. It is someone remembering your name. It is playing at the park and visiting the corner store. It is being able to raise your children, play with your grandchildren, and retire all in the same neighborhood. All these things and so many more make a community age-friendly. Tell us what your community is doing to embrace people of all ages.

A panel of national experts will help select the most age-friendly communities in Maricopa County that are nominated on Connect60Plus.com. The communities that best exemplify age-friendly elements will receive special distinction at the Age-Friendly Conference in Spring 2014. These communities will also receive additional promotion and technical assistance after the event.

See the back page for information on how to apply.

Greater Phoenix Age-Friendly Community Competition



To apply:

Visit www.Connect60Plus.com to nominate your community as being age-friendly by January 31, 2014. Please contact Rachel Brito at rbrito@azmag.gov with any questions.



1. **Define your community.** Is it a neighborhood, a city, a block? Please be as specific as possible.
2. **What makes your community age-friendly?** Consider elements such as outdoor spaces and buildings, transportation, social inclusion, employment, communication, lifelong learning, volunteering, and community and health services. Give details about how your community is age-friendly in one or more of these areas.
3. **How are people of all ages an important part of making your community age-friendly?** Who is in leadership positions? Who has a voice in your community? Who hears them?
4. **What do you love most about your community?** What is special? What do you cherish about it?
5. **What difference has being age-friendly made?** How are people's lives better? What is the impact?

Resources:

Consult the resources here to learn how others define age-friendly communities and to help you evaluate your own community.

- A Blueprint for Action: Developing a Livable Community for All Ages by N4A, Partners for Livable Communities, and MetLife Foundation: <http://www.n4a.org/pdf/07-116-N4A-Blueprint4ActionWCCovers.pdf>
- Checklist of Essential Features of Age-Friendly Cities by the World Health Organization: http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf
- Community AGEnda Resources Grantmakers In Aging: <http://www.giaging.org/programs-events/community-agenda/community-agenda-resources/>
- Intergenerational Community Building: Resource Guide by the Intergenerational Center at Temple University: http://communitiesforallages.org/sites/default/files/cfaa_resourceguide.pdf
- Livable Communities: An Evaluation Guide by AARP Public Policy Institute: http://www.aarp.org/home-garden/livable-communities/info-2005/livable_communities__an_evaluation_guide.html

Sponsorship:

This competition is made possible thanks to funding and support received from AARP; Arizona Community Foundation; Generations United; Grantmakers In Aging and the Pfizer Foundation as part of Community AGEnda; and Virginia G. Piper Charitable Trust.



Maricopa Association of Governments
Human Services Planning and Public Involvement
FY 2014 Results and FY 2015 Goals

Human Services Planning

Follow-up on FY 2014 Outcome Measures

Measure: Continue aging services planning by implementing a Regional Aging in Place Network with support from the City Leaders Institute on Aging in Place and the Enhancing Age-Friendly Cities Initiative. The network will include preparation activities for local pilot sites to implement aging in place models, the delivery of training and resources to the general public, and a website designed to connect tech savvy older adults with services and information.

Result: *The Regional Age-Friendly Network was launched in 2012 with support from the two national projects and local partners such as Virginia G. Piper Charitable Trust. The network includes three age-friendly initiatives in Phoenix, Tempe, and the Northwest Valley; the project's website, www.Connect60Plus.com, is connecting older adults to meaningful opportunities in their communities; and the conference is planned for March 27, 2014.*

FY 2015 Outcome Measure

Measure: Support and expand the Regional Age-Friendly Network by successfully maintaining the three age-friendly initiative pilot projects that launched in FY 2014 through Central Village in Phoenix, Tempe Neighbors Helping Neighbors, and a new transportation program in the Northwest Valley; implement the new age-friendly pilot project developed in Scottsdale; and solicit additional funding to continue the network.

Human Services Public Involvement

Follow-up on FY 2014 Outcome Measures

- **Measure:** Periodically publish electronic newsletters about regional human services planning. These newsletters will highlight success stories from MAG member agencies and committees to promote the replication of best practices throughout the region. Recipients will recount the impact of these newsletters as imparting relevant, useful information that assists them to better plan for and deliver human services. MAG human services committee members will be queried for their feedback on progress made in achieving this goal. At least 75 percent will indicate the goal is being achieved.

Result: *The next human services newsletter is planned for January 2014 with subsequent editions in April and June 2014. The impact of the newsletters will be evaluated.*

- **Measure:** Publish at least three press releases throughout the year to promote greater awareness of regional human services planning efforts and greater public engagement. This will result in an increase of coverage by 10 percent from the previous year.

Results: *One press release has been issued to announce the second year of funding from Grantmakers in Aging for the Regional Age-Friendly Network. A second press release was*

issued to highlight activities during October as Domestic Violence Awareness Month. At least two additional press releases are planned to announce the winner of the Age-Friendly Community Competition and the region's funding award from the U.S. Department of Housing and Urban Development and the annual homeless street count results. The impact of the press releases will be evaluated in the fourth quarter of FY 2014.

- **Measure:** Raise awareness about human services resources and needs by collaborating with the MAG Communications Division to distribute human services-related materials at five or more events to serve vulnerable populations such as people with disabilities and minority populations. Materials will include safety plans for domestic violence survivors, coloring books teaching children how to stay safe when violence occurs in their home, heat relief maps to offer refuge and assistance for people experiencing homelessness during the extreme summer weather, an inventory of human services transportation providers, regional human services plans, and a public service announcement video featuring survivors of domestic violence.

Result: *Human services materials have been distributed at three public events by the Communications Division.*

FY 2015 Outcome Measures

- Periodically publish electronic newsletters about regional human services planning. These newsletters will highlight success stories from MAG member agencies and committees to promote the replication of best practices throughout the region. Recipients will recount the impact of these newsletters as imparting relevant, useful information that assists them to better plan for and deliver human services. MAG human services committee members will be queried for their feedback on progress made in achieving this goal. At least 75 percent will indicate the goal is being achieved.
- Publish at least three press releases throughout the year to promote greater awareness of regional human services planning efforts and greater public engagement. This will result in an increase of coverage by 10 percent from the previous year.
- Collaborate with the MAG Communications Division to distribute an awareness survey that gathers information about the public's need for transportation assistance. Assess the results from the survey to inform planning activities at MAG, connect the public with opportunities to engage in MAG activities, and provide information to assist members of the public with their special needs transportation. Collection of data concerning these efforts will provide baseline data to evaluate progress in future years.