

MINUTES OF THE  
MAG HUMAN SERVICES AND COMMUNITY INITIATIVES COMMITTEE and  
MAG HUMAN SERVICES TECHNICAL COMMITTEE  
September 10, 2015  
MAG Office Building, Saguaro Room  
Phoenix, Arizona

<p><u>MEMBERS ATTENDING</u></p> <p>Councilmember Wally Campbell, City of Goodyear  *Councilmember Samuel Chavira, City of Glendale  Supervisor Steve Gallardo, Maricopa County Board of Supervisors  *Councilmember Chris Glover, City of Mesa  Vice Mayor Kevin Hartke, City of Chandler  Councilmember Michelle Hess, City of Buckeye, Vice Chair</p> <p>*Neither present nor represented by proxy.  #Attended by telephone conference call.  +Attended by videoconference.</p>	<p>*Vice Mayor Stephanie Karlin, City of Avondale  #Councilmember Joaquin Rios, Tempe Community Council  #Councilmember Todd Tande, City of Surprise  *Councilmember Jared Taylor, Town of Gilbert  Vice Mayor Corey Woods, City of Tempe, Chair</p>
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<p><u>MEMBERS ATTENDING</u></p> <p>*Kristina Blea, City of Phoenix  #Valerie Trujillo for Naomi Farrell, City of Tempe  *Jessica Fierro Carnahan, Town of Gilbert  *Janeen Gaskins, City of Surprise  #Jessica Gonzalez, City of Phoenix  Laura Guild, Arizona Department of Economic Security  *Jeffrey Jamison, City of Phoenix  #Jim Knaut, Area Agency on Aging  Jacqueline Edwards for Bruce Liggett, Maricopa County Human Services Department</p> <p>*Neither present nor represented by proxy.  #Attended by telephone conference call.  +Attended by videoconference.</p>	<p>Joyce Lopez-Powell, Valley of the Sun United Way  Caterina Daneri, Tempe Community Council  Debbie Pearson, City of Peoria  Christina Plante, City of Goodyear  Leah Powell, City of Chandler, Vice Chair  *Cindy Saverino, Arizona Department of Economic Security  Cynthia Segovia, City of Phoenix  Stephanie Small, City of Avondale, Chair  #Tim Ward, Arizona Department of Economic Security/Division of Developmental Disabilities</p>
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<p><u>OTHERS PRESENT</u></p> <p>Walt Gray, West Side Town Hall</p>	<p>Rachel Brito, MAG Brande Mead, MAG</p>
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1. Call to Order

Vice Mayor Corey Woods, City of Tempe, Chair, called the meeting to order at 1:09 p.m. Introductions ensued.

2. Call to the Audience

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

3. Approval of Consent Agenda

Chair Woods called for a motion to approve consent agenda item 3A HSCIC meeting minutes of August 26, 2015. Michelle Hess, Councilmember, City of Buckeye, Vice Chair made a motion to approve the minutes. Debbie Pearson, City of Peoria, seconded the motion. The motion passed.

Stephanie Small, City of Avondale, MAG Human Services Technical Committee (HSTC) Chair, called for a motion to approve consent agenda item 3B HSTC meeting minutes of August 13, 2015. Vice Chair Hess made a motion to approve the minutes. Laura Guild, Arizona Department of Economic Security, seconded the motion. The motion passed.

4. MAG Structure and Human Services Committee Overview

Brande Mead, MAG, offered a PowerPoint presentation of the MAG structure and human services committees. The MAG structure overview highlighted the MAG Regional Council, policy structure, committee structure, and state and regional responsibilities.

The Human Services Committees overview noted changes in the Human Services and Community Initiatives structure and the roles for both HSCIC and HSTC. Overviews were also presented for the MAG Regional Domestic Violence Council, Continuum of Care Regional Committee on Homelessness and CoC Board; the Elderly and Persons with Disabilities Transportation Committee and Arizona Age-Friendly Network.

A question was raised on the CoC reporting structure reflected on the handout. Ms. Mead advised the CoC Board and Committee can take action on recommendations, and does not require items to be approved through the MAG Regional Council or HSCIC. Ms. Mead noted the CoC is the only committee within the MAG structure that operates in this manner. Having no further questions, Chair Woods proceeded to the next agenda item.

## 5. Roles and Responsibilities

Chair Woods discussed the recent restructure of the HSCIC and invited Ms. Mead to lead discussion on the roles and responsibilities and opportunities to enhance collaboration between HSCIC and HSTC. Ms. Mead referenced the roles and responsibilities as defined in the previous presentation and requested further input from the Committees on items that should be added and/or changed.

A question was raised on who will be involved in development of the regional human services action agenda. Ms. Mead advised development of the action agenda will be informed through input from the Human Services Priority and Trend Survey and discussion from both Committees to identify key priority areas of focus. The event planned for spring will be held to develop the action agenda based on the previously identified key priority areas. Ms. Mead welcomed input from the Committee.

Ms. Joyce Lopez-Powell expressed development of the agenda should be a collaborative effort between both Committees with each knowing their role and what needs to be accomplished. Ms. Mead concurred noting the action agenda would be developed with input from both Committees as well as community stakeholders participating in the event.

A question was raised on who will be responsible for outreach efforts to expand the HSCIC membership. Ms. Mead requested postponing a response as the HSCIC membership is on the agenda for further discussion. Having no further questions or comments, Chair Woods proceeded to the next item.

## 6. Preliminary results of the Human Services Priority and Trends Survey

Stephanie Small, City of Avondale, and HSTC Chair, invited Ms. Mead to present the preliminary results of the Human Services Priority and Trends Survey. Ms. Mead advised the survey was administered via Survey Monkey to all Human Services Committee members and stakeholders on August 28, 2015. A total of 59 responses were received.

A brief overview of the six open-ended trend questions and four respondent questions was provided. Ms. Mead noted data presented is preliminary adding that a thorough review of the results is underway. Ms. Mead shared results of respondents per region and the priority human services issues identified from the survey. It was noted for current purposes discussion would focus only on the first question of the survey. Input was requested on next steps including identifying priority areas, planning for a spring event and developing an action agenda.

Chair Small requested input on whether 59 survey responses are sufficient to move forward with next steps. Councilmember Hess commented on the survey format and questions and need for further clarification/instruction for those completing the survey. She noted the lack of information may have resulted in too few responses being received and recommended revising the survey to two to three questions relevant to the Committee. There was consensus to leave the survey open in an effort to gather additional responses.

Discussion ensued on the purpose of the survey and options moving forward given the decision to extend the survey period. The following options were discussed.

- Identify key priority areas based on available survey responses.
- Identify and refer those priority areas that are more relevant to and can be addressed by other Human Services Committees.
- Identify key priority issues based on remaining results and reissue the survey focusing on the issues identified.
- Redistribute the survey as is and gather additional information before proceeding with next steps.

Jacqueline Edwards, Maricopa County, recommended redistributing the survey with additional instructions. She noted representation from central Phoenix was much greater than from the East and West Valley and suggested the need may differ in different parts of the valley.

Kevin Hartke, City of Chandler, Vice Mayor, expressed concern over transferring issues, such as homelessness, to other Committees. He noted the Continuum of Care, for example, has a substantial workload given requirements of the HEARTH Act and unless the Committee identifies a viable initiative or collaborative to address the issues, passing them along to other committees is not the solution and may not be received well.

Christina Plante, City of Goodyear, suggested reviewing the responses in terms of advocating for people seeking to access human services. She noted transportation as an example, can be looked at in terms of freeways, or transportation services for elderly and disabled. She expressed agreement with seeking further responses from across the region.

A question was raised on whether respondents identified the populations represented and whether that could skew the results. Ms. Mead confirmed additional data on populations served is available but has not been fully analyzed. Agreement was expressed for providing further instruction and seeking a broader response.

Chair Small summarized the need to revisit the survey and how it was distributed along with whether or not enough input has been received from across the region. Additionally, she noted the timeframe given holidays, and school being back in session, may have contributed to the limited number of responses.

Ms. Taylor suggested providing a better explanation of all services under the human services umbrella – similar to the Social Services Block Grant. Additionally, she recommended adding a question to seek input on not only the priority service area, but also the priority population. She noted there are vast vulnerable populations in Maricopa County such as low income, elderly, etc. Having data on the priority service area and population will help narrow the focus for the Committee's efforts moving forward.

Councilmember Hess expressed agreement on the need to revise the survey. She noted for informational purposes that HSCIC's intent was to focus on a specific issue or statewide movement such as foster care or mental health. She suggested the need for the Committee to collectively determine what initiatives they can move forward and impact change and to revise the survey geared towards those initiatives.

A question was raised on whether questions related to respondents were required or optional. It was noted Survey Monkey analytics can help to further analyze responses by category/population served. Leah Powell, City of Chandler, Vice Chair, noted there are stronger advocacy groups for different issues and stressed the importance of capturing those issues that do not have strong advocacy groups. She inquired to whom the survey was distributed, if there is opportunity to expand that list and whether it was distributed to the faith community. Discussion ensued on existing distribution lists, faith groups, and the ability for recipients to forward the survey to other groups.

Ms. Mead requested consensus on whether to redistribute the survey as is; or to drive the survey by providing a drop down list of categories determined by the Committee. It was suggested that a greater response would be received by providing greater detail and instruction in the survey. Discussion ensued on existing faith groups and the capacity to forward the survey to existing contacts. Ms. Mena suggested redistributing the survey as is to maintain its integrity along with further instructions and ability to forward the survey.

Ms. Small summarized different options discussed to either redistribute as is or to revise the survey to include a list of pre-determined categories. Councilmember Wally Campbell expressed support for maintaining open-ended questions to allow respondents to share their concerns and potentially identify needs that have not yet surfaced.

Councilmember Hess requested reviewing the survey. Ms. Mead reviewed the survey questions noting previous discussion to utilize open ended questions to allow for needs/issues not currently on the radar. Ms. Mead noted additional time is needed to fully analyze the available responses.

Chair Small noted concerns about the survey indicate respondents may not understand the survey and/or be intimidated by the number of questions. She suggested revising the survey to include a definition of human services, human services terms, directions on completing the survey, and its intent and purpose. Ms. Edwards suggested including a list of human services along with the open ended questions to help guide the survey but also allow for open-ended responses. There was consensus among Committee to utilize a combined format.

Discussion ensued on knowing the audience and understanding those who work in human services will have a better understanding of what is being asked as opposed to those who do not work directly in the human services. Ms. Mead requested input on the categories to include in the survey dropdown box. There was agreement to separate homelessness and housing and keep the following categories: transportation, employment, mental health, domestic violence, and youth and young adults. Discussion ensued on the variety of responses received and subsets within each category.

Ms. Mead noted two additional issues identified from the responses were training and awareness; and services. Both categories included a variety of responses. Chair Woods recommended removing “services” and “training and awareness” as categories noting that both are outcomes of other categories that result from action taken.

A recommendation was made to add individuals with disabilities as a broad category that includes more than just mental health, seniors, and youth including various subsets such as foster care, substance abuse and disconnected/disengaged youth (older youth who are not in school; not in working; and are low income). Discussion ensued on further defining youth age groups. It was noted youth are defined as ages 14-24 by the federal government. Another recommended category was sex trafficking. Jessica Gonzalez, City of Phoenix, advised the City now has a Human Trafficking component within community initiatives.

Ms. Plante noted the list includes both target populations and human/social service categories. She suggested either focusing on one or separating the categories. Discussion ensued on various services impacting different populations in different manners and services that are intrinsic to certain populations. Ms. Mead suggested open ended follow-up questions will help identify gaps and/or trends within a chosen category. She provided an overview of the categories and discussion ensued with a recommendation to utilize the SSBG list of services. Vice Chair Powell noted the survey is meant to provide guidance to for the Committee’s direction. She also noted hunger is not included in the survey.

Ms. Guild recommended convening a small group to help further flush out the details of the survey. The following volunteers were confirmed: Ms. Guild, Chair Small, Ms. Plante, Vice Chair Powell, Ms. Pearson and Ms. Edwards. Chair Small requested the Committee forward any additional information and/or suggestions to Ms. Mead.

## 7. HSCIC Membership

Chair Woods invited Ms. Mead to provide an overview of the process to expand the HSCIC membership. Ms. Mead reviewed the process including determining which categories to recruit for; issuing a call for letters of interest; reviewing and submitting a recommendation to the MAG Regional Council for approval. Ms. Mead advised the Committee can move through the process by creating a working group to address the membership or wait until the key priority areas have been identified and the group can solicit new members with expertise in those areas.

Chair Woods expressed preference for waiting until after the survey results are available. There was consensus among the Committee. Vice Mayor Hartke recommended establishing a subcommittee after the survey results are available. He inquired whether there were any concerns with expanding the membership beyond elected officials. Ms. Mead advised the restructure was approved by the MAG Regional Council noting the Committee would submit a recommendation for their approval. Vice Mayor Hartke, Councilmember Campbell, Ms. Lopez-Powell and Councilmember Hess volunteered to serve on an ad hoc membership committee.

8. State of Human Services in the Region – Spring Summit

Ms. Mead noted additional input is needed prior to discussing plans for the spring summit. She recommended tabling the discussion until the next meeting. There was consensus among the Committee to table the discussion.

9. Committee Updates

No updates were offered.

10. Request for Future Agenda Items

Chair Woods advised the next HSTC and HSCIC meetings are scheduled for October 8, 2015 and October 28, 2015 respectively. He encouraged everyone to RSVP for the meetings to ensure quorum. Ms. Mead advised a Committee meeting calendar is available in the meeting materials. Having no further discussion, the meeting adjourned at 2:30 p.m.