

Maricopa Association of Governments
Draft Human Services FY 2012 Outcome Measures

Human Services Planning

FY 2012 Objective

Identify, coordinate, and promote assets and strategies to proactively address emerging needs and historical challenges that threaten the vitality and sustainability of the region.

FY 2012 Outcome Measure

- Monitor funding reductions made to human services programs and continue to research existing data sources about the impact of these reductions to individuals and municipalities. Update MAG Human Services Committee members about this research and relevant legislative activity on a quarterly basis. The impact will be that MAG member agencies are well-informed about reductions made to human services programs and the impact of these reductions. This will be demonstrated through the Committee meeting minutes.

Human Services Transportation

FY 2012 Objective

Increase coordination of human services transportation programs resulting in an improved quality of life for older adults, people with disabilities, and people with low incomes.

FY 2012 Outcome Measures

- Inventory agencies with vehicle downtime to include times and days when agency vehicles are available. This activity builds on the agency matching strategy from the FY 2011 plan and enhances opportunities for collaboration. The impact will be better utilization of existing resources and improved services for clients. Successful implementation will be documented by approval of the MAG Human Services Coordination Transportation Plan in the third quarter of FY 2012.
- Enhance the Transportation Ambassador Program to include additional private sector representatives, Native Communities, and coordination with communities adjacent to this region. This will be evidenced by an increase of 20 percent in TAP membership within these categories by the fourth quarter of FY 2012.
- Research opportunities to resolve insurance as a barrier to volunteer opportunities and the use of agency vehicles for collaboration. Disseminate this research through a Transportation Ambassador Program quarterly meeting. Progress will be reported in the MAG Human Services Coordination Transportation Plan in the third quarter of FY 2012.

Successful implementation will be documented by at least 20 percent of agencies attending the TAP meeting reporting that they will use this information to collaborate with other agencies.

- Update the MAG Human Services Coordination Transportation Plan to reflect emerging needs and new opportunities to benefit older adults, people with disabilities, and people with low incomes. The plan will offer an inventory of available services, an assessment of the gaps and resources, and prioritized strategies to best meet these needs. The plan will be presented to the MAG Regional Council for approval in the third quarter of FY 2012.
- Facilitate the application review process for the Section 5310 Elderly and Individuals with Disabilities Transportation Program. This includes staffing and training the Ad Hoc Committee members, training the agency applicants, and coordinating with the City of Phoenix and the Arizona Department of Transportation on the Section 5316 Job Access and Reverse Commute and Section 5317 New Freedom grants. A priority listing of Section 5310 applicants will be presented to the MAG Regional Council in the third quarter of FY 2012. The result will be that at least 10 agencies will have the capital and mobility management assistance they need to provide human services transportation as documented by the priority listing.

Human Services Public Involvement

FY 2012 Objectives

- Widely disseminate information about human services trends and useful practices to increase coordination and awareness.
- Engage MAG human services committee members and the public in dialogue about regional human services planning in order to streamline services, maximize resources, and reduce duplication of effort.

FY 2012 Outcome Measures

- Publish quarterly electronic newsletters about regional human services planning with a special focus on human services transportation coordination. Highlight success stories from MAG member agencies and committees to increase capacity throughout the region. A sampling of recipients will confirm the impact of the newsletter is that MAG member agencies and community partners receive relevant, useful information that assists them to better plan for and deliver human services.

- 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.

Environmental Justice Title VI

FY 2012 Objective

Continue to seek participation from Title VI, Environmental Justice, and disability communities in the planning process as outlined in MAG's Public Participation Plan, utilizing the MAG Community Outreach Specialist to engage the Hispanic/Latino community in the decision-making process. The MAG Community Outreach Specialist will continue to work with social services agencies, minority business organizations, cultural groups, Title VI community groups, and individual community leaders to increase awareness of MAG and its programs and to increase involvement in the MAG process. The specialist will help MAG identify transportation needs and issues of traditionally underserved communities through meetings, special events, and other methods. In addition, the MAG Disability Outreach Associate will provide outreach to members of the disability community, including providing materials in alternative formats such as large print and Braille.

FY 2012 Measure

- Monitor implementation of the Environmental Justice Title VI Plan and make refinements as indicated by public feedback and staff recommendation. Formally update the Plan with feedback from the public, MAG Human Services Technical and Coordinating Committees, MAG Transportation review Committee, and relevant community partners. Achievement of these activities will be demonstrated by aforementioned Committee approval by the fourth quarter of FY 2012.