

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES TECHNICAL COMMITTEE
MEETING MINUTES
JANUARY 12, 2011

COMMITTEE MEMBERS

Sylvia Sheffield, City of Avondale, Chair
Keith Burke for City of Tempe
*Kyle Bogdon, DES/ACYF
Laura Guild, Arizona Department of
Economic Security
Brandy Howard, City of Mesa
Jeffery Jamison, City of Phoenix
*Deanna Jonovich, City of Phoenix
Jim Knaut, Area Agency on Aging
+Margarita Leyvas, Maricopa County
*Joyce Lopez-Powell, Valley of the Sun
United Way
Steven MacFarlane, City of Phoenix
+Jayson Matthews, Tempe Community
Council
*Joy McClain, City of Tolleson
+Leah Powell, City of Chandler
+Carol Sherer, DES/DDD

OTHERS PRESENT

Brooke Blackburn, City of Mesa
Marvin Rochelle, National Federation of
the Blind of Arizona

Rachel Brito, MAG
DeDe Gaisthea, MAG
Amy St. Peter, MAG

+Those members present by
audio/videoconferencing.

*Those members neither present nor
represented by proxy.

1. Call to Order

Chair Sylvia Sheffield, City of Avondale, called the meeting to order at 1:03 p.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 November 10, 2010 HSTC Meeting Minutes

Chair Sheffield called for a motion to approve the November 10, 2010, meeting
minutes. Carol Sherer, Arizona Department of Economic Security, made a motion to
approve the minutes. Laura Guild, Arizona Department of Economic Security,
seconded the motion. The motion passed unanimously.

4. Social Services Block Grant (SSBG) Allocation Recommendations

Chair Sheffield advised the Committee would review the results from the service
ranking exercise. She thanked everyone for their participation noting 23 community
partners and nearly all Committee members responded. She invited Amy St. Peter,
MAG, to review the results.

Ms. St. Peter advised two funding allocation options are presented for the Committee to consider. She noted transportation was included among the other services being ranked. The first option presented does not provide funding for transportation because last year the Committee did not fund transportation services. The second option restores funding for transportation services. Ms. St. Peter noted funding for many services was either reduced or eliminated across the board last year. Historically, funding has been allocated for transportation services. Last year was the first year transportation funding was moved to other activities to lessen the impact of cuts to other human services programs. Ms. St. Peter noted this decision was made because, at the time, there were other funding sources available to support the transportation services that had more capacity than the funding sources available to support human services.

The same formula used last year was applied to the current service rankings. The formula allows a 20 percent increase for the highest ranked group, ten percent for the next group, the third group is held harmless, the fourth group receives a ten percent decrease, and the lowest ranked group receives a twenty percent decrease. Handouts provided included service rankings by Committee members, by community partners, and combined rankings. Ms. St. Peter noted similar trends overall in the Committee and community partner rankings. She said it was important for the Committee to be aware of how community partners ranked services and what interests they represent in order to give context to their responses. A list of the community partners who responded is available. Ms. St. Peter asked for feedback and recommendations from the Committee.

Steve MacFarlane, City of Phoenix, inquired how much funding is available. He said if transportation funding is restored, then this would impact the amount of funding available for human services. Ms. St. Peter advised the total amount of funding available remains the same as last year. Additionally, she noted lower ranked services would receive the greatest impact if transportation funding is restored because the same services generally rank low from one year to the next. Ms. Guild asked what the impact of not restoring transportation funds would be. Ms. St. Peter replied programs would find other options to fund their services noting this line of funding is not anticipated by those programs.

Marge Leyvas, Maricopa County Human Services Department, Community Services Division, said it is difficult to have to reduce programs that are currently funded given the amount of resources available. Therefore, the Committee cannot continue to recommend funding for all programs as was done in the past and should plan accordingly.

Ms. St. Peter asked for confirmation from the Committee regarding their inclination not to fund transportation services. Jayson Matthews, Tempe Community Council agreed. Ms. Guild agreed noting the impact of not funding the transportation services is unknown. Remaining Committee members also expressed agreement.

Ms. St. Peter referred the Committee to the funding allocation recommendations noting results were based on the funding formula. She asked for their input on the draft results. Mr. Matthews acknowledged Mr. MacFarlane for developing the formula being used to determine funding allocations. He said the formula is clear, easy to understand, fair, and equitable.

Mr. Matthews expressed agreement with the funding allocations as presented and made a motion to recommend approval of the FY 2012 draft funding allocation recommendations. Mr. MacFarlane seconded the motion. The motion passed unanimously.

Chair Sheffield thanked everyone for their input. She advised the draft rankings will be distributed for public comment; if changes are recommended, a special meeting of the HSTC will be called to review the changes. The draft recommendations will then proceed through MAG Management Committee and the MAG Regional Council. Draft allocations are due to the Department of Economic Security on March 1, 2011.

5. MAG Human Services Coordination Transportation Plan Update

Chair Sheffield advised MAG develops and updates plans to coordinate human services transportation. She invited DeDe Gaisthea, MAG, to share highlights of the new plan. Ms. Gaisthea thanked the Committee for the opportunity to present the draft Fiscal Year 2012 MAG Human Services Coordination Transportation Plan. She acknowledged the City of Phoenix for their continued financial support of human services coordination planning and the human services transportation stakeholders who provided valuable input and feedback that were used to develop the proposed strategies.

Ms. Gaisthea said MAG has developed the plans to coordinate human services transportation in response to the Safe Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) federal legislation since 2007. Each plan contains a gaps analysis, prioritized strategies to meet human services transportation needs through coordination in the region and an inventory of services. She thanked the Committee for a suggestion offered last year to make the Resource Inventory more reader friendly. Ms. Gaisthea said the inventory has proven to be a very useful tool for agencies in providing clients information of possible alternative transportation resources.

Although not required, MAG updates the plan yearly to enable potential agencies to apply for federal funding. Ms. Gaisthea noted the number of grantees submitting applications for funding has increased from 13 in 2009 to 19 in 2010. The plan presents new strategies developed with input from stakeholders to address gaps, continue coordination efforts and utilize the available resources in the community. The new goals are consistent with the United We Ride goals as follows:

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

- Increase customer satisfaction

Ms. Gaisthea provided a brief overview of the FY 2012 strategies.

Short-Term Strategies

1. Identify and implement additional opportunities to coordinate with Title VI stakeholders.
2. Enhance the Transportation Ambassador Program to include additional private sector representatives, Native Communities, and coordination with communities adjacent to this region.
3. Map domestic violence and homeless shelter clients' travel needs and organize collaborative services among the shelters to support employment and work-preparation activities. This builds on the strategy from the FY 2011 Plan Update to research the transportation needs of shelter clients.
4. Research opportunities to resolve insurance as a barrier to volunteer opportunities and the use of agency vehicles for collaboration.
5. 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.

Long-Term Strategy

1. Research the development of a coordinated volunteer drivers program on a regional basis. Inventory volunteer programs, research partnerships with faith-based communities, provide training for volunteer drivers and the agencies that work with them and centralize information about programs and opportunities online.

Chair Sheffield thanked Ms. Gaisthea and asked for questions or comments from the Committee. Marvin Rochelle, National Federation of the Blind of Arizona, addressed the Committee. Mr. Rochelle said in the late 1970s, he used to manage a non-profit service in the west valley. The service consisted of ten vehicles providing transportation on a contributory basis similar to Dial-A-Ride. In 1979, one of the vehicles was involved in a serious accident. Mr. Rochelle said seven passengers involved in the accident sued him and the other party involved. As a result, the insurance company would no longer insure Mr. Rochelle's service. He noted the same issue is present today and questioned what can be done to insure providers.

Ms. Gaisthea advised the Arizona Department of Transportation is looking into insurance policies and regulations. She said it has been suggested that MAG take an inventory of insurance policies from various municipalities to look at potential

constraints. Additionally, Community Transportation Association of America is also reviewing barriers and has agreed to provide resource information.

Jim Knaut, Area Agency on Aging, advised Sun City Area Transportation (SCAT) has gone out of business in the Northwest Valley as of January 1, 2011. SCAT provided a valuable service for a number of years to the Sun City area. Mr. Knaut said there are very little transportation options available, therefore, community groups are organizing and looking at potential options. Valley Metro may also be offering some assistance. Solutions are not available at this point, but meetings are being coordinated by Benevilla to help identify other potential resources.

Mr. MacFarlane suggested considering liability waivers by users of services except where there is negligent or neglect on the provider's part. Mr. Knaut said part of the challenge relates to the short notice given by SCAT to end service. The community is now scrambling to identify other options. For those interested in attending the next meeting, Mr. Knaut recommended contacting Michelle Dionisio at Benevilla. Ms. St. Peter suggested the 5310 grant application process may provide an option for a long-term strategy. She requested Ms. Gaisthea contact Benevilla regarding the upcoming workshop and application process.

Chair Sheffield thanked everyone for their input. She asked for a motion to recommend approval of the draft plan. Mr. Knaut made a motion to accept the draft Fiscal Year 2012 MAG Human Services Coordination Transportation Plan. Ms. Guild seconded the motion. The motion passed unanimously.

Ms. Gaisthea announced the 2011 Grant Application Workshop for Section 5310 Elderly Persons and Persons with Disabilities programs, (5316) Job Access Reverse and (5317) Commute New Freedom is scheduled for February 2, 2011 at 10:00 a.m. in the MAG Saguaro Room.

6. Human Services Funding Reduction Study

Chair Sheffield recalled during the last meeting in November, HSTC recommended approval of the Human Services Funding Reduction Study based on the data available at that time. Since then, new data and considerations have come to light. She invited Amy St. Peter to provide an update.

Ms. St. Peter advised that upon reviewing the data, there were questions about the accuracy of the report. She expressed concern that human services were not consistently defined throughout the study. Ms. St. Peter noted not every city has a budget for human services and often funding is included in other budgets such as social services, libraries or Parks and Recreation. She advised attempts to recreate the data as a quality assurance check was unachievable. Another concern is that funding changes do not necessarily reflect an increase in service delivery. Budgets may not reflect service delivery area increases and do not reflect unmet need. Additionally, Ms. St. Peter said she is uncomfortable using the data to establish a

baseline based on temporary federal funding. She advised Committee members the report has been pulled for additional Committee discussion.

Mr. Matthews thanked Ms. St. Peter for reviewing the consistency and accuracy of the data noting the exercise is more to establish a system that can move forward in future. He said ideally it would be nice to establish a baseline for these funding areas. Finding common ground to create a system that reviews the same benchmarks per city is worth the effort. He agreed that establishing a baseline that includes federal dollars is misleading, however, the data reflects a point in time as recovery dollars were given to communities for particular reasons. Mr. Matthews suggested determining common data points that can be used consistently across all city budgets. Ms. St. Peter suggested going back to basics by asking cities how they define and how much they fund human services. Mr. Matthews agreed that would be helpful and recommended finding common denominators for services such as being income-based or crisis-based services.

Mr. MacFarlane said another approach would be to shift from quantitative to qualitative. He said the City of Phoenix, when submitting budgets to the Council, prepares impact cards which include the amount of funding reduced and the impact. An example would be "Closed five senior centers and reduced associated staff at a cost savings of \$3 million." This process allows data to be grouped in narrative form, provides some commonalities, and paints a compelling picture with narrative backed up by numbers.

Mr. Matthews suggested creating an agreed upon definition of human services as well as determining where it resides within the overall budget. He recommended having conversations/interviews with department heads or budget office personnel who are knowledgeable about the respective city's budget and programs. Ms. St. Peter advised this can be done on a pilot project basis but could not be done with all cities and towns. She suggested a hybrid approach where a few cities and towns may reflect more qualitative data on a broader basis.

Mr. Knaut said he endorses Mr. MacFarlane's approach noting why the budget reductions were made and what impact they will have provides the best reflection of the true impact. Ms. St. Peter agreed and questioned who would be the best source for this information. Mr. MacFarlane recommended obtaining impact cards with information about the dollar amount and impact; researching whether or not Council acted on the recommendation; and drawing a narrative based on that data. He suggested also looking for a process that has similar information across cities and towns. Ms. St. Peter asked for input on whether others have similar processes in their cities or towns. Leah Powell, City of Chandler, confirmed and suggested the budget office is the best place to obtain this information.

Mr. Matthews said what further complicates this process is that each city does its budget with some similarities, but not the same. He advised the City of Tempe has some impact statements, and also recommended starting with the budget office. Both

he and Keith Burke have knowledge of the budget process and can help identify who to contact. Ms. St. Peter suggested intergovernmental representatives are also a good resource to contact. Mr. Matthews commented the conversation in itself is an example of why this process so vital. He explained human services is difficult to define and requires a lot of follow-up questions.

Ms. St. Peter offered to review the report in an effort to draw a more qualitative picture and determine next steps for contacting intergovernmental representatives and reviewing budget reductions. She advised an update will be offered at the next Human Services Coordinating Committee meeting in January and the next HSTC meeting in February.

Chair Sheffield asked for questions or comments. Mr. Rochelle addressed the Committee. He asked how difficult it would be to get all cities to uniformly define what human services is and, in doing so, this would make finding solutions much easier. Ms. St. Peter agreed that coming to a more universal definition would make it easier for advocacy overall. She noted lack of a true understanding of what comprises human services can leave it vulnerable to budget reductions.

7. FY 2012 Committee Outcome Measures

Chair Sheffield thanked the Committee for discussion about the work they would like to pursue for the next fiscal year. She asked for comments or changes to the outcome measures provided in the handouts.

Mr. Knaut asked for information on what MAG is doing in relation to census data. Ms. St. Peter advised a census workshop is scheduled to review changes to the data. She offered to forward information for the workshop to Committee members and also to have the topic addressed at a future meeting.

Chair Sheffield clarified census data is not being added as a formal goal but will be added to a future HSTC agenda for discussion. She asked for a motion to approve the FY 2012 Committee Outcome Measures. Mr. Matthews made a motion to approve the HSTC FY 2012 Committee Outcome Measures. Mr. MacFarlane seconded the motion. The motion passed unanimously.

8. Committee Evaluation and Calendar

Chair Sheffield said the Committee has recently been discussing goals for FY 2012 noting the Committee would now have an opportunity to self-evaluate. She asked for input on efforts the Committee would like to continue, recommendations for doing things differently and feedback on the current meeting schedule.

Ms. St. Peter asked for input on meeting dates or potential conflicts. Ms. Leyvas advised the AzCAA annual conference is May 11, 12 and 13. Committee members were asked whether or not the May meeting should be cancelled or rescheduled to an alternate date. Mr. MacFarlane recommended waiting to see what the Committee's

work load is before making a decision to cancel. Ms. St. Peter advised the calendar dates are flexible and staff is happy to make any accommodations as needed.

Mr. Knaut made a motion to approve the strategies and meeting dates for presented. Ms. Leyvas seconded the motion. The motion passed unanimously.

9. Request for Future Agenda Items

Committee members were given an opportunity to suggest topics or issues of interest they would like to have considered for discussion at a future meeting. Chair Sheffield confirmed census data will be added to a future meeting agenda. Mr. MacFarlane requested updates on the state budget and proposed reductions.

10. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events.

Mr. Knaut advised a meeting will be held at the Area Agency on Aging on January 13, 2011, at 2:00 p.m. AAA will be working with Goodman-Schwartz on efforts to make an impact at the legislature regarding the effects of budget reductions to funding for older adults and people with disabilities in Maricopa County. AAA will also establish an e-mail tree to provide community information to anyone not able to attend this meeting and to keep everyone informed of activities and progress. The meeting will be held at 1366 East Thomas Road on the corners of 14th Street and Thomas road.

11. Adjourn

The meeting adjourned at 2:08 p.m. The next Human Services Technical Committee meeting is scheduled for February 10, 2011 at 1:00 p.m. at the MAG offices, second floor, Cholla Room.