

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES TECHNICAL COMMITTEE
MEETING MINUTES
MAY 5, 2011

COMMITTEE MEMBERS

Sylvia Sheffield, City of Avondale, Chair
+Kyle Bogdon, DES/ACYF
+Krista Cornish, Town of Buckeye
Lisa Elena Vallejo for Naomi Farrell, City
of Tempe
Laura Guild, Arizona Department of
Economic Security
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, Arizona Department of
Economic Security/DDD

OTHERS PRESENT

Cindy Saverino, Department of Economic
Security/DAAS

Rachel Brito, 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 1:04 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 March 10, 2011 HSTC Meeting Minutes

Chair Sheffield called for a motion to approve the March 10, 2011, meeting minutes.
Jeffrey Jamison, City of Phoenix, requested the word *Development*, be changed to
Services to indicate the Community Services Block Grant, in the first sentence of
agenda item number four, Legislative Update, paragraph six. Carol Sherer,
Department of Economic Security, motioned to approve the minutes. Joy McClain,
City of Tolleson, seconded the motion. The motion passed unanimously.

4. Consultant Selection for the MAG Municipal Aging Services Project

Chair Sheffield said a multi-disciplinary team consisting of herself and other HSTC
and HSCC members met on April 20, 2011 and April 25, 2011 to review the
applications submitted for the MAG Municipal Aging Services Request for Proposals
(RFP). Three applications were submitted. The team scored each application with
ETC Institute receiving the highest score. ETC Institute had proposed to conduct the

survey and not the evaluation services proposed for the project. The RFP allowed for firms to bid on one or both activities.

Chair Sheffield advised the review team is recommending that MAG staff, in cooperation with member agencies and community partners, conduct the evaluation services for the project. If additional assistance is needed in the future, MAG can solicit bids for specific activities. The benefit of waiting until after the survey had been conducted was also discussed. The survey results may indicate a more specific area of expertise is needed.

Deanna Jonovich, City of Phoenix, motioned to recommend approval of the consultant selection to support the MAG Municipal Aging Services Project. Jim Knaut, Area Agency on Aging, seconded the motion. The motion was approved unanimously.

5. Update on Phase One of the MAG Municipal Aging Services Project

Chair Sheffield thanked the Committee for their support of the MAG Municipal Aging Services Project. She noted many people have spent time on the RFP review team or have submitted changes to the aging services inventory. She invited Amy St. Peter, MAG to offer a progress update.

Ms. St. Peter advised the Municipal Aging Services Project launched on February 14, 2011 with a grant from the Piper Trust. Its purpose is to review the role of local governments in meeting the needs of older adults and researches how this role has been evolving. The project has had great interest from nonprofits partners, local government agencies, faith-based communities, community groups and many others.

Ms. St. Peter acknowledged members of the review team for their assistance with the request for proposal. Recommendations will be submitted to the MAG Executive Committee. The first stakeholder group meeting focused on identifying the guiding principles for the project; how services for older adults are defined; and developing an interview guide. Ms. St. Peter noted interviews are already being conducted. Interviewees represent different facets from cities and towns, nonprofits, faith-based communities, and state government.

The input received has helped to identify key needs experienced by older adults. Ms. St. Peter advised the interview guide has been distributed to the MAG Human Services distribution lists. She encouraged the Committee to help with conducting additional interviews of older adults as well as people who meet the needs or have an interest or stake in the project. Additionally, contact information for specific individuals who should be invited to participate in the stakeholder group may be forwarded to Ms. St. Peter. Ms. St. Peter advised interviews are due May 20, 2011. The goal is to ensure the project is responsive to and representative of different people throughout the region. She noted two issues that have surfaced in interviews already conducted include transportation and socialization.

Ms. St. Peter thanked everyone who submitted input to the Municipal Aging Services Inventory. She requested discussion on additional input or changes. It was noted some cities may not operate senior centers themselves but offer programs through nonprofits. Concern was noted over these nonprofits not being identified on the inventory. Staff will work with the Committee to obtain additional information. A recommendation was made to include a comment in cases where one city may be served by another city; such as with the City of Goodyear seniors attending the City of Avondale centers. Ms. St. Peter requested updates be forwarded to staff. A revised inventory will be presented to the Committee at the next meeting.

Ms. St. Peter noted phase one of the project is completing the inventory. The inventory will be completed next month as well as the interviews. Phase two will usher in community engagement activities. Ms. St. Peter noted the process had initially planned on assistance from a consultant ensuring they had content expertise in aging services. However, the requirements were not met through the RFP. Ms. St. Peter advised staff will rely on expertise from community partners for this phase. Activities will include three focus groups, including one in the East Valley, West Valley and in Phoenix. The survey will be completed with ETC Institute conducting a random sampling of older adults. A regional community forum will start to build consensus for the new model options. Phase three, will be addressed next year. It includes development of a model that establishes a menu of option that local governments can use to determine which options best meet their needs, capacity, and priorities.

Ms. St. Peter advised the next stakeholder meeting is scheduled for June 7, 2011 at 10:00 a.m. Having no further questions or input, Chair Sheffield asked for a motion. Deanna Jonovich, City of Phoenix, made a motion to approve the Municipal Aging Services Inventory and next steps for phase two for the MAG Municipal Aging Services Project. Mr. Matthews seconded the motion. The motion passed unanimously.

6. Homeless Planning Report

Chair Sheffield invited Brande Mead, MAG Human Services Program Manager, to offer a report on the homeless street count and regional heat relief network. Ms. Mead acknowledged coordinators and volunteers from all of the cities and towns who worked very hard to conduct the count. The City of Phoenix had more than 400 volunteers. There were literally hundreds more throughout the region. Ms. Mead said the count could not have been conducted without them.

The Homeless Street Count was conducted on January 25, 2011. One-thousand, seven hundred, forty-nine (1,749) men, women, and children were counted. Due to a requirement from HUD to count the number of homeless veterans on the streets, a different methodology was used this year. In the past, volunteers conducted a visual count which in most cases did not require interaction or conversation with individuals. This year, a survey method was used which required conversation with

individuals to determine if they were homeless, the length of homelessness and veteran status.

Ms. Mead said the survey changed the dynamics of how the count was conducted and allowed for a more detailed snapshot of individuals counted on the streets. The Street Count resulted in a 36 percent decrease across the region. Ms. Mead said it is believed many factors lead to the decrease including several new programs taking place throughout the community, new permanent housing programs funded through the Continuum, and stimulus funding received in 2009 for homeless prevention and rapid re-housing. This funding provided assistance to more than 2,000 households and has never before been received in the community to provide assistance for these types of services. Additionally, Project H3 taking place to rapidly re-house individuals, as well as many other positive things happening in our communities impacted the street count numbers. Ms. Mead noted the Continuum was recently awarded \$1.4 million in funding for three new housing projects.

Ms. Mead said the change in methodology required more time and it has been suggested that volunteers may not have been able to reach as many individuals. Volunteers also noted in some cases, individuals would not self-identify as being homeless, even when it may have appeared they were homeless. Volunteer had to make a judgment in these circumstances, which may also have had an impact on the results.

A press release was issued on April 26, 2011, that included the street count numbers and referenced the homeless shelter count. The shelter count reported 4,304 people in shelters, reflecting a four percent decrease in shelter count numbers. Ms. Mead said the press release acknowledges the street count does not accurately represent homeless families. Homeless families are often hard to find because they are hidden or doubled-up. The Department of Education's point-in-time count for homeless children identified nearly 6,000 children in schools who were doubling up. This information is not reflected in the street count.

Since the press release, there have been a number of news articles as well as local media coverage. Feedback has also been received from nonprofit providers that were concerned with the 36-percent decrease, expressing concern that funding for their programs may be jeopardized. The street count results will be discussed at the Continuum of Care Regional Committee on Homelessness meeting on May 16, 2011. Providers that have expressed concerns have been invited to attend the meeting and share their concerns. The Committee will discuss how to move forward in the future ensuring feedback on messaging is received.

Ms. Jonovich said with the HEARTH Act, the definition of homeless changed. She said while the numbers decreased, the federal government recognized the difficulty in counting homeless families and therefore changed how homelessness is defined to ensure a more accurate count. Ms. Jonovich noted the press release created concern, however, she said this can also be used as an opportunity to show that funding

received is making a difference. She cautioned on jeopardizing funding if the numbers never decrease and funding continues to be received. She recommended discussing, as a community, how the message is conveyed. Chair Sheffield thanked Ms. Mead for the update.

Chair Sheffield invited Ms. Mead to report on the heat relief network. Ms. Mead said MAG is once again partnering with the faith-based community, nonprofit organization, and cities and towns, among others, across the region to provide mapping for the Heat Relief Network. The Heat Relief Network begins June 1, 2011 and will run through the end of September. Ms. Mead said MAG is working with stakeholders to provide maps of donation stations, as well as hydration and refuge locations throughout the community. Ms. Mead referred to the information sheet included in the handouts. She encouraged distribution of the information sheet to organizations that would be interested in participating in the Heat Relief Network. Information will be collected through summer and maps will be updated as additional partners join the effort. The maps will be distributed to libraries, family service centers, food banks, shelters, homeless outreach teams, as well as to emergency responders.

Ms. Mead acknowledged the City of Phoenix for their special effort this year to focus on the homebound elderly population to provide wellness checks, education and awareness. Ms. Mead noted elderly populations may be very vulnerable as well and are faced with making hard decision between paying for food and air conditioning. Chair Sheffield discussed efforts in Avondale to use non-disposable, reusable vessels for water. She said the City of Avondale is also researching options on how or where to fill them.

7. Committee Officer Appointments

Chair Sheffield said she has had the honor of serving as Chair of the Committee for the past two years. She acknowledged staff and thanked everyone for their support. Chair Sheffield said per MAG policy, she may not be reappointed. Additionally, the Vice Chair retired in December. This leaves two vacant officer positions on the Committee. The MAG Regional Council Executive Committee will appoint officers on June 13, 2011. Letters of interest from representatives of MAG member agencies are being accepted through May 30, 2011. She noted MAG also takes into consideration keeping a geographic balance in all Committee officer appointments. She requested anyone interested in serving as either Chair or Vice Chair to submit a letter of interest to the MAG Regional Council Chair, Mayor Schoaf. Having neither discussion nor questions from the Committee, Ms. St. Peter noted if no letters of interest are received, staff recommendations will be considered.

8. 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 requested an update on the Municipal Aging Services Project. No other input was received.

9. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events. Ms. Jonovich advised the City of Phoenix Mayor will hold a press conference on May 10, 2011 at 10:30 a.m. to address the heat relief annual call for water.

Ms. St. Peter advised the MAG second floor will be undergoing construction and will not be available for the summer Committee meetings. Staff is currently researching alternate locations. She requested anyone who may have space available at their agency to please notify staff. Considerations to keep in mind are having the meetings in a central location, as close to transit as possible, and having access to a telephone.

Ms. Lopez-Powell discussed a request for a waiver to the Arizona Health Care Cost Containment System (AHCCCS) eligibility submitted to the Center for Medicaid and Medicare Services. She noted stringent eligibility changes if all elements of the waiver are accepted. Ms. Lopez-Powell discussed the need for agencies to take ownership in helping their clients, customers and consumers who are eligible to maintain their eligibility. She noted as of July 1, 2011, those individuals who are taken off of AHCCCS will not be able to reapply.

Ms. Lopez-Powell discussed a six-month redetermination period. She noted no component in the waiver allows a grace period, special circumstances, or emergency eligibility redetermination. She recommended viewing the AHCCCS website for additional information. Ms. Lopez-Powell noted one component of the plan which allowed individuals who had a catastrophic medical need to obtain AHCCCS for a short period of time, is now gone. The change was approved April 29, 2011 and became effective May 1, 2011.

10. Adjourn

The meeting adjourned at 1:47 p.m. The next Human Services Technical Committee meeting is scheduled for June 9, 2011 at 1:00 p.m. location to be determined.