

December 30, 2011

TO: Members of the MAG Human Services Technical Committee

FROM: Deanna Jonovich, City of Phoenix Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF AGENDA

Meeting - 1:00 p.m.
Thursday, January 12, 2012
MAG Office, Second Floor, Cholla Room
302 North 1st Avenue, Phoenix

The next MAG Human Services Technical Committee (HSTC) meeting will be held at the time and place noted above. Members of the Human Services Technical Committee may attend either in person or by phone. 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/HumanServicesTechnicalCommittee>. 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 Technical 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.

MAG HUMAN SERVICES TECHNICAL COMMITTEE
TENTATIVE AGENDA
January 12, 2012

COMMITTEE ACTION REQUESTED

1. Call to Order

2. Call to the Audience

An opportunity will be provided to members of the public to address HSTC 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 HSTC 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.

3. Approval of December 7, 2011 Meeting Minutes

The draft minutes for the December 7, 2011 meeting are posted with the meeting materials.

4. MAG FY 2013 Human Services Coordination Transportation (HSCT) Plan Update

DeDe Gaisthea, MAG, will offer an update of the Human Services Coordination Transportation Plan. MAG has developed plans to coordinate human services transportation in response to federal legislation since 2007. The plan contains an inventory of services, an analysis of the gaps, and prioritized strategies to meet human services transportation needs through coordination. The FY 2013 Plan Update will be presented for action.

5. Social Services Block Grant Recommendations

The revised results of the Social Services Block Grant ranking exercise will be presented to the Committee. This is part of the process to develop allocation recommendations for the Social

2. Information.

3. Approve the HSTC December 7, 2011 Meeting Minutes.

4. Recommend approval of the MAG FY 2013 Human Services Coordination Transportation Plan Update.

5. Recommend approval of the draft Social Services Block Grant allocation recommendations.

Services Block Grant. The Committee will have the opportunity to review the revised draft allocations developed using the funding formula and service ranking results. The draft allocations will be provided at the meeting.

6. FY 2013 Outcome Measures

The Committee will review the FY 2013 draft outcome measures for the MAG Unified Planning Work Program. Please refer to the outcome measure chart posted with the meeting materials.

6. Recommend approval of the FY 2013 outcomes measures to be included in the MAG Unified Planning Work Program.

7. Legislative Update

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

7. Information and discussion.

8. Request for Future Agenda Items

Topics or issues of interest that the MAG Human Services Technical Committee would like to have considered for discussion at a future meeting will be requested.

8. Information and discussion.

9. Comments from the Committee

An opportunity will be provided for HSTC members to present a brief summary of current events. HSTC is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

9. For information.

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES TECHNICAL COMMITTEE
MEETING MINUTES - DECEMBER 7, 2011

COMMITTEE MEMBERS

Deanna Jonovich, City of Phoenix, Chair
Mary Berumen, City of Mesa
+Kyle Bogdon, DES/ACYF
*Krista Cornish, Town of Buckeye
+Lisa Vallejo for Naomi Farrell, City of Tempe
Laura Guild, Arizona Department of Economic Security
Jeffery Jamison, City of Phoenix
*Jim Knaut, Area Agency on Aging
*Margarita Leyvas, Maricopa County, Vice Chair
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
+Cindy Saverino, Arizona Department of Economic Security
Sylvia Sheffield, City of Avondale
+Carol Sherer, Arizona Department of Economic Security/DDD

OTHERS PRESENT

Amy Schwabenlender, Valley of the Sun United Way
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 Deanna Jonovich, City of Phoenix, called the meeting to order at 1:00 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, 2011 HSTC Meeting Minutes

Chair Jonovich called for a motion to approve the November 10, 2011, meeting minutes. Sylvia Sheffield, City of Avondale, motioned to approve the minutes. Carol Sherer, Arizona Department of Economic Security, seconded the motion. The motion passed unanimously.

4. Valley of the Sun United Way Plan to End Hunger

Chair Jonovich invited Amy Schwabenlender, Valley of the Sun United Way, to offer a report on their plan to end hunger. Ms. Schwabenlender said VSUW is excited to work in partnership with the Association of Arizona Food Banks to create a hunger free communities plan for Maricopa County. Similar to VSUW's other areas of work, *ensuring children and youth succeed; increasing the financial stability of individuals and families* and *ending homelessness*, VSUW questioned what is being done with resources invested in the community related to the issue of hunger and

whether it is truly enough to reach a vision of ending hunger. She added VSUW believes progress can be made and there are things that can be measured to give indication of whether or not progress is being made to ease the hunger issue for many people.

VSUW launched a planning process in mid-summer by releasing a request for proposal (RFP). The RFP solicited bids from external consultants to bring an outsider's point of view and best practices from other communities. Nancy Ashley, Heliotrope Consultants from Seattle, Washington, was selected. They have worked with King County to create a *hunger relief now* plan and have also worked with the United Way of King County. Ms. Schwabenlender said they believe Heliotrope Consultants created a very good partnership with King County and much would be learned from their experience.

The first step, a community forum, was held in August using appreciate inquiry to gain feedback from stakeholders representing government, education, nonprofits, faith communities and business leaders, to understand what people think hunger looks like in Maricopa County; what is working towards ending hunger; and what opportunities exist. The results will help inform next steps in the planning process.

A planning timeline reflecting how VSUW will develop the plan was distributed. It included both quantitative and qualitative information as well as national best practices data. She said not only the food banks and home delivered meals, but the education system and children attending schools, offer a huge opportunity of where changes can be made. Additional handouts offered background results of the quantitative assessment and a comparison of Arizona data vs. national numbers.

Ms. Schwabenlender said there were many challenges accessing data. Additionally, much more time and conversation is required, such as with the Department of Education, to drill down into schools participation rates in free and reduced lunch; level of service delivery capacity around summer meals; school breakfasts; and the capacity of afterschool programs. VSUW is doing more to better understand detailed information about Maricopa County. The qualitative assessment is in process.

A technical subcommittee was formed and they met in September. This offered another way to gain input. Overarching the process is a Steering Committee composed of VSUW board members and association board members. The group is chaired by Derek Hall, Arizona Diamondbacks. It was noted during hunger action month in September, the Diamondbacks sponsored a promotion that donated money for every walk-up ticket sale toward ending hunger. This resulted in \$60,000 coming from the Diamondbacks to get started with a new strategy in creating hunger free communities. Ms. Schwabenlender advised the Steering Committee will help transition into an Advisory Council for VSUW.

Amy St. Peter, MAG, inquired about the timeframe. Ms. Schwabenlender advised the goal is to have a hunger free communities plan in place for Maricopa County by

March 23, 2012. At that time, they hope to have an actionable plan in place with strategies and recommendations. The USDA measurements are a quantitative way to identify food insecurity. Ms. Schwabenlender said there is a continuum of people who are very food secure to people with very low food security who are accessing every available resource to determine where they will receive their next meal. This is one area in which VSUW hopes to make progress.

After the plan is released in March and the top strategies have been identified for helping improve food insecurity in Maricopa County, the implementation phase will begin. Determining the overall timeframe for changing community conditions will be part of the planning processes. Chair Jonovich thanked Ms. Schwabenlender and acknowledged VSUW for their leadership in bringing together the community to approach these efforts in a holistic manner.

5. Social Services Block Grant (SSBG)

Chair Jonovich asked Ms. St. Peter to provide an update on the ranking exercise and draft allocations. Ms. St. Peter provided an overview of the agencies that responded to the SSBG service ranking exercise noting the importance of understanding the context from which the results were created. The funding amount recommended remains at \$3.8 million. The handouts reflect results based on input from community partners and committee members. The combined results were applied to the funding formula to develop recommendations. As in the past, the highest ranking services receive a 20 percent increase, the second highest receives a ten percent increase, the third group is held harmless, the fourth group receives a 10 percent decrease and the lowest ranked services receive a 20 percent decrease.

Two new services were recommended for funding are *Adult Day Care* and *Alternative Residential Services and Sexually Exploited Children*. Services may be funded by the Department of Economic Security (DES) using SSBG funding; however funding has not been recommended for them in past few years. Ms. St. Peter advised when funding reduction began to occur, the number of services being recommended for funding were limited on the basis of wanting to prioritize very basic needs services. Approximate funding levels would need to be determined should the Committee wish to consider the two new services. Updated target group fact sheets were provided for review. Ms. St. Peter advised staff is seeking input and/or changes from the Committee on the draft results and approval to distribute the draft results for public comment. Comments would be accepted until prior to the next meeting in January at which time recommendations would be presented for action through the MAG Committee process.

Steve MacFarlane, City of Phoenix, asked for a summary of participants who were categorized as older adults. Ms. St. Peter reviewed the list of participating agencies noting some agencies submitted multiple rankings. She confirmed all of the data from the community partners and Committee members was pooled to reflect the total number of ranking forms submitted. She noted this has been the process in past years, but can be changed if requested.

An inquiry was made as to when and how the survey was distributed. It was noted not everyone received the survey and others have had consistent problems with receiving emails through MAG's GovDelivery distribution. Ms. St. Peter advised the mail delivery system has been experiencing technical difficulties. She offered to look into the issue and in the meantime, send messages in a manner in which they will be delivered right away instead of through the daily digest.

Mr. MacFarlane expressed concern over the community responses encompassing one-fourth of the total rankings submitted. Additionally, responses submitted by older adults equalled nearly one-half of the participation. He requested an internal analysis of those rankings to see if they all ranked services similarly to influence the older adult services. Ms. St. Peter offered to review the service rankings noting it would not be surprising to find that if 11 people responded for older adults, those services would rank high. She noted the funding formula may be applied separately to develop results for the community rankings as well as the committee rankings. She recalled previous discussion which indicated if there is one specific group responding, the funding will shift accordingly. Mr. MacFarlane noted concerns that non-profit agencies that coordinate responses may disproportionately influence the results.

Chair Jonovich inquired whether or not there is still time to submit the service ranking exercise for individuals who may not have received the information. She noted every Committee member is asked to submit their recommendations however, staff can only do so much regarding what is submitted and how those results affect the outcome. Ms. St. Peter offered to redistribute the service ranking exercise through email to ensure direct delivery. Revised results will be developed and presented in January with a request for action. A public comment period will still be offered as the process continues moving forward through the Committee process. Ms. St. Peter noted public comment is usually minimal. For anyone who has already submitted a service ranking, they will not be required to resubmit another form.

Laura Guild, Department of Economic Security, inquired whether the community members are on a broad list serve. She commented emails often get lost amongst numerous emails. Ms. St. Peter advised the ranking exercise was distributed more than once. She noted public comment is an important factor, therefore staff attempts to have a broad outreach; additionally, input from the Committee is just as important.

Jayson Matthews, Tempe Community Council, addressed the Committee's concerns about not receiving the survey. He encouraged the Committee to consider making tentative action considering the set deadline to move recommendations through the process. He added the MAG Human Services Coordinating Committee only meets four times per year, presenting another hurdle for staff to work through. He said opening up the process again is fair, but encouraged sending a timeframe that would allow staff time to prepare and present the results to HSCC by their next meeting. Ms. St. Peter advised the next HSCC meeting is January 25, 2012. The goal would be to complete the service ranking exercise prior to the next HSTC meeting on January

12, 2012. Worst case scenario would be additional changes being requested by HSTC in January however, this would still allow some time to address the changes and reconvene an emergency meeting before the HSCC meeting. Chair Jonovich asked for a motion from the Committee. Jeffrey Jamison, City of Phoenix, made a motion to allow time for additional Committee and/or community members to submit their service ranking exercise; to present the revised results for reconsideration in January. Mary Berumen, City of Mesa, seconded the motion. The motion passed.

6. Leadership Human Services Tours

Chair Jonovich invited Ms. St. Peter to provide an update on the Leadership Human Services Tours revised outline. Ms. St. Peter reviewed the changes based on feedback received at the previous HSTC meeting. The revised outline includes changing the event from late January to early March to avoid conflicting event dates; a more explicit description in terms of featuring the agencies and the issues; and ensuring a more geographically balanced representation. Other feedback was a request to include clients who receive services, either through home visits, or by having people come in to share their experiences. Ms. St. Peter clarified potential partners have not been approached pending action by the Committee. She reviewed the goal and intent for the event noting it evolved from developing a tour schedule to a morning event with tours offered in the afternoon. The event will target newly elected officials and engage current and potential community members.

The Committee discussed which would be the best day of the week and venue for the event. It was noted Fridays may not be a good day as it may be difficult to reach a wide majority of legislators and many municipal partners are closed. Ms. St. Peter advised MAG offices would be one option for venue; other space that is centrally located and close to transit may also be considered. Joyce Lopez-Powell, Valley of the Sun United Way, noted the legislature's busy March schedule; Senate appropriations are usually held on Tuesday afternoons and House appropriations on Wednesday afternoons. She said there may be an opportunity to hold a morning event and offer tours on different dates or times. In addition, she recommended providing participants with opportunities to see people at work and the impact on the community. This may include offering a schedule for Project Connect events and specific topic-based tours. She questioned whether the Capital building would be the best place to hold a one-day event. Chair Jonovich said holding the event on the Capital lawn may be a good idea depending on who the target audience is. She noted for cities and towns, it is important to not commit participants to multiple days/tours so as to limit time constraints. Ms. Lopez-Powell said it is an important but difficult task to implement at the scope in which it will be effective.

Ms. St. Peter advised the first preference was not to have the event during session; however, the intent was for the outcome to impact some of the discussion and decisions made by legislators. Ms. Lopez-Powell said there are many factors including how long the session runs, and the operating style of the senate leaders. She recommended picking a time and adapting as needed.

Ms. St. Peter thanked everyone for their input noting the consensus to keep the event in March and possibly consider holding the event on the Capitol lawn; offering tours the day of the event but also making opportunities available for other days. It was recommended staff contact the Legislative Council to obtain a schedule.

Chair Jonovich asked for a motion from the Committee. Mr. Matthews made a motion to recommend approval of the revised Human Services Leadership Tours outline and concept for the event; not targeting a Friday. Ms. Sherer seconded the motion. The motion passed. Ms. Guild expressed concern over staff not having enough information to move forward with a definite plan. Ms. St. Peter advised the input from the Committee provides good direction. Staff will contact the Legislative Council to research the process for having the event on the Capital lawn. Chair Jonovich said part of the concern is that if the concept is not approved, staff will have a difficult time identifying a date and location. Ms. St. Peter offered the opportunity for Committee members to volunteer. Ms. Lopez-Powell and Mr. Matthews volunteered.

7. Legislative Update

Chair Jonovich invited Ms. Lopez-Powell to offer a legislative update. Ms. Lopez-Powell offered the following:

Arizona Medicaid Reform Plan/Arizona Health Care Cost Containment System (AHCCCS): A major decision was made in early November that reinforces Proposition 204 wherein childless adults could be not eligible for enrollment if they were not already on the plan by July 8th and had maintained their eligibility. She noted 50,000 adults are no longer eligible for AHCCCS coverage. She advised a recent agreement between the Governor, Unity Member Health Centers in Washington, D.C., and hospitals in Arizona, to cover 19,000 children who had been in a similar situation due to the enrollment freeze on KidsCare.

AHCCCS mental and physical health: There is a lot of discussion regarding integration of mental health and substance abuse services with primary care. St Luke's Health Initiatives is conducting focus groups and researching this issue for the Department of Health Services. She said on average, individuals who have mental illness die 25 years before other populations. The goal would be to care for physical and mental health in an integrated health home setting; taking care of both the mental and physical needs. Additional information is available on the AHCCCS website under the Medicaid Reform Plan.

Social Services Block Grant (SSBG): Funding received from SSBG is approximately \$3.5 million. A 14 percent reduction, which is now in place, will affect everything in the discretionary budget including Temporary Assistance for Needy Families, housing, health, education, human services, and more. Ms. Lopez-Powell has the full list of services affected for anyone wanting to receive a copy.

Charitable Tax Deduction: There is a section of the federal tax bill being worked on through United Way World-wide that affects charitable tax deductions. Currently, there is no limit on how much an individual can contribute. The proposed charitable tax credit will limit the amount of money that can qualify for the deduction as well as the percentage of tax deduction that can be claimed. This bill will affect money being contributed to nonprofit agencies. United Way World-wide is attempting to allow anyone who files taxes to take advantage of a \$250 charitable tax deduction. The analysis shows this would not hurt the government's revenue in any way.

Child Protective Services (CPS): CPS has been going through a very thorough evaluation and review. Eleven children died in the system this year. The new director, Clarence Carter, is working with Bill Montgomery, County Attorney, to develop methodology for preventing things from falling through the system. The third public input opportunity is being held December 7th. It appears the new direction will be similar to a domestic violence system in that police intervention occurs first and then other services follow. She noted there is strong indication that the concept of family reunification and wrap around services is a concept that may not be moving forward.

Education Initiatives: Proposition 13 follows an initiative based out of California. It freezes the level of property taxes and eliminates opportunities for districts to do bond overrides. Another issue focuses on where the money goes for funding public education. She noted one group is researching whether funding should follow where the child attends school whether public, private or other alternative. Ms. St. Peter commented Arizona ranks 48th in education. Ms. Lopez-Powell advised part of the issue is that there are 128 districts and they are trying to determine what would work best. She noted within districts, there may be five schools; while others may have 28 schools.

8. Committee Evaluation and Calendar

Chair Jonovich invited Ms. St. Peter to lead discussion on evaluating the work completed to date and identifying strategies to address areas of change. Ms. St. Peter asked Committee members to think about what they would like to keep in place, change, or stop doing. Each member was given an opportunity to provide input.

Items working well

- Specifically focused projects like the Municipal Aging Services project.
- Updates and information from other Committees addressing homelessness or domestic violence.
- Legislative and informational updates.
- Superb staff support.

Challenges

- The SSBG process is very frustrating; the Committee spends a lot of time talking about it and developing systems and plans that result in a minimal shift in funding that does not appear to be very significant.

Requests to change

- Updates on how HSTC fits in with other Committees.
- Discussion on how HSTC fits with DES.
- An overview of what else is occurring among community partners; synchronizing efforts.
- Quarterly updates on MAG projects in other areas such as transportation.

Chair Jonovich suggested there needs to be something of substance for the Committee to remain engaged. She said the SSBG process can be a struggle as the Committee goes through the process of redesigning how allocations recommendations are developed. However, she noted appreciation for the process currently in place.

Ms. St. Peter reviewed the meeting schedule for 2012 noting adjustments can be made as needed. Ms. Sherer made a motion to approve the strategies and meeting dates needed to facilitate the work of the committee. Ms. Sheffield seconded the motion. The motion passed.

9. FY 2013 Committee Outcome Measures

Ms. St. Peter referenced the MAG Human Services Division Unified Planning Work, Program Outcome Measures FY 2012 second quarter report. She advised the HSCC had requested regular updates on outcome measures; therefore, information is being presented to HSTC as well. An overview of activities and progress made was provided.

Chair Jonovich asked for questions and/or recommendations from the Committee for the 2013 goals. Ms. St. Peter offered to draft outcome measures based on previous discussion and bring back to the Committee in January. Committee members were asked to forward any additional recommendations to Ms. St. Peter.

10. 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. An update was requested on DES and CPS.

11. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events. Ms. St. Peter shared the Municipal Aging Services Community Forum - Save the Date. The event will be held February 15, 2012 at the Phoenix Convention Center. It will offer workshops in three different tracks including residents, nonprofits and local government.

12. Adjourn

The meeting adjourned at 2:18 p.m. The next meeting is scheduled for Thursday, January 12, 2012 at 1:00 p.m.