

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES TECHNICAL COMMITTEE
MEETING MINUTES - JANUARY 12, 2012

COMMITTEE MEMBERS

Jessica Gonzalez for Deanna Jonovich,
City of Phoenix, Chair
*Mary Berumen, City of Mesa
+Kyle Bogdon, DES/ACYF
*Krista Cornish, Town of Buckeye
* Naomi Farrell, City of Tempe
Laura Guild, Arizona Department of
Economic Security
Tim Cole for Jeffery Jamison, City of
Phoenix
Jim Knaut, Area Agency on Aging
Margarita Leyvas, Maricopa County, Vice
Chair
Hasrah Thomas for Joyce Lopez-Powell,
Valley of the Sun United Way
Steven MacFarlane, City of Phoenix

Jayson Matthews, Tempe Community
Council
+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

DeDe Gaisthea, MAG
Amanda Grant, MAG
Amy St. Peter, MAG

+Those members present by
audio/videoconferencing.
*Those members neither present nor
represented by proxy.

1. Call to Order

Vice Chair Marge Leyvas, Maricopa County Human Services, called the meeting to order at 1:01 p.m. Staff conducted roll call.

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 December 7, 2012 HSTC Meeting Minutes

Vice Chair Leyvas called for a motion to approve the December 7, 2012, meeting minutes. Steve MacFarlane, City of Phoenix, motioned to approve the minutes. Laura Guild, Arizona Department of Economic Security, seconded the motion. The motion passed unanimously.

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

Vice Chair Leyvas invited DeDe Gaisthea, MAG, to offer the Human Services Coordination Transportation Plan update. Ms. Gaisthea thanked the City of Phoenix for their continued financial support of human services coordination planning. She acknowledged the Human Services Transportation stakeholders for providing valuable input and feedback for the plan and helping to develop the strategies.

Ms. Gaisthea reported that since 2007, MAG has developed the plans to coordinate human services transportation in response to the Safe Accountable, Flexible, Efficient

Transportation Equity Act: A Legacy for Users (SAFETEA-LU) federal legislation. The legislation requires that applicants who receive federal funding comply with a locally derived plan. Each plan address the following requirements: an inventory of services; gaps analysis; prioritized strategies to meet the needs of the region; progress on strategies from the previous plan, and short-term and long-term strategies to ensure coordination efforts continue moving forward.

Ms. Gaisthea advised each plan contains a gaps analysis, prioritized strategies to meet human services transportation needs through coordination in the region, and an inventory of services. MAG updates the plan yearly although not required to do so in order to accommodate new potential agencies to apply for federal funding. There has been an increase in the number of grantees from 13 in 2009 to 21 agencies applying last year for three mobility management projects and more than 60 vehicles.

The plan presents new strategies developed with input from stakeholders to address gaps. The new goals, which are consistent with the United We Ride goals, include: providing more rides for the targeted population(s) for the same or fewer resources; simplifying customer access to transportation; and increasing customer satisfaction. The goal of the new strategies is to continue coordination efforts and utilize the available resources in the community. A brief description of the Short-Term Strategies for FY 2012 was provided:

- Design a web page to accommodate the MAG Human Services Provider Inventory with searching capabilities. MAG, ADOT, and RPTA will collaborate on elements necessary for an interactive inventory. Ms. Gaisthea thanked the Committee for their suggestions to make the Resource Inventory more reader friendly. She noted the inventory has proven to be a useful tool for agencies.
- Continue to address the issue of insurance as a barrier by coordinating unused vehicles. Research policies involve using drivers from other agencies to transport consumers with varying abilities. Solutions will be identified in collaboration with ADOT, insurance companies, and behavioral health stakeholders. Progress made will be reported to the MAG Human Services Coordinating Committee and TAP stakeholders.
- Engage new stakeholders in small and outlying communities to participate in TAP meetings. This will increase the numbers of agencies that provide additional resources for human services transportation. Ms. Gaisthea advised the Transportation Ambassador Program (TAP) was a strategy from the 2008 plan that has been proven an effective resource. TAP participation has grown from 40 participants in the first year to 365 in the current year.
- Increase communication with and utilization of mobility managers in the region. This will be measured by each of the three agencies adding at least one partner throughout FY 2012. The impact will provide an opportunity for more nonprofit agencies to participate in collaborative efforts.

Ms. Gaisthea also provided a description of the Long-Term Strategy:

- Continue to facilitate regional dialogue about the feasibility of establishing a one-call center that would coordinate the scheduling and dispatch of paratransit services for older adults and people with disabilities. This will include hosting at least two best practices presentations at local events.

Ms. Gaisthea thanked the Committee and concluded her presentation. Vice Chair Leyvas noted staff is recommending the approval of the plan and requested a motion from the Committee. Jayson Matthews, Tempe Community Council, made a motion to recommend approval of the MAG FY 2013 Human Services Coordination Transportation Plan Update. Jim Knaut, Area Agency on Aging, seconded the motion. The motion passed.

5. Social Services Block Grant (SSBG) Recommendations

Vice Chair Leyvas invited Amy St. Peter, MAG, to provide an update on the SSBG ranking and allocation recommendations. Ms. St. Peter advised the discussion is in follow-up to a previous discussion in December. At that time, the Committee had discussed the low response rate for the ranking exercise. The ranking exercise was extended once again to members from the Human Services Coordinating Committee (HSCC), HSTC, and community partners. She clarified people who had already submitted a survey were not required to do so again.

Ms. St. Peter provided an overview of the ranking exercise participants. She noted good participation from community partners representing older adults and asked Committee members to keep this in mind as the results are reviewed. Results were provided in three separate formats. She reviewed the combined ranking which includes services ranked by both Committee members and community partners. She noted this format is how the Committee has traditionally forwarded the results. In addition, Ms. St. Peter referenced the results separated by Committee members and community partners. The majority of community partners ranking surveys ranked services for older adults higher than services for other target groups. Ms. St. Peter noted this is not surprising considering that the majority of community participants represented older adults.

Ms. St. Peter referred the Committee to the Committee member rankings and the Community partner rankings. Ms. St. Peter provided an overview of the Committee rankings noting it is reflective of how services have traditionally been ranked in the past. The community partner rankings reflect services for older adults ranked higher. She noted the combined rankings are a bit more even.

Generally, what has been done in the past is to recommend moving forward with the combined Committee and community partner rankings. However, the rankings are being offered in three different perspectives due to the high representation by services for older adults. She said generally, members of the Committee rank based on a

broader perspective taking into consideration the number of different services. She stressed the importance of making decisions for not only the current rankings and allocations, but for future years as well, and how to include community input without it being disproportionate to the rest of the process.

Jim Knaut, Area Agency on Aging, addressed the Committee. He expressed his interest in having a balanced process. He noted having distributed the ranking exercise to more than 45 agencies requesting their input and the challenge of distributing the ranking exercise to the entire community not just the elderly community. He noted disappointment in the number of responses submitted for the ranking exercise and concern that the responses were skewed due to the disproportionate number of rankings supporting older adults. Mr. Knaut acknowledged MAG staff's attempt to seek greater input into the ranking exercise.

Jayson Matthews, Tempe Community Council, discussed a similar situation in the City of Tempe with regard to a human services survey and prioritizing needs and funding. While the survey was widely distributed, the large number of responses from police and fire personnel skewed the results. They made changes in their process to accommodate feedback in a more balanced way. Mr. Matthews said given the skewed results, it would be his recommendation to move forward with the recommendation of the Committee rankings which represents a broader picture.

Ms. St. Peter recapped what is being considered for this year, is moving forward with the Committee ranking. She stressed input from the community is absolutely critical to the process, however as was noted, the number of Committee members is a small, finite number while the number of community partners who could submit rankings is significantly larger and undefined. Therefore, the Committee needs a way to take the feedback into account without it being disproportionate.

The Committee discussed plan to integrate community feedback potentially through development of the fact sheets and developing a service ranking exercise for each target group. That information can then be presented to the Committee for consideration and further ranking. Public comment and input would be accepted and included when the recommended allocations are released. Ms. St. Peter asked for input from the committee.

Mr. Matthews agreed this would be one of a few different options moving forward for next year. He recommended exploring a few more options such as a caucus, focus groups, or asking for the general public's input first. He agreed there is consensus from the Committee that the community input is still very important and has to be included without overwhelming the process. Mr. Knaut noted the Area Agency on Aging requested input into the process from several agencies. He therefore wished to clarify his position prior to submitting his vote on a motion.

Vice Chair Leyvas noted discussion on recommendations for moving forward next year. She asked for a motion on the draft SSBG allocation based on the

recommendations made by Committee members. Mr. MacFarlane made a motion to recommend approval of the draft Social Services Block Grant allocation recommendations based on the Committee ranking exercise results. Mr. Matthews seconded the motion. Mr. Knaut voted against the recommendation. The motion passed. Committee members expressed a commitment to diligently research opportunities to integrate community feedback in a balanced way.

6. FY 2013 Outcome Measures

Vice Chair Leyvas referenced the handouts for MAG Unified Planning Work Program and asked Ms. St. Peter to provide an update. Ms. St. Peter advised at the last meeting there were areas the Committee indicated they would like to further explore. All of the Human Services outcome measures are being provided for review. She noted the measures that fall under the purview of the HSTC include Human Services Planning and Public Involvement. Based on previous discussion and the Committee's interest to continue project based work, staff will continue working on the Municipal Aging Services Project. She noted the Planning for the Next 100 Years event scheduled on February 15, 2012 and stressed the importance of having HSTC members in attendance. She noted the Arizona Grantmakers Forum is also encouraging participation in the event.

The second outcome measure for this Committee is to facilitate an event about the understanding of human services issues. There has been a lot of discussion in terms of what this will look like. Staff is proposing continuing with this process. With regard to public involvement, staff is working closely with the MAG Communications Division to participate in community events and raise awareness. Ms. St. Peter advised HSTC is involved in many projects throughout the year; the handout captures those projects currently identified for next year.

Vice Chair Leyvas asked for a motion from the Committee. Sylvia Sheffield, City of Avondale, made a motion to recommend approval of the FY 2013 outcome measures to be included in the MAG Unified Planning Work Program. Ms. Guild seconded the motion. The motion passed.

7. Legislative Update

Amy St. Peter explained the representative who was requested to offer the update was not available. She invited members of the Committee to offer updates on legislative activities. Carol Sherer, Arizona Department of Economic Security, referenced two bills that are being proposed that could have an effect on services through developmental disabilities.

- HB 2013 would reduce Respite to 360 hours and institute a co-pay/deductible for services based on adjusted gross income.
- HB 2010 – Changes the cost to families for Early Intervention Services.

Ms. Sherer advised both of these could have a major impact on the way the Division for Developmental Disabilities does business and she felt it was important that the Committee be aware of these potential bills. Both bills are State legislation.

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. An update was requested on the decision to not conduct a homeless street count on January 25.

9. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events. Ms. St. Peter encouraged participation on the Planning for the next 100 Years event at the Phoenix Convention Center on February 15, 2012. The project is funded by the Virginia G. Piper Charitable Trust.

Ms. Gaisthea advised the workshop for the 2012 FTA Section 5310 Elderly Persons and Persons with Disabilities Transportation, (5316) Job Access Reverse and (5317) Commute New Freedom programs was held this morning. Forty-seven participants attended the workshop. Additionally, ADOT will be hosting a *Coordinated Mobility* application webinar on Thursday, January 26, 2012, 10:00 AM - 12:00 p.m. Mr. MacFarlane inquired about the representation on the Section 5310 Committee. Ms. Gaisthea provided a brief overview of the Committee's current membership.

Maricopa County is hosting a mass Low Income Home Energy Assistance Program (LIHEAP) intake on January 20, 2012 in Sun City and another event in mid-February. The event is for anyone in Maricopa County who lives outside the City of Phoenix, Glendale and Mesa.

10. Adjourn

The meeting adjourned at 2:00 p.m. The next meeting is scheduled for Thursday, February 9, 2012 at 1:00 p.m.