

October 5, 2012

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, October 11, 2012
MAG Office, Second Floor, Chaparral 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
October 11, 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 the September 13, 2012 Meeting Minutes

The draft minutes for the September 13, 2012 meeting are posted with the meeting materials.

4. Update on the Arizona Department of Economic Security Office of Consumer and Family Support and Developmental Disabilities

Carol Sherer, Arizona Department of Economic Security will offer presentation on the DES Office of Consumer and Family Support.

5. Greater Phoenix Aging In Place Symposium

The Greater Phoenix Aging in Place Symposium was held on September 24, 2012. The event was part of the City Leaders Institute on Aging in

2. Information.

3. Approve the HSTC September 13, 2012 Meeting Minutes.

4. Information and Discussion.

5. Information and Discussion.

Place and offered a panel presentation and workshops to help identify the capacity needed to implement aging in place models in this region. An update and highlights of the Symposium and next steps will be offered.

6. City Leaders Institute Guiding Principles

On January 25, 2012, Partnerships for Livable Communities confirmed the selection of this region as one of five sites in the country to participate in MetLife's City Leaders Institute. The City Leaders Institute guiding principles for the Greater Phoenix Aging in Place Network will be offered for action by the Committee.

6. Recommend approval of the City Leaders Institute guiding principles.

7. Social Services Block Grant Action Plan

The Human Services Technical Committee has served as an informal conduit for local input on the Social Services Block Grant allocation recommendations. The Committee will discuss the process for FY 2014.

7. Recommend approval of the process to develop FY 2014 service allocation recommendations for locally planned Social Services Block Grant funding.

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 – SEPTEMBER 13, 2012

COMMITTEE MEMBERS

Deanna Jonovich, City of Phoenix, Chair
Christina Avila, City of Avondale
+Mary Berumen, City of Mesa
+Kyle Bogdon, DES/ACYF
*Krista Cornish, Town of Buckeye
*Naomi Farrell, City of Tempe
*Jessica Fierro, Town of Gilbert
+Janeen Gaskins, City of Surprise
Laura Guild, Arizona Department of Economic Security
Jeffrey 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
+Carol Sherer, Arizona Department of Economic Security/DDD

OTHERS PRESENT

Tim Cole, City of Phoenix
Susan Cypert, SCAN Health Plan
Shawna Tarboro, Southwest Fair Housing Council
Ann Wheat, City of Phoenix

Rachel Brito, MAG
DeDe Gaisthea, MAG
Amanda Stanko, 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 1:03 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 the August 9, 2012 HSTC Meeting Minutes

A motion to approve the August 9, 2012, meeting minutes was requested. Jeffrey Jamison, City of Phoenix, motioned to approve the minutes. Laura Guild, Arizona Department of Economic Security, seconded the motion. The motion passed unanimously.

4. City of Phoenix Partnership with Nonprofits

Chair Jonovich welcomed Ann Wheat, Recreation Supervisor, City of Phoenix Parks and Recreation Department, to offer a presentation on the city's partnership with nonprofits. Ms. Wheat provided an overview of efforts to restore services to facilities that were forced to close due to significant budget cuts. All work completed to

restore services falls within the Parks and Recreation Department mission: *Building healthy communities through parks, programs and partnerships.*

Ms. Wheat noted a reduction of 400 full-time equivalent staff. As such, the department was forced to close ten facilities that previously offered youth services, historic preservation, and arts and cultural services among others. The City of Phoenix Parks and Recreation department relies on partnerships with the non-profit sector. In 2010, they worked with 400 organizations and 6,300 volunteers. Many facilities were relying on non-profit organizations to help continue the services.

Ms. Wheat advised the department convened a task force that developed a Request for Proposal process for shuttered facilities. Through the RFP, the department reached out to the non-profit sector to submit proposals to continue offering services. Development of the process took six months from start to finish. Proposals were issued for three facilities at a time. An overview of the operating agreement terms was provided. It was noted nonprofits are required to deliver minimal levels of service equal to or greater than the rental value of the facility. This requirement remains consistent with the agency's mission of providing services to the public. Ms. Wheat noted the process developed is a good model for other cities or communities in similar situations to utilize. Electronic copies of the documents are available for those interested.

Outcomes of the RFP include services restored to eight facilities. Additional facilities were reopened by affiliate non-profits. The Virginia G. Piper Charitable Trust offered capacity building grants of \$145,000 to non-profit operators. Ms. Wheat advised that services reported by non-profit operators last quarter totalled 36,000 hours of service to residents. No additional general fund dollars were spent.

Laura Guild, Arizona Department of Economic Security, inquired about profits gained through the services. Ms. Wheat clarified any monies generated through services must go back into the program or the facility. She noted initial discussions to consider opening the RFP to the private sector, however, it was determined that the pressures and demands on nonprofits was increasing as the City was having to close facilities. The partnerships helped to restore services and offer the work that the City was no longer able to do.

5. Trading Ages

Chair Jonovich invited Susan Cypert, SCAN Health Plan, to offer a presentation on Trading Ages. Ms. Cypert provided a brief history of SCAN Health Plan. The plan was originally started in 1977 in California by seniors who were disgruntled because they were not able to find access to services needed. Senior Care Action Network (SCAN) offer services to seniors that contribute to their health and well-being.

Ms. Cypert described the *Trading Ages* training program which is an interactive educational exercise that provides an understanding of the challenges associated with aging. Ms. Cypert welcomed anyone interested in having the training offered to their

staff to contact SCAN Health. SCAN's goal is to contribute to the health and well-being of seniors and keeping them as independent and supported as can be. Ms. Cypert advised nearly 40 million people in the United States are 65 years or older. The number of older adults will increase from 40 million in 2010 to 72 million in 2030.

The Trading Ages program utilizes tools such as gloves, a medicine bottle, glasses that mimic different eye conditions, and ear plugs, to allow participants to experience, firsthand, age-related conditions such as hearing loss and vision changes. The Committee had the opportunity to experience an activity related to hearing loss by using ear plugs while eating. Ms. Cypert advised the full training program consists of a one-hour presentation for groups of no more than 20. She welcomed the opportunity to offer training for anyone interested in the Trading Ages program.

6. City Leader's Institute Update

Chair Jonovich invited DeDe Gaisthea, MAG, to offer a presentation on the City Leaders Institute and upcoming activities. It was noted Amy St. Peter, MAG, was attending a conference in California related to these efforts.

Ms. Gaisthea advised the region was represented at the first White House Forum on Urban Innovation in Washington, DC on August 27, 2012. The region was chosen on the basis of the MAG Municipal Aging Services Project and the City Leaders Institute as one of approximately 100 best practices from throughout the country. The day was spent with high-ranking White House officials learning from the success stories out in the field. The goal was to harness the innovation of the cities to improve how the federal government supports economic development, public health, neighborhood revitalization, and education.

Additionally, the City Leaders Institute team is hosting the Greater Phoenix Aging in Place Symposium on September 24, 2012. The goal will be to identify potential pilot project sites and the capacity needed to support them in implementation. Currently, more than 60 people are registered to attend the Symposium including representatives from nonprofit agencies, places of worship, and municipal staff. Ms. Gaisthea acknowledged the committee members and municipal staff who have already registered to attend. Anyone interested in attending may register with Rachel Brito. Ms. Gaisthea noted an additional funding opportunity may be available to support this work. Additional information is pending.

The next steps for the project include identifying the pilot project sites, conducting asset mapping and a needs assessment in the pilot project sites, aligning the most appropriate intervention such as villages with each pilot project site, and building up the capacity of the partners to implement the pilot project. An additional next step is to conduct focus groups and determine the viability and applications of a website designed for people aged 65 years and more. The website would include features such as larger font sizes and use of icons to make the site more accessible. It would also offer interactive mapping for points of interest, and video conferencing so

homebound seniors could participate in events outside their home by streaming webinars and linking to other websites of interest.

Chair Jonovich acknowledged Ms. St. Peter for her efforts bringing this work together. She encouraged everyone to attend the Symposium as it offers a great opportunity to learn more about these efforts. Chair Jonovich requested a motion from the Committee. Jeffery Jamison, City of Phoenix, made a motion to approve the next steps for the City Leaders institute on Aging in place for the Greater Phoenix Region. Christina Avila, City of Avondale, seconded the motion. The motion passed unanimously.

7. MAG Protocol Evaluation Project

Chair Jonovich invited Amanda Stanko, MAG Intern, to offer a presentation on the MAG Protocol Evaluation Project. Ms. Stanko advised October is Domestic Violence Awareness month. Efforts have been underway to create a toolkit of resources for victim advocates to better assist them in their work. The toolkit would include maps to locate services, a provider inventory, and other resources.

Ms. Stanko advised a survey of victim advocates was conducted to assess needs and gaps. An overview of the survey results was provided. The survey contained questions related to the amount of training received; how often training is provided, and barriers to training. Sixty victim advocates responded to the survey. It was noted 44 percent of advocates did not receive training, other than job-shadowing, during their first year. Of those that did receive training, the most frequent response indicated training was received annually. Victim Advocates reported they would like to receive more training on a quarterly basis. The greatest barriers to training included cost and time. Overwhelmingly, advocates confirmed a support network would be very helpful.

Ms. Stanko advised the Provider Inventory survey collected data such as contact and agency information, as well as services offered. The Provider Inventory toolkit was created from data collected through the survey and will soon be available on the MAG website. The victim services web mapping tool was demonstrated for the Committee. The web mapping tool will be launched at the annual Domestic Violence press conference scheduled for October 4, 2012. In response to the training needs and ongoing efforts of the PEP, the Building Connections to Justice Training Event is scheduled for October 24, 2012.

Ms. Gaisthea acknowledged the tremendous work of the Regional Domestic Violence Council and the MAG interns on this project.

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.

Carol Sherer, Arizona Department of Economic Security, advised DES has reactivated the Office of Consumer and Family Support Services. She requested an opportunity to offer a presentation at the next HSTC meeting. Chair Jonovich welcomed the opportunity to add this topic to the next agenda.

9. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events. No comments were received.

10. Adjourn

The meeting adjourned at 1:47 p.m. The next meeting is scheduled for Thursday, October 11, 2012 at 1:00 p.m.

Greater Phoenix Aging in Place Network
Principles and Goals

Guiding Principles

The network will

1. Leverage, promote, and support existing aging in place efforts and agencies.
2. Be driven by community engagement.
3. Empower people to make their own choices.
4. Assist people to age in place safely and with dignity.
5. Offer multigenerational options.
6. Coordinate regional activity in a way that maximizes resources, respects the autonomy of individual communities and entities, provides value, and reduces the burden of other agencies to provide services.
7. Approach each community and person as having assets to contribute as well needs to be met.
8. Operate in a fiscally realistic and sound manner that works to become financially sustainable in the near and long-term.
9. Collaborate with a range of diverse partners to address aging services in a holistic manner.
10. Ensure the leadership for the project reflects the communities it serves.
11. Result in a tangible impact such as reducing readmission rates to hospitals, calls for emergency service, reports of loneliness, and increases social connections with peers and social cohesion within the community.
12. Reach out to people in a manner that best suits their ability and interests.

Goals

1. Implement village pilot sites in Phoenix, Tempe, and the northwest valley. Additional pilot sites will be implemented building on this foundation.
2. In the long-term, provide a range of interventions tailored to each community's assets, needs, and priorities. The range may include senior centers without walls and project connects.
3. Establish a rigorous evaluation plan that documents examples of excellence to be replicated appropriately in other areas and identifies areas needing technical assistance.
4. Develop a website that is applicable to people of all ages, targeted for people aged 55 to 70 years, designed to be accessible and age-appropriate, and provides a range of features such as interactive mapping, videoconferencing, streaming webinars, and a calendar of events.
5. Facilitate training and a peer-to-peer network within the pilot sites and for the general public to build institutional capacity to implement aging in place models throughout the region.
6. Promote the lessons learned and successes to be celebrated with the general public and beyond. This will occur through training events, the outreach video, and the website.

**Maricopa Association of Governments
Social Services Block Grant
Allocation Recommendation Development
2012 Process**

October 2012

- MAG Human Services Technical Committee (HSTC) votes to recommend research and service ranking process followed in previous years.
- HSTC will review and update fact sheets for each target group.
- MAG Human Services Coordinating Committee (HSCC) will approve process to develop allocation recommendations.

November 2012

- HSTC will vote on final target group fact sheets and initiate service ranking exercise.

December 2012

- HSTC will review results of the service ranking and identify any additional activities.
- The allocation recommendations will be released for public comment.

January 2013

- HSTC will review public comment and vote on allocation recommendations.
- HSCC will review public comment and vote on the HSTC recommendations.

February 2013

- MAG Management Committee will vote on the allocation recommendations.
- MAG Regional Council will receive the allocation recommendations for approval.

March 2013

- MAG will forward allocation recommendations to the Arizona Department of Economic Security.