

August 6, 2014

TO: Members of the MAG Human Services Technical Committee

FROM: Naomi Farrell, City of Tempe, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF AGENDA

Meeting - 1:30 p.m.  
Thursday, August 14, 2014  
MAG Office, Second Floor, Chaparral Room  
302 North 1<sup>st</sup> 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](http://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  
August 14, 2014

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 June 12, 2014 Meeting Minutes

The draft minutes for the June 12, 2014 meeting are posted with the meeting materials.

4. Speak out Arizona 2.0 Reports

Amy Laff, Executive Director of Speak Out AZ will offer a brief overview and guide Committee Members on creating 2.0 In Action Partner Reports. These reports identify how Arizona organizations are responding to the citizen goals of The Arizona We Want 2.0 report.

5. Greater Phoenix Age-Friendly Network

A report will be provided on activities of the Greater Phoenix Age-Friendly Network including a webinar offered on "Intergenerational Programming"; pilot site updates; and the draft overview of the Arizona Age-Friendly Network.

6. MAG Human Services Per Capita Final Report

2. Information.

3. Approve the HSTC June 12, 2014 Meeting Minutes.

4. Information and discussion.

5. Recommend approval of the draft Arizona Age-Friendly Network Overview.

6. Recommend approval of the MAG Human Services Per Capita Final Report.

The MAG Human Services Coordinating Committee and MAG Human Services Technical Committee conducted a Human Services Per Capita Funding Study to better understand municipal funding patterns for human services in order to identify gaps and opportunities for future funding considerations. The preliminary results of the study were shared with individual municipalities to ensure accuracy in the data and to offer an opportunity to make any adjustments. The final results of the MAG Human Services Per Capita report will be presented for review and action by the Committee.

7. Proposed Practicum Project with the Thunderbird School of Global Management

MAG has participated with the Thunderbird School of Global Management on several economic development related projects. Funding to work with Thunderbird was approved by the Regional Council Executive Committee in October 2011. MAG was approached recently regarding any potential projects for the next semester. MAG has a very active program in aging. This has been focused on the human services aspect of aging. MAG is proposing that an analysis be conducted on the wealth of talent in the aging community and how to engage this talent to grow the economy, especially as it relates to STEM workers. The regional Council Executive committee will consider this item at their August 18, 2014 meeting.

8. Committee Officer Appointments

Per MAG policy, MAG Committee officers may serve one-year terms. At the end of the first year, officers may serve a second one-year term with appointment by the MAG Executive Committee. The Vice Chair has chosen not to serve as the Committee Chair for the second year term. Letters of interest are being sought for a new Vice Chair. The new Vice Chair will fulfill the term until June 2015 and then ascend to Chair of the Committee. Letters of interest are being solicited for the Vice Chair. The letters of interest will be mailed to the Chair of the MAG Regional Council,

7. Information and discussion.

8. Information and discussion.

Mayor Michael LeVault, and will be appointed by the MAG Executive Committee in September 2014. Please refer to the memorandum posted with the meeting materials.

9. 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.

10. 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.

Adjournment

9. Information and discussion.

10. Information.

MINUTES OF THE  
MAG HUMAN SERVICES TECHNICAL COMMITTEE  
June 12, 2014  
MAG Office Building, Chaparral Room  
Phoenix, Arizona

MEMBERS ATTENDING

Riann Balch, City of Phoenix  
\*Kristina Blea, City of Phoenix  
\*Kyle Bogdon, DES/CFSSF  
\*Jan Cameron, City of Scottsdale  
\*Krista Cornish, Town of Buckeye  
\*Naomi Farrell, City of Tempe, Chair  
#Jessica Fierro, Town of Gilbert  
\*Janeen Gaskins, City of Surprise  
Jessica Gonzalez, City of Phoenix  
Donna Bleyle for Laura Guild, Arizona  
Department of Economic Security  
#Tim Ward for Ilene Herberg, Arizona  
Department of Economic Security /  
Division of Developmental Disabilities

Jeffrey Jamison, City of Phoenix  
Jim Knaut, Area Agency on Aging  
Bruce Liggett, Maricopa County Human  
Services Department  
#Joyce Lopez-Powell, Valley of the Sun  
United Way  
#Kate Hanley for Caterina Mena, Tempe  
Community Council  
Debbie Pearson, City of Peoria  
Christina Plante, City of Goodyear  
#Leah Powell, City of Chandler  
#Cindy Saverino, Arizona Department of  
Economic Security  
Marlene Hanan for Stephanie Small, City of  
Avondale, Vice Chair

\*Neither present nor represented by proxy.  
#Attended by telephone conference call.  
+Attended by videoconference.

OTHERS PRESENT

Patricia Contreras, City of Phoenix  
Jacqueline Edwards, Maricopa County  
Christie Saracino, Central Arizona Shelter  
Services

Rachel Brito, MAG  
Nikki Oxford, MAG  
Amy St. Peter, MAG

1. Call to Order

Jeffrey Jamison, City of Phoenix, called the meeting to order at 1:31 p.m. Mr. Jamison welcomed new Committee members Bruce Liggett and guest Jacqueline Edwards from Maricopa County Human Services; Riann Balch and Jessica Gonzalez from the City of Phoenix, and Marlena Hanan, proxy for City of Avondale. 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 April 10, 2014 HSTC Meeting Minutes

A motion to approve the April 10, 2014, meeting minutes was requested. Jim Knaut, Area Agency on Aging, motioned to approve the minutes. Jessica Gonzalez, City of Phoenix, seconded the motion. All voted and the motion passed unanimously.

4. Greater Phoenix Age-Friendly Network

Amy St. Peter, MAG, offered an update of the Greater Phoenix Age-Friendly Network. The Leadership Team was acknowledged for their efforts and support of this work. The pilot sites, Tempe Community Council and Tempe Neighbors Helping Neighbors; City of Phoenix and All Saints Episcopal Church's Central Village; and Benevilla and Sun Health's Northwest Valley Connections continue to progress. The City of Scottsdale recently completed their community engagement phase and is moving forward in development of their intervention to connect older adults to the community. MAG staff is also working with the Town of Wickenburg and City of Maricopa in their age-friendly efforts.

An update was provided on the Connect60plus website. Ms. St. Peter advised updates to the site have been implemented and plans are underway to translate some of the content into Spanish. Additionally, Matt Marn will soon be added as a new youth blogger on the site helping efforts to make the work more intergenerational. Ms. St. Peter advised the project for this year was funded through Grantmakers in Aging (GIA) and includes an evaluation of the work and lessons learned. As such, Dr. Clarin Collins, Virginia G. Piper Charitable Trust, is instituting a leadership collaboration survey to gather input from the Leadership Team. The survey was conducted last year and found to be very helpful with good results.

An overview of the draft funding plan was provided. Ms. St. Peter requested feedback and noted the document will help ensure the Committee has the information needed as they think of new strategies and programs to develop. The funding plan was initiated out of desire to help ensure the long-term financial sustainability of the pilot sites and was developed based on interviews and focus groups with sites similar in demographics to this region. Interviews were also conducted with Sedona Verde-Valley Timebank, and additional input and assistance was provided by philanthropic partners convened by Arizona Grantmakers Forum and Virginia G. Piper Charitable Trust.

The document presents the results of different research, focus groups, interviews, and overall findings as well as strategies, trends and gems. Contact information for resource is also included as well as opportunities for further support. Ms. St. Peter noted the document includes maps indicating concentrations of older adults with and without vehicles along with information on medical facilities and the transit system. A question was raised on what signifies a medical facility. Ms. St. Peter advised medical facilities are mainly hospitals and urgent care facilities. It does not include individual doctor offices.

A question was raised on whether the pilot sites are optimistic about raising the funds needed for each village. Ms. St. Peter confirmed noting an invitation from Grantmakers in Aging to apply for another year of funding. Some pilot sites are also actively seeking other grants.

Having no further discussion, a motion was requested. Jim Knaut, Area Agency on Aging, made a motion to recommend approval of the Draft Age-Friendly Initiative Funding Plan. Christina Plante, City of Goodyear, seconded the motion. All voted and the motion passed.

##### 5. Heat Relief Network

Mr. Jamison welcomed Nikki Oxford, MAG, and Patricia Contreras, City of Phoenix, to offer updates on the 2014 Heat Relief Network and the City of Phoenix's heat relief efforts for older adults. Ms. Oxford advised the Heat Relief Network comprises service providers, faith based groups, municipalities and other community organizations and businesses working together to provide hydration and heat refuge for those in need. The network provides a place for people to go who need refuge from the heat. The ultimate goal of the network is to prevent heat-related deaths.

Ms. Oxford advised two resource maps are available - the Water Hydration Stations and Refuge Locations, and the Collection/Donation Sites. These resources, as well as an interactive map, are available on the MAG website. Ms. Oxford advised there are some new agencies participating in the network, however, most have been consistent partners throughout the years. The maps have been distributed to locations such as family service centers, libraries, and to emergency responders. The hours and locations for each site are also included with the maps. Anyone interested in participating in the network may contact Ms. Oxford for further information

Patty Contreras, Sr. Services Program Coordinator, advised the City of Phoenix, for the past eight years, has offered presentations to senior centers on the dangers of being in the heat and the need to stay hydrated and cool. Presentations this year were provided by the human resources department and included presentations by individuals who speak Spanish and Mandarin. Seven hundred participants attended the presentations throughout May and 650 plastic water bottles, supplied by AETNA Insurance Company, were distributed during the presentations.

Additionally, the City's contracted meal provider trained their home delivered meal providers on how to recognize heat-related problems. Providers will check for potential issues while conducting wellness checks. Concerns will be reported for case management referrals as needed. Human Resources is conducting weekly meetings to remind people of heat related issues and the importance of staying hydrated.

Contact information for all City of Phoenix senior centers and family centers is included in Heat Relief Network maps and all senior centers received a delivery of bottled water last week for their distribution. Senior Centers are also conducting their

own water donation drives to not only elicit support for the Heat Relief Network but also for themselves. A presentation will be offered at the end of the season to report the results of water drive and award the center(s) with the highest number of donations. Additional items collected through the donation drive include chapstick, hats, and sunscreen.

The City's senior centers are open from 8:00 a.m. to 5:00 p.m. Along with distributing bottled water, daily announcements are made to remind seniors to stay hydrated. It was noted many seniors also walk or take public transportation to the centers. Cab services are also provided during these hours to transport seniors to the centers and back home.

New this year, the Maricopa County Health Department of Public Health, Arizona State University, and Arizona Department of Health Services are conducting a cooling center survey at all centers. The centers have posted the survey and information is being gathered from individuals attending the centers. Ms. Contreras concluded her update.

Mr. Jamison commented on the evolvement of the network from many years ago. He noted the community has adapted and responded to have a positive impact on a great need in the community. Mr. Jamison acknowledged Ms. Oxford and Ms. Contreras for their efforts and the efforts of everyone contributing to the success of the network. Ms. St. Peter noted the record number of individuals, including older adults, homeless individuals, and those working outside in the extreme heat who died in July 2005 due to the extreme weather conditions. She added the Network is a great way of illustrating the importance of checking on neighbors and providing assistance to those in need.

#### 6. Human Services Per Capita Funding Study

Ms. St. Peter provided a brief overview of development of the Human Services Per Capita Funding Study. She acknowledged Ms. Oxford for her assistance with this effort. The study grew from a desire to better define human services and to determine how support is being offered throughout the region. Ms. St. Peter advised input has now been received from all cities and towns in the MAG region, as well as Florence and City of Maricopa in Pinal County. Ms. St. Peter advised data for Maricopa County has been removed from the survey due to the difficulty in determining a consistent population among different geographies for each service provided. Mr. Liggett agreed and said the numbers of people served by the different services varies and complicates the calculation of a per capita figure based on consistent information. He thanked MAG for removing their data.

Ms. St. Peter proceeded with an overview of the survey results noting the average amount spent on human services for the region is \$45.38 per capita and the median is \$13.41. While larger communities spend much more on human services, there are also some communities that do not allocate funding for these services. Ms. St. Peter

advised a decision was previously made to remove information about the amount of funding spent on human services by each city to avoid any misuse of the data. Each city was provided with their own data. Discussion ensued on poverty rates and services most often funded such as meals, and homeless shelter and housing. It was noted information about the percent of emergency calls each city receives was also removed due to the variation in definition among cities. Ms. St. Peter concluded her report and offered an opportunity for questions or comments from the Committee.

Mr. Liggett commented that much of the County money is pass-through funding. He further clarified the study is reflective of what cities are administering and does not include revenue source as part of the study. Ms. St. Peter confirmed adding that the study does not include in-kind funds. She added next steps will include drafting an executive summary highlighting the results of the study.

The Committee noted the significance of including the mean and median per capita figures in the report. A question was raised on whether the final report will include the county information for reference. Ms. St. Peter advised there is currently \$599 million total expenditure for the County. The final report can include the County total in addition to the regional total to reflect spending across the region. The report will not identify data for each city but will include the average and median for the region. Further clarification was noted that the data is at the local public sector level and does not include funding from the state that goes directly to non-profit organizations.

#### 7. 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.

Ms. St. Peter noted MAG does not hold committee meetings in July, therefore HSTC will resume meeting in August.

Ms. Plante discussed the Building Healthy Communities for Healthy Lives stewardship program. She noted the first presentation was on blue zones and the healthiest longest living communities in the world based on a National Geographic study. Ms. Plante noted the presentation correlated with efforts of the Age-Friendly initiative and Connect60plus.com and may be beneficial to have a presentation offered to the HSTC.

#### 8. Comments from the Committee

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

The meeting adjourned at 2:14 p.m. The next meeting is scheduled for August 14, 2014, at 1:30 p.m.

# DRAFT Arizona Age-Friendly Network Overview

## Why

Significant increases in the number of people aged 60 years plus are present throughout the state of Arizona. This represents an opportunity if the talents and time of older adults are fully leveraged. Failure to act can create a crisis if the needs of older adults are not appropriately addressed. Transportation is a critical factor for older adults throughout the state. Developing an Arizona Age-Friendly Network will provide opportunities to better connect older adults with people of all ages by leveraging existing efforts and cultivating community capacity. Discussions with stakeholders statewide are shaping the network and are critical to coordinating a statewide effort that is responsive to local characteristics. This scope of work will evolve as additional feedback is received.

## What

The Arizona Age-Friendly Network will include the following functions:

- Provide technical assistance to communities through data analysis, community outreach, and business plan development to ensure long-term sustainability.
- Connect people to information, resources, and to each other through the project's website, [www.Connect60Plus.com](http://www.Connect60Plus.com).
- Offer trainings through the webinar series, "Feed Your Mind", and an annual conference. In the future, the conference may include opportunities for people to attend online.

## Who

The statewide network will integrate and cross fertilize with foundational efforts undertaken by a number of talented partners. This includes but is not limited to potential partners such as existing nonprofit agencies, AARP Arizona, Area Agencies on Aging, Arizona Caregivers Coalition, Arizona Commission on the Arts, Arizona Community Foundation, Arizona Department of Economic Security, Arizona Department of Health Services, Arizona Grantmakers Forum, Communities for All Ages sites, the councils of governments, the Governor's Council on Aging, and Virginia G. Piper Charitable Trust. National partners include Grantmakers in Aging and the Pfizer Foundation.

## How

One leadership team with representatives from throughout the state will coordinate activity for the network. Local planning teams will drive the activity in each community. Pilot sites will be determined in cooperation with the councils of governments, Area Agencies on Aging, and the Communities for All Ages sites. Subregional meetings in Phoenix, Yuma, Tucson, and Prescott/Flagstaff; monthly conference calls; and an annual statewide meeting will cross fertilize learnings from one community to the next. In addition, all resources will be shared through the [www.Connect60Plus.com](http://www.Connect60Plus.com) website for use throughout the network. An evaluation will be conducted to monitor progress and to identify needed adjustments. Specific recommendations may be added to the state's Aging 2020 Plan.

## When

Representatives for the local planning teams and the statewide leadership team will be identified during the summer of 2014. By the fall, an application will be submitted to Grantmakers in Aging for funding to support the network from October 2014 to July 2015. Ongoing funding will be solicited from other funders as needed. The goal is to develop the network and embed it within ongoing structures such as the councils of governments and Area Agencies on Aging in partnership with multi-disciplinary partners.

## For More Information:

Please contact Amy St. Peter, MAG Human Services and Special Projects Manager at (602) 452-5049 or [astpeter@azmag.gov](mailto:astpeter@azmag.gov). Additional information is available at [www.Connect60Plus.com](http://www.Connect60Plus.com).

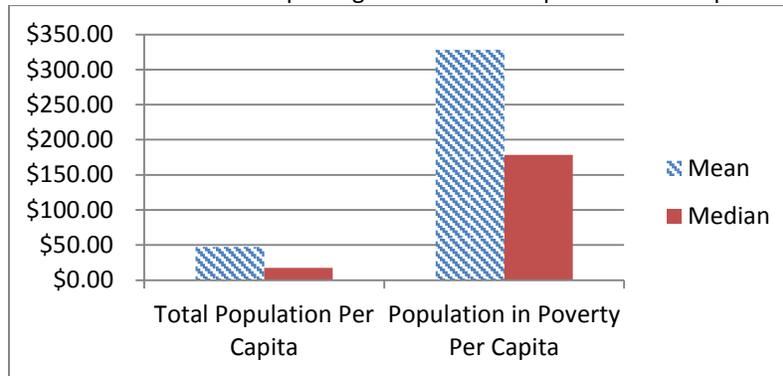
Maricopa Association of Governments  
**Regional Public Sector Human Services per Capita Funding Report**  
Draft August 6, 2014

**Executive Summary**

Throughout the region, there are a myriad of funding decisions that impact what services and amenities are available to residents. Different communities have different needs and priorities. This study was undertaken by the Maricopa Association of Governments (MAG) to better understand how the region defines and funds human services from a public sector perspective. The goal is to offer a regional human services per capita figure that can be used as a tool when making funding decisions. A service list was also developed to illustrate how human services are defined in the region. This tool shared understanding about human services can increase clarity and opportunities for collaboration.

The study is based on FY 2013 human services municipal close-out expenditure data and FY 2013 population estimates for communities in Maricopa County and portions of Pinal County. The regional median per capita expenditure for human services is \$17.49. The regional mean per capita figure, or average, is \$47.42.<sup>1</sup> For the population in poverty, the regional human services per capita mean expenditure figure is \$328.51 and the median expenditure is \$178.20. The difference between the per capita expenditure mean and median indicates municipalities across Maricopa and Pinal County do not all spend similar amounts of funding on human services. This is expected considering the diversity of populations throughout the region. The chart below depicts the regional mean and median figures for human services funding.

Figure One: Regional Mean and Median Per Capita Figures for Total Population and Population in Poverty



Meals are the service most often reported in the FY 2013 close-out expenditures, followed by domestic violence services, and youth programs. In addition, more than half of the surveys received reflected FY 2013 close-out expenditures for transportation, home modifications, Community Action Programs, and services for people experiencing homelessness. For a list of all services reported in FY 2013 close-out expenditures, please refer to Appendix B.

<sup>1</sup> The mean is higher because it averages all expenditure values from municipalities making it more vulnerable to especially very small or large values called outliers. These outliers pull the mean in their direction. The median is the exact middle value out of all the values and is less vulnerable to outliers. It is important to consider both the mean and median when evaluating data. When the mean is significantly larger or smaller than the median, as in this case, it means some or most of the data points are not alike in value.

In-kind support such as donated office space, materials, and staff time are critical to the vitality of human services programs. Due to inconsistency in how to value and quantify in-kind support, these contributions were not part of this study. This does not diminish the importance of these contributions and the role the public sector can play beyond providing cash support. Some of the region's best innovations engage local governments as incubators that provide significant in-kind support to launch new programs and build community capacity.

Support from other important partners such as philanthropy, corporations, and places of worship are not included in this study. This support is a lifeline to human services. The focus of this study is how the region defines and funds human services. This information can be leveraged when establishing partnerships with an array of community partners. Particularly in multi-disciplinary collaborations, it is essential to understand how each partner defines and funds human services in order to best utilize the contributions of each partner.

For more information on this study and regional human services planning efforts, please contact MAG at (602) 254-6300 or at [humanservices@azmag.gov](mailto:humanservices@azmag.gov).

### **Background**

The Maricopa Association of Governments (MAG) Human Services Coordinating (HSCC) and Human Services Technical Committee (HSTC) developed this report in order to better understand how the region defines and funds human services from a public sector perspective. The benefit of utilizing a diverse response to a wide range of needs can be effective service delivery and outcomes. The challenge of such a diverse response can be lack of clarity and understanding, leading to fragmented and uncoordinated approaches. This report seeks to clarify how human services are defined and directly supported. Direct support is shown by providing services or by contracting with nonprofit agencies or other entities. Indirect support such as in-kind contributions of office space, materials or staff time is not quantified as part of this study. The end product of this study is a regional human services per capita expenditure figure and a shared definition for human services by virtue of the service list. The per capita figure can be used to give a regional context to public sector human services funding.

### **Methodology**

HSCC provided the leadership for the study with technical assistance from HSTC and input from the public. A survey and list of services (Appendix A) was developed with feedback from all three groups. The survey tool was tested by two pilot communities and refined by MAG staff with input from HSCC and HSTC. The survey was administered by MAG staff to the 27 MAG member agencies within Maricopa County and in Pinal County. The Native American Communities were not surveyed due to having dramatically different funding environments.

HSCC and HSTC members collected the data for their respective communities. Intergovernmental representatives or the City/Town Manager completed the survey if the municipality did not have a representative on HSTC or HSCC. Only one survey was received for each municipality. Twenty cities and towns specified which services they fund and FY 2013 close-out expenditure data were collected for 27 cities and towns. The preliminary results were reviewed by the Committee members and member agencies to verify the data.

The per capita figure for total population was calculated by dividing the total FY 2013 human services expenditure (regardless of the funding source) by the total population number. The population in poverty per capita figure was calculated by dividing the total human services expenditure for FY 2013 by

the total number of people with incomes below the federal poverty line. Population data for incorporated municipalities was obtained from the Office of Employment and Population Statistics, Arizona Department of Administration, July 2013 Population Estimates.

Maricopa County completed the survey, but these data were later removed due to concerns about funding overlap with the cities and towns and inconsistent service delivery areas among the various services. The inability to identify a consistent service delivery area for Maricopa County-supported programs meant a per capita figure could not be calculated. As a result, the regional per capita figure does not include the \$56,506,921 spent by Maricopa County on human services. The funding to serve people who live in unincorporated areas and receive services directly from Maricopa County and not from a city or town is not represented in this study.

For the purpose of reporting results, the services were organized into the following categories: youth, adults, housing, people with disabilities, program administration, basic needs, mental health, transportation, and people in crisis. For a full listing of services within each category, please refer to Appendix B.

This study reflects the FY 2013 close-out expenditures and does not take into account increases or decreases before or after this year. As such, the study reflects a moment in time and not a trend. Trend data may be collected and analyzed in the future.

### **Regional per Capita Human Services Figures**

#### *Regional Human Services per Capita Mean and Median Close-Out Expenditures*

Two regional human services per capita figures were developed for the total population and the population with incomes below the federal poverty line as reported by the US Census Bureau. The mean reflects the average of all the reported per capita expenditures. The median reflects the middle per capita expenditure when all figures are ranked from highest to lowest.

The regional human services per capita *mean* expenditure is \$47.42. The mean reflects the diversity of close-out expenditures reported. The regional human services per capita *median* expenditure is \$17.49. The median figure evens out the extreme ends of the spectrum and better reflects what most municipalities spend on human services for each person.

#### *Regional Human Services per Capita Mean and Median Close-Out Expenditures for Population in Poverty*

Some services are available to everyone in the population, although the majority may have eligibility requirements based on criteria such as on income, ability, or age. With this in mind, per capita figures were also determined for the population living in poverty according to the US Census Bureau. These figures were calculated by dividing the total FY 2013 close-out human services expenditures by the total population in poverty. This changed the regional human services per capita mean expenditure to \$328.51 and the median expenditure to \$178.20 for the population in poverty.

### **Conclusion**

This study offers a regional context for decisions regarding to human services funding. The decision to fund or not fund services affects people's access to assistance. Which services are funded reflects the particular needs the needs of the community. Alignment of these priorities, needs, and resources are critical to creating strong communities.

In-kind support was beyond the scope of this study, but it remains an important ingredient to ensuring that the necessary levels of support are available when people need them the most. Donated office space, materials, and staff time are often as valuable as cash funding. Increasingly, the public sector is shifting roles from a primary funder to an incubator of innovations. Many of these innovations provide much needed support to nonprofit agencies and to building capacity in the community. This is an area that should not be overlooked.

Support from philanthropy, individuals, corporations, and other entities are also critical, as well as being beyond the scope of this study. This study may be used to consider how the public sector can partner with these other entities to support human services. A diversity of funding sources can protect human services programs during challenging financial times and changes in the availability of funding. It is common for the public sector to be one of multiple funders. A better understanding of how the public sector defines and funds human services can result in additional opportunities to work more effectively.

This study may serve as a baseline for the region. In the future, the study may be repeated to offer a comparison for how the definition of or support for human services may change. The nature, motivation, and impact of these changes can be assessed. Strategies can be developed as needed in response to the priorities at the time. Future activity will be driven by the MAG Human Services Coordinating Committee and how the study may best fit its needs.

HSCC and HSTC are committed to providing impactful regional solutions in human services. For more information, please contact MAG at (602) 254-6300 or [humanservices@azmag.gov](mailto:humanservices@azmag.gov).

## Appendices

### Appendix A: Human Services Funding Per Capita Survey

<p><b>Overview:</b> Information will be obtained from the county, cities, towns, and Native American Indian communities within the Maricopa Association of Governments region (Maricopa County and portions of Pinal County) regarding funding levels for human services. Please consider all sources of funding, including but not limited to, local governments, state government, federal government, foundation grants, donations, and private sector support. This includes funding used within your agency as well as funding that passes through your agency in the form of grants or contracts, for example, to nonprofit agencies. The agencies receiving the funds do not have to be located within your municipality. When applicable, please include any administrative costs in the line item service budgets. Information will be reported on an aggregate level for the region.</p>
<p><b>Purpose:</b> To provide a tool to better define human services funding within a regional context.</p>
<p><b>Instructions:</b> Please add the FY 2013 close-out expenditure for each service or as a total on the last page. Please consider all sources of funding as noted above. The services are listed as examples of what may be defined as human services. Please add other services you consider to be human services related. Please indicate with "x" for any services funded, directly or indirectly, by your agency.</p>
<p><b>Please note:</b> Only one survey is requested per agency. Please coordinate efforts through the city/town/community manager or your intergovernmental representative. Survey responses may be submitted to <a href="mailto:rbrito@azmag.gov">rbrito@azmag.gov</a> by <b>May 14, 2014</b>.</p>

<b>Agency Name:</b>		
<b>Name and title of person(s) completing survey:</b>		
<b>Contact number:</b>		
<b>Email address:</b>		
<b>Service(s) Provided</b>	<b>Please indicate if this service is funded.</b>	<b>FY 2013 Close-Out Expenditure</b>
Adaptive Aids and Devices		
Adult Day Care/Adult Day Health Care		
Adult Diversion Community Restitution		
Advocacy		
Assessment/Evaluation		
Attendant Care Services		
Bus Tokens/Vouchers		
Case Management		
Cash Assistance		
Child Care		
Children, Youth and Family Supportive Intervention Services		
Clothing		
Community Action Program (Family Service Centers)		
Community Awareness and Information		
Comprehensive Service Delivery		
Contract Management		
Crisis Services		
Domestic Violence Services		
Domestic Violence Shelter		
Early Intervention		
Eligibility Determination		
Emergency Food Box		
Employment Assistance		
Eviction Prevention (rental & home foreclosure)		
Financial Assistance		
Food Administration		
Food Boxes/Food Distribution (Congregate & Home Delivered)		
Habilitation Services		
Head Start Classrooms		
Heat Relief		

Home Buyer Assistance (payment/down payment)		
Home Care: Housekeeping, Homemaker, Chore, Home Health Aide, Personal Care, Respite, Nursing Services		
Home Modification/Adaption/Repair /Renovation/Weatherization		
Homeless Services		
Homeless Shelter and Housing		
Housing Support Services, Fair Housing Referrals		
Housing/Rental Assistance: CDBG, HOME, Section 8		
Information and Referral		
Intake (such as case management)		
Interpreter		
Juvenile Diversion program		
Juvenile Early Intervention Program		
Legal Assistance/Services		
Life Skills Training		
Meals: Congregate and Home Delivered		
Counseling and Mediation		
Mentoring		
Multipurpose Center Operations		
Outreach (to recruit new clients)		
Parent Skills Training		
Peer Counseling		
Prevention		
Program Administration		
Protective Services		
Screening (such as medical)		
Self-Help Group		
Senior Companion Services		
Service Animal Program for Veterans		
Social Development (Socialization and Recreation)		
Staff Development and Training		
Supportive Intervention/Guidance Counseling		
Teen Employment Program		
Transitional Housing		
Transportation		
Utility Assistance		
Volunteer Services		
Youth Medical Assistance		

Youth Programs		
Other Aging Services		
Other: (Please list)		
<b>Total:</b>		
<b>Comments:</b>		

Appendix B: Services Reported in FY 2013 Municipal Close-Out Expenditures

<b>Human Services</b>
<b>Services Specific to Youth</b>
Child Care
Children, Youth and Family Supportive Intervention Services
Early Intervention
Head Start Classrooms
Juvenile Diversion program
Juvenile Early Intervention Program
Teen Employment Program
Youth Medical Assistance
Youth Programs
Youth Afterschool/Sports Programs
<b>Services Specific to Adults</b>
Adult Day Care/Adult Day Health Care
Adult Diversion Community Restitution
Parent Skills Training
Senior Companion Services
Home Care: Housekeeping, Homemaker, Chore, Home Health Aide, Personal Care, Respite, Nursing Services

<b>Services Specific to Housing</b>
Eviction Prevention (rental & home foreclosure)
Home Buyer Assistance (payment/down payment)
Home Modification/Adaption/Repair /Renovation/Weatherization
Housing Support Services, Fair Housing Referrals
Housing/Rental Assistance: CDBG, HOME, Section 8
<b>Services Specific to People with Disabilities</b>
Adaptive Aids and Devices
Habilitation Services
<b>Services Specific to Program Administration</b>
Advocacy
Assessment/Evaluation
Community Action Program (Family Service Centers)
Case Management
Community Awareness and Information
Comprehensive Service Delivery
Contract Management
Eligibility Determination
Food Administration
Information and Referral
Intake (such as case management)
Interpreter
Outreach (to recruit new clients)
Multipurpose Center Operations
Prevention
Program Administration
Screening (such as medical)
Staff Development and Training
Volunteer Services
<b>Services Specific to Basic Needs</b>
Cash Assistance
Clothing
Emergency Food Box

Employment Assistance
Financial Assistance
Food Boxes/Food Distribution (Congregate & Home Delivered)
Heat Relief
Legal Assistance/Services
Life Skills Training
Meals: Congregate and Home Delivered
Social Development (Socialization and Recreation)
Utility Assistance
Adult/Teen Education Services
<b>Services Specific to Mental Health</b>
Counseling and Mediation
Mentoring
Peer Counseling
Self-Help Group
Supportive Intervention/Guidance Counseling
<b>Transportation</b>
Transportation
Bus Tokens/Vouchers
<b>Services Specific to People in Crisis</b>
Crisis Services
Domestic Violence Services
Domestic Violence Shelter
Homeless Services
Homeless Shelter and Housing
Transitional Housing

Appendix C: References

References	
Population Data	Office of Employment & Population Statistics, Arizona Department of Administration, July 2013 Population Estimates <a href="http://azstats.gov/population-estimates.aspx">http://azstats.gov/population-estimates.aspx</a>

Poverty Data	U.S. Census Bureau, 2012 American Community Survey 5-year Estimates
Expenditure Data	Survey of MAG Member Agencies for 2013 Human Services Expenditures and Services Offered
City of Maricopa	July 1, 2013 estimate from the Arizona State Demographer's Office <a href="http://www.azstats.gov">www.azstats.gov</a>
	the Census 2010-2012 American Community Survey 3-Year Estimates

August 6, 2014

TO: Members of the MAG Human Services Technical Committee

FROM: Amy St. Peter, Human Services and Special Projects Manager

SUBJECT: CHAIR AND VICE CHAIR APPOINTMENTS ENDING JUNE 30, 2015

The MAG Committee Operating Policies and Procedures were approved by the MAG Regional Council on July 22, 2009. On January 25, 2012, the Regional Council approved updating the Policies and Procedures, Section 5.05 - Terms of Officers, to two-year terms for the technical and other policy committees. The chair and vice chair appointments of the MAG Human Services Technical Committee are due to expire on June 30, 2015.

According to the MAG Committee Operating Policies and Procedures the vice chair will ascend to the chair position and a new vice chair will be approved by the Executive Committee. The current vice chair has chosen not to serve the remainder of the term as the Committee chair. Therefore, letters of interest are being solicited for a new vice chair. The letters of interest are requested to be submitted by August 29, 2014 to Mayor Michael LeVault, MAG Chair, at the MAG Office located at 302 N. 1<sup>st</sup> Avenue, Suite 300, Phoenix, Arizona 85003. It is anticipated that the Executive Committee will approve the vice chair appointment at their September 15, 2014 meeting.

If you have any questions, please contact Amy St. Peter at the MAG Office at (602) 254-6300 or [astpeter@azmag.gov](mailto:astpeter@azmag.gov).

cc: MAG Management Committee  
MAG Intergovernmental Representatives