

December 3, 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, December 11, 2014
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
December 11, 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 November 13, 2014 Meeting Minutes

The draft minutes for the November 13, 2014 meeting are posted with the meeting materials.

4. Children's Action Alliance

The Committee will hear a report from Dana Naimark, Children's Action Alliance, on issues affecting children in Arizona and Child Protective Services reform.

5. Social Services Block Grant Target Group Presentations

Each year, the Maricopa Association of Governments (MAG) serves as an informal conduit for local input on Social Services Block Grant (SSBG) allocation recommendations. In years past, data are collected to update fact sheets for each of the four SSBG target groups. Given the time constraints, the target group fact sheets for 2014 have not been updated.

2. Information.

3. Approve the HSTC November 13, 2014 Meeting Minutes.

4. Information and discussion.

5. Information and discussion.

This year, Committee will be reviewing the draft results of the SSBG ranking exercise distributed in December. They will also hear presentations on the four target groups: Adults, Families & Children, Elderly, Persons with Disabilities, and Persons with Developmental Disabilities. Presenters were asked to speak to any changes from the 2013 Fact Sheets.

The HSTC and Human Services Coordinating Committee (HSCC) will complete the service ranking exercise after reviewing input from community partners. Input will be incorporated to develop the draft funding recommendations.

The HSCC will review and take action on the draft SSBG funding recommendations in January. Pending approval of the recommendations, staff will forward the draft results to DES. Final recommendations will be presented to the MAG Regional Council in February.

6. FY 2016 Committee Outcome Measures

An update on progress made on the FY 2015 outcome measures will be provided to the Committee. Outcomes measures for the FY 2016 MAG Unified Planning Work Program will be identified. Please refer to the outcome measure chart posted with the meeting materials.

7. 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. 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

6. Recommend approval of the FY 2016 outcomes measures to be included in the FY 2016 MAG Unified Planning Work Program.

7. Information and discussion.

8. Information.

MINUTES OF THE
MAG HUMAN SERVICES TECHNICAL COMMITTEE
November 13, 2014
MAG Office Building, Chaparral Room
Phoenix, Arizona

MEMBERS ATTENDING

Riann Balch, City of Phoenix
#Kristina Blea, City of Phoenix
*Jan Cameron, City of Scottsdale
*Naomi Farrell, City of Tempe, Chair
#Jessica Fierro, Town of Gilbert
Janeen Gaskins, City of Surprise
Jessica Gonzalez, City of Phoenix
*Laura Guild, Arizona Department of
Economic Security

#Tim Ward for Ilene Herberg, Arizona
Department of Economic Security /
Division of Developmental Disabilities

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

Jeffrey Jamison, City of Phoenix
Jim Knaut, Area Agency on Aging
Jacqueline Edwards for Bruce Liggett,
Maricopa County Human Services
Department
#Joyce Lopez-Powell, Valley of the Sun
United Way
*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
#Stephanie Small, City of Avondale, Vice
Chair

OTHERS PRESENT

Rachel Brito, MAG
Brande Mead, MAG
Amy St. Peter, MAG

1. Call to Order

Jeffrey Jamison, City of Phoenix, called the meeting to order at 1:32 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 14, 2014 HSTC Meeting Minutes

A motion to approve the August 14, 2014, meeting minutes was requested.
Jacqueline Edwards, Maricopa County Human Services Department, motioned to

approve the minutes. Janeen Gaskins, City of Surprise, seconded the motion. The motion passed unanimously.

4. Maricopa County Department of Public Health

Mr. Jamison invited Brande Mead, MAG, to offer a report on heat caused and heat-related deaths throughout Maricopa County. Amy St. Peter, MAG, advised there has been a shift in heat-related and heat-caused deaths from homeless individuals to older adults bringing different ramifications and the need for different strategies.

Ms. Mead advised that in 2005 there was a significant heat wave that resulted in a number of deaths among people experiencing homelessness, more than 30 over a two week period. This prompted the development of the Heat Relief Network (HRN). Since 2005, a network of hydration and refuge locations have been implemented with the goal of preventing heat related and heat caused deaths among homeless and other vulnerable populations.

Maricopa County Public Health became involved in the Heat Relief Network and has been tracking the number of deaths that occur since 2006. Weekly heat-associated mortality surveillance is conducted from May through October. Throughout the years, the County has been able to collect additional information about those who have died with the goal of using the information to prevent future deaths.

Ms. Mead offered an overview of statistics provided by the Maricopa County Department of Public Health including statistics on age and whether the deceased were in a private residence or were homeless. She noted efforts over the past few years to prevent deaths among older adults include the City of Phoenix partnering with faith-based agencies and meal service workers to conduct wellness checks. Ms. Mead advised the information is being shared to generate discussion on the need for more planning to prevent deaths among other populations like older adults. Ms. St. Peter inquired about other efforts underway to address the issue.

Mr. Jamison advised home delivery meal program delivery aides are trained to look for signs of heat stress during the summer. He noted delivery aides are the only person that a homebound senior might see adding that there have been some instances where it has made a difference. Senior center staff are also trained to look for signs of heat stress. Mr. Jamison acknowledged efforts to decrease the number of deaths related to homelessness and stressed the need to continue these efforts moving forward. He encouraged the Committee to think of strategies to address the issue among older adults.

Riann Balch, City of Phoenix, discussed the need to advocate for the Low Income Home Energy Assistance Program (LIHEAP) given the number of phone calls the City receives for assistance with air conditioning. She noted LIHEAP resources are becoming scarcer. An inquiry was made as to whether utility companies can turn off

service over the summer months. Jessica Gonzalez, City of Phoenix, advised each utility company has its own policies and therefore, do turn off services.

Jacqueline Edwards, Maricopa County Human Services Department, noted in terms of outreach, the Community Action Program network provides one-time utility payment assistance. Another component is informing folks at senior centers about LIHEAP funding and weatherization services. She added that a funding component for all agencies is key to helping prevent heat-related and heat-caused deaths.

Jim Knaut, Area Agency on Aging, discussed the benefit of having the data available as it helps to demonstrate the positive effects of the HRN's refuge and hydration stations. Mr. Knaut congratulated the City of Phoenix for their efforts through the home delivered meal programs. Ms. Gaskins suggested there may be a need to offer cultural education as it appears there are more African Americans and Native Americans experiencing these issues.

Ms. Balch advised the Arizona Community Action Association (ACAA) is circulating a letter requesting mayors' signatures to advocate for LIHEAP. She suggested checking with ACAA as they are asking for any support they can get from other mayors.

It was noted that LIHEAP is an effective tool when responding to severe weather conditions. Although heat-related events differ from hurricanes, heat-related deaths rank at the top of the list for weather caused deaths. It was also noted that the funding structure for LIHEAP is ill-constructed as funding is directed toward cold weather states. The statistics will support the need for funding and show the progress in reducing the number of deaths. Ms. Mead noted additional data points from 2007 and 2008 is available by city. This information is available through the County. Data for 2014 is not yet available.

Debbie Pearson, City of Peoria, requested input on how to engage the community and expand Peoria's hydration station program. Discussion ensued with recommendations including a call for water from the mayor, media releases and informational recordings for people placed on hold. Suggested locations for hydration and/or collection sites include family service centers, senior centers, faith-based organizations, city buildings, and libraries.

It was further suggested conducting research on where the demand is will help identify vulnerable populations where efforts can then be concentrated. Additional resources for identifying need included the homeless street count and research on concentrations of older adults. Ms. Gaskins also suggested working with utility companies. One of the challenges noted was identifying those individuals who are silent and/or do not get out into the community. Suggestion to address these individuals included working through neighborhood block watches and Home Owner Associations (HOA).

5. Social Services Block Grant Action Plan

Mr. Jamison invited Ms. St. Peter to present on the draft timeline for developing the FY 2016 Social Service Block Grant funding recommendations. Ms. St. Peter advised the Department of Economic Security each year has invited MAG to act as an informal conduit for community feedback to develop the SSBG funding recommendations. The formal invitation to participate was anticipated to be received shortly. DES advised recommendations would be due by end of January thereby leaving a shorter timeframe to develop the draft recommendations.

Ms. St. Peter advised in past years, staff has presented updated target group fact sheets and has scheduled presentations from representatives who can speak to the needs of each group. Input was requested on whether the Committee finds these steps helpful given the time constraints. Ms. St. Peter reviewed the draft timeline to initiate the service ranking exercise in November and present preliminary results and target group presentations at the December HSTC meeting.

It was noted information presented in the fact sheets is interesting but does not necessarily provide information on the challenges and needs currently being experienced by each target group. Interest was expressed in hearing the presentations either with or without the fact sheet data.

A question was raised on the process last year that resulted in additional changes being implemented after the service ranking draft results were developed. Ms. St. Peter noted staff will be informed by DES of the potential funding amount when the formal invitation is received. She noted Persons with Disabilities and Persons with Developmental Disabilities generally are the two target groups that receive the greatest reductions.

Discussion ensued on potential speakers for December. A recommendation was made to provide speakers with the 2013 target group fact sheets with a request that changes from last year be addressed during presentations.

Clarification was requested on the opportunity for public comment. Ms. St. Peter advised public comment is received through the service rankings completed by community partners and through input received on the draft allocation recommendations. She noted very little feedback is received on the recommendations themselves.

Ms. St. Peter summarized pending DES' formal invitation, staff would initiate the service ranking exercise to community partners, and results would then be presented to HSTC in December along with presentations on the four target group. Presenters would be asked to speak to any changes from the 2013 fact sheets. Additionally, the HSTC and Human Services Coordinating Committee (HSCC) would be asked to complete the service ranking exercise after reviewing community input. HSCC

members will be invited to attend the December HSTC meeting and hear presentations on the target groups.

A question was raised on whether the Committee will make the final recommendations given concern over skewed service ranking results. Ms. St. Peter offered the option of developing the draft recommendations based on the Committee's service ranking and taking into consideration the community results.

Discussion ensued and a recommendation was made to revise the service ranking exercise to request participants to identify and rank only the services within the target group they work with and/or represent. It was noted having this additional information will help identify who is responding and identify need based on their professional experience.

Ms. St. Peter summarized changes to the service ranking exercise by target group; asking participants to rank services in their field, and community results and target group presentations will be offered to HSTC in December. HSTC and HSCC will complete the service ranking exercise after reviewing community input. Final draft recommendations will be presented to HSTC and HSCC in January.

Jim Knaut, Area Agency on Aging, motioned to recommend approval of the process to develop FY 2016 service allocation recommendations for the Social Services Block Grant funding. Ms. Plante seconded the motion. The motion passed.

6. Greater Phoenix Age-Friendly Network

Ms. St. Peter advised Virginia G. Piper Charitable Trust has released the names for the 2014 Encore Prizes. Winners included Benevilla, MAG, and Stardust Building Supplies. Each was recognized for their ability to incorporate older adults in encore employment. A video featuring the work of MAG and Central Village is available at www.connect60plus.com.

Ms. St. Peter advised funding has been received from Grantmakers in Aging (GIA) and the Arizona Age-Friendly Network has officially launched. The Network includes pilot sites in Phoenix, Tempe, and Northwest Valley. Most recently, Bullhead City, Quartzsite, City of Maricopa, City of Surprise, Wickenburg and Scottsdale have been added to the Network. Staff will work with the new sites to conduct community engagement. St. Luke's Health Initiative will assist in development of their business plans. Ms. St. Peter noted work will also continue on maintaining the connect60plus.com website. An annual conference will also be planned for Spring 2015.

A bonus grant from GIA has also been received for a collaborative project with Indiana. Ms. St. Peter shared a brief overview of the work underway to learn from each other's work on both a national level and work in rural communities.

The *Steps to Create Age-Friendly Communities* toolkit is now available on www.connect60plus.com. The toolkit features steps taken through the network to develop age-friendly communities and is available to all. Ms. St. Peter acknowledged the Greater Phoenix Age-Friendly Leadership Team and the Arizona Age-Friendly Statewide Leadership team for their efforts.

7. MAG Regional Domestic Violence Council

Ms. St. Peter provided a brief overview of the Protocol Evaluation Project and plans to continue moving the project forward with a focus on case transfers. An application for STOP Grant funding has been submitted to the Governor's Office. Additionally, Ms. St. Peter advised work on the 2014 grant is wrapping up. Information was shared on the remaining brown bag and training events scheduled through the end of the year.

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. Items requested include:

- An update on multigenerational time banking.
- A presentation on HOA dues and how they may affect a person's budget and eligibility for services. Recommendations for speakers include an HOA attorney or advocate.
- Updates on legislative issues affecting Human Services.

9. Comments from the Committee

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

Ms. Plante shared information on efforts between faith community round table and code enforcement to assist elderly or disabled individuals address code violations. Faith partner groups are contacted to reach out to these individuals to establish a new relationship and assist with bringing them into compliance.

The meeting adjourned at 2:38 p.m. The next meeting is scheduled for December 11, 2014, at 1:30 p.m.

POVERTY IN ARIZONA

December 10, 2014

POVERTY

- One quarter to one third of Americans continue to experience direct economic hardship following the recession of 2008 and beyond
 - 61% say their family's income is falling behind the cost of living
 - A majority of Americans have a direct personal connection to poverty
 - 54% say someone in their immediate or extended family is poor (nearly 65% of African Americans)
-

- Americans strongly believe that poverty is primarily the result of a failed economy rather than the result of personal decisions and lack of effort
 - Americans across ideological and partisan lines believe the government has a responsibility to use its resources to fight poverty(86%)
 - The public is clear about its priorities for reducing poverty:
 - Jobs
 - Wages
 - education
-

IN ARIZONA

- 18.6% of Arizonans are living in poverty
- 27% of children
- 27% of children are homeless
- 1.1 million Arizona households receive SNAP
- 32% have too little money to buy enough food to feed their family
- 38.9% of low-income families work, however,
- 23.4% of Arizona's jobs are low-wage
- 25% of households are falling behind on their rent
- 30% are falling behind on their gas, electric and phone bills
- 31% are having trouble paying their credit card bill

- 32% of Arizonans are living in asset poverty, meaning they don't have assets they may liquidate to provide needed cash – a bank account, a car, home, etc.
- 45.7% are liquid asset poor, meaning they lack the savings to cover basic expenses for 3 months if unemployment, a medical emergency or another crisis leads to a loss of income
- 21.3% are living in extreme asset poverty, meaning the household has a negative net worth
- 12% of Arizonans are unbanked
- 20.5% are under-banked
- 46% of Americans have less than \$10,000 saved for retirement
- 36% of Americans don't contribute anything to savings
- 60% of workers have less than \$25,000 in assets

- 87% of adults say they are not confident about having enough money for a comfortable retirement
- One third of households between the ages of 30 – 59 will not have enough money for retirement
- College tuition and fees have increased 1,120% since records started to be kept in 1978
- Average student debt is \$21,000, which 71% of graduating seniors carry
- 42% of college grads are in jobs that don't require a college degree
- Nationally, student debt exceeds \$1.1 Trillion
- **60% of Arizona households use sub-prime lending products**
- 41% of Americans spend less than their income, 36% spend equal amount, 19% spend more

- Pew Charitable Trust – 65% of children born into poverty will stay there

Cynthia Zwick

Arizona Community Action Association

czwick@azcaa.org

www.azcaa.org

602.604.0640

Home & Community Based Services

SAIL (Senior Adult Independent Living)

- Case Management
- Adult Day Health Care
- Home-Delivered Meals
- Homemaking
- Personal Care / Home Health Aid
- Home Nursing
- Home Repair

Total Clients Waiting for Services

SAIL: 824

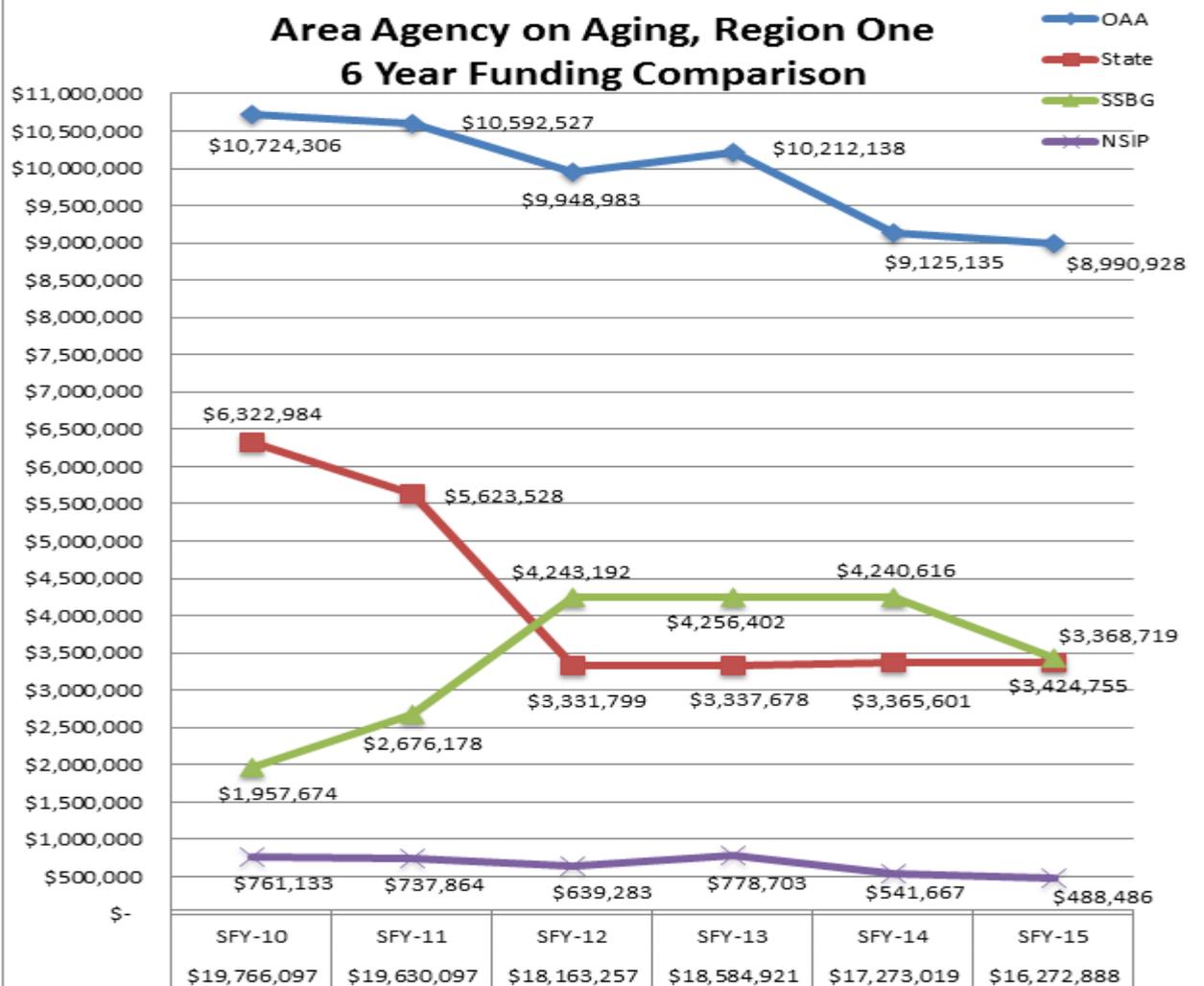
Respite: 213

Total: 1,037

Contracted Services

- Home Care
- Senior Centers
- Home Delivered Meals
- Adult Day Health Care
- Volunteer Management
- Legal Services
- Case Management
- 14 Providers
- 16 Providers, 22 Sites
- 17 Providers
- 6 Providers, 12 Sites
- 2 Providers
- 1 Provider
- 1 Provider

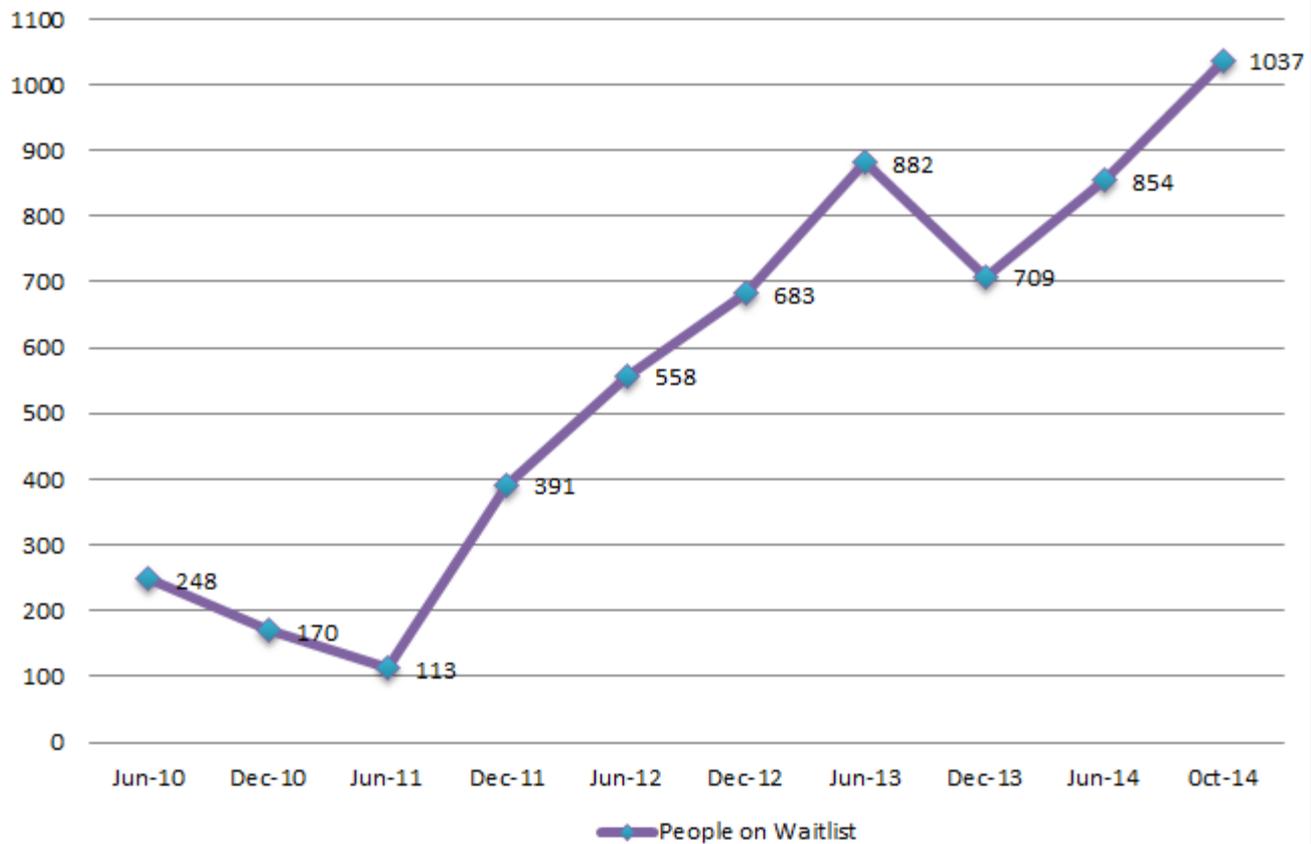
Area Agency on Aging, Region One 6 Year Funding Comparison



Difference +/-		-136,000	-1,466,840	+421,664	-1,311,902	-1,000,131
Carry Over	+871,974	+1,112,719	+667,810	+1,385,214	+687,451	

Total Loss: \$3,493,209

Waitlist for Maricopa County



Needs of Individuals with Developmental Disabilities in Maricopa County

Prepared for:
Maricopa Association of Governments
December 11, 2014

 Morrison Institute
for Public Policy

ARIZONA STATE UNIVERSITY

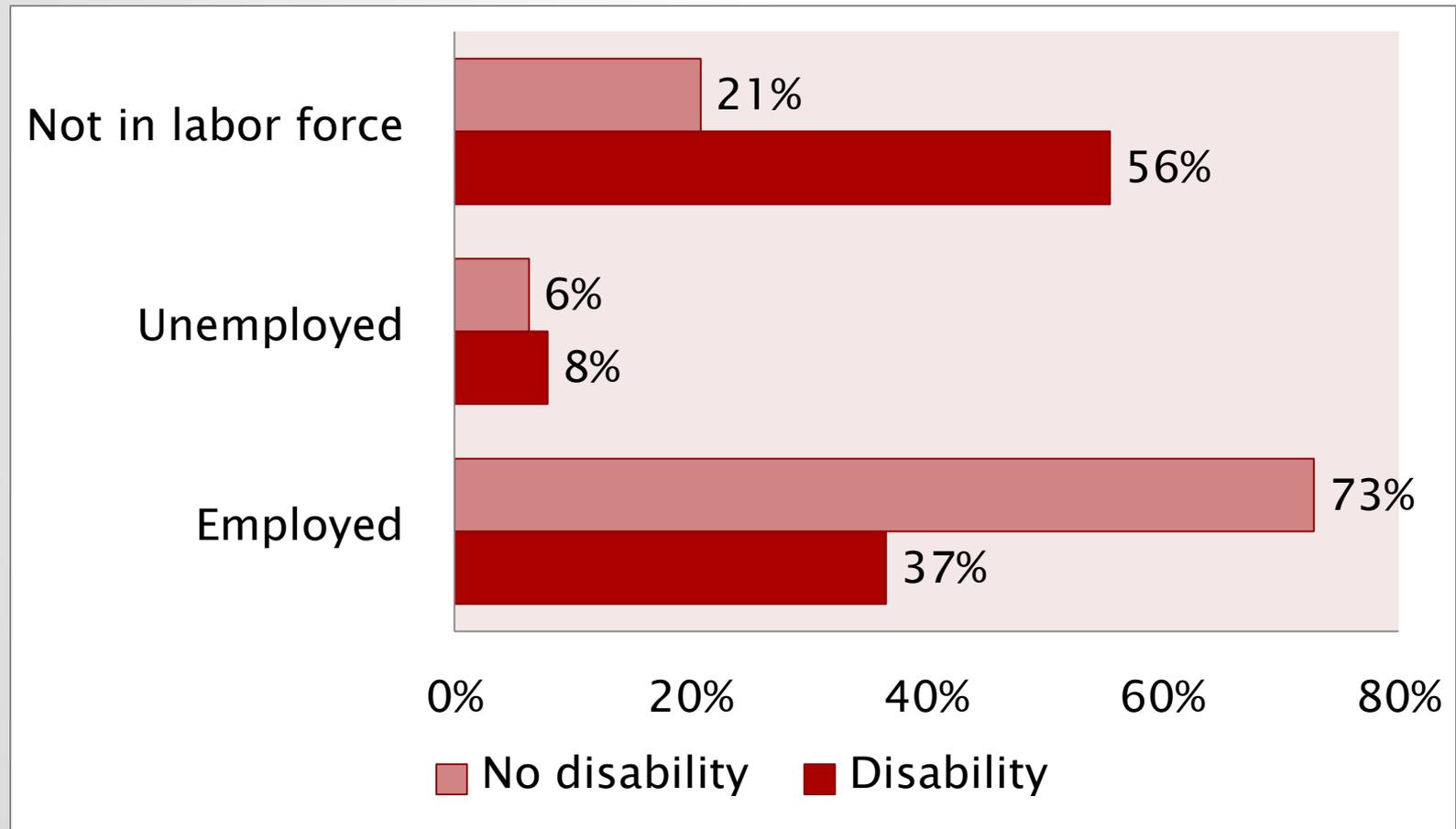
Erica S. McFadden, Ph.D.
Policy Analyst

Current Demographics

- ▶ Approximately 68,000 residents with developmental disabilities (DD) in Maricopa County.
 - 47% <17; 53% 18 & over
- ▶ **Only 35% are receiving services through the Division of Developmental Disabilities (DDD)**



Employment Barriers Persist in Maricopa County



Source: ACS, 2011-2013

Post-School Outcomes

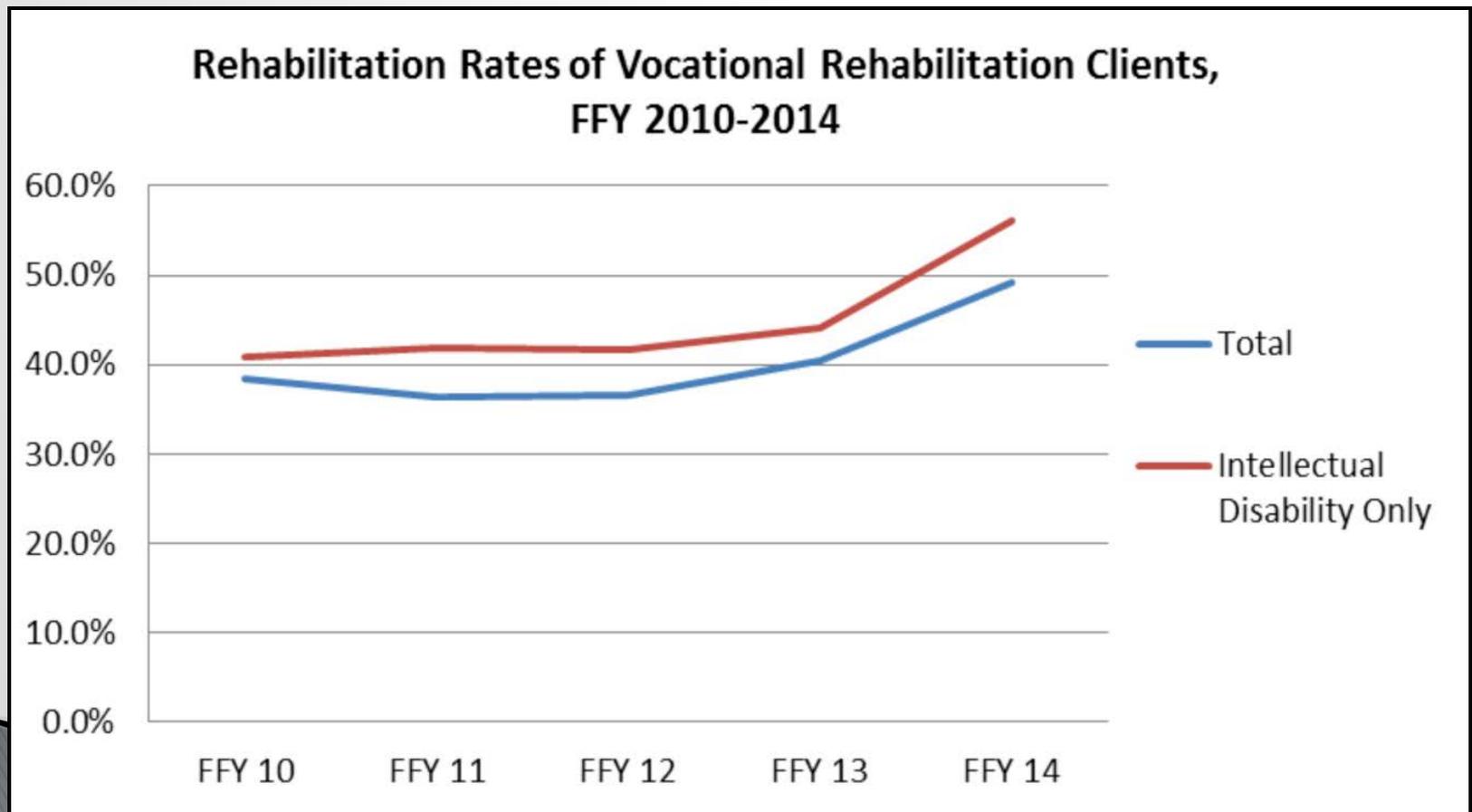
The trend of unemployment is continuing among today's youth.

- ▶ 2013 Post School Outcomes Survey findings (2011–2012 school year)
 - **46% of persons with intellectual disabilities not engaged**
 - **33% all others not engaged**



Vocational Rehabilitation

- ▶ AZ's RSA-VR posts some of the worst recovery rates in the country, but it's improving



Vocational Rehabilitation (cont.)

- ▶ Visionary leadership
- ▶ Programs targeted to competitive employment
- ▶ Lack of funding since 2008/not enough staff; not able to receive the 1:4 full federal match
- ▶ Order of selection still in effect: Wait list closed indefinitely for significant disabilities
- ▶ Those who qualify wait months to begin services
- ▶ In cross-hairs of potential state budget cuts

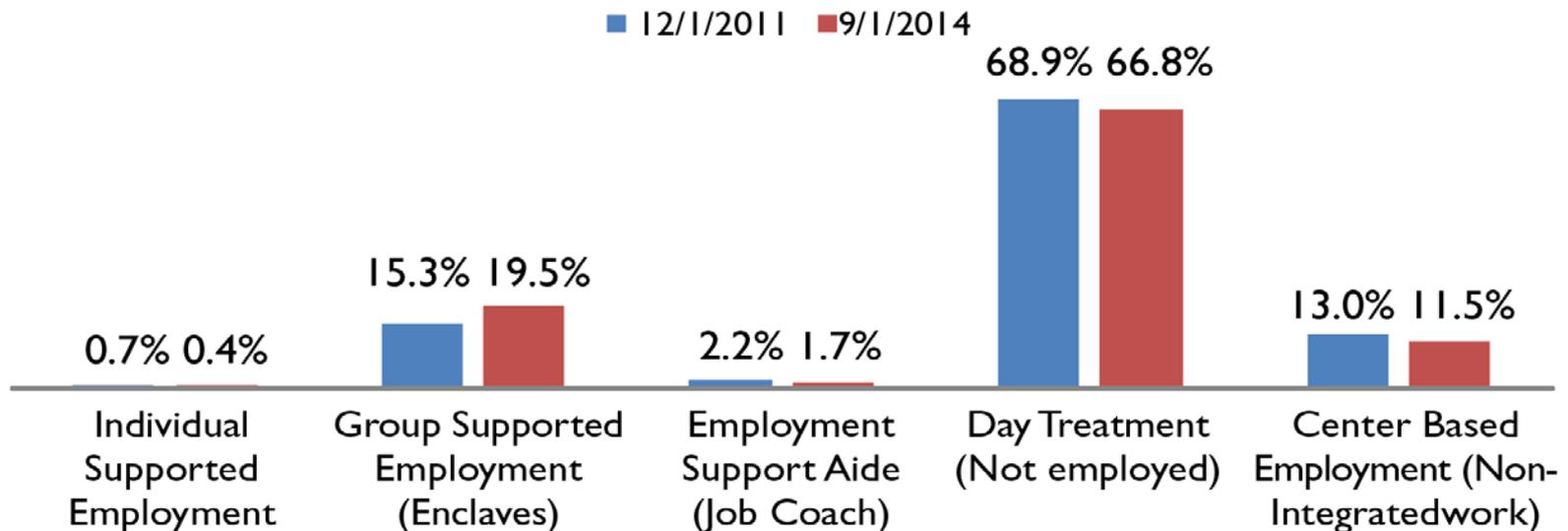


DDD

2013: 22,391 clients → 2014: 23,663 clients DDD is not currently spending SSBG funds.

- ▶ **Employment First underway; however, the needle hasn't moved yet**

Figure 4. DDD Employment/Day Program Participation, from 12/1/2011 - 9/1/2014



The Autism Gap

There is a tidal wave of adults with autism on the horizon, and we're not ready.

- ▶ 90% of people with autism are under 21. Compared with today, there will be 7-10 times the number of adults with autism looking for services in the not-too-distant future.
- ▶ There is a critical shortage** of services for adults with autism, which has been called a public health crisis.

**Almost 30 employment providers in area – only 2 specialize in autism

Lack of Integrated Employment Programs

- ▶ Parents and people with DD in search of integrated employment providers
- ▶ Few providers trained in working with autism and those with more significant disabilities
- ▶ Federal employment initiatives may soon change landscape
 - **Sub-minimum wage no longer permitted by federal sub-contractors by Executive Order starting Jan.1**
 - **Workforce Innovation & Opportunity Act targets employment of transition age youth with disabilities**

Questions???

Contact:

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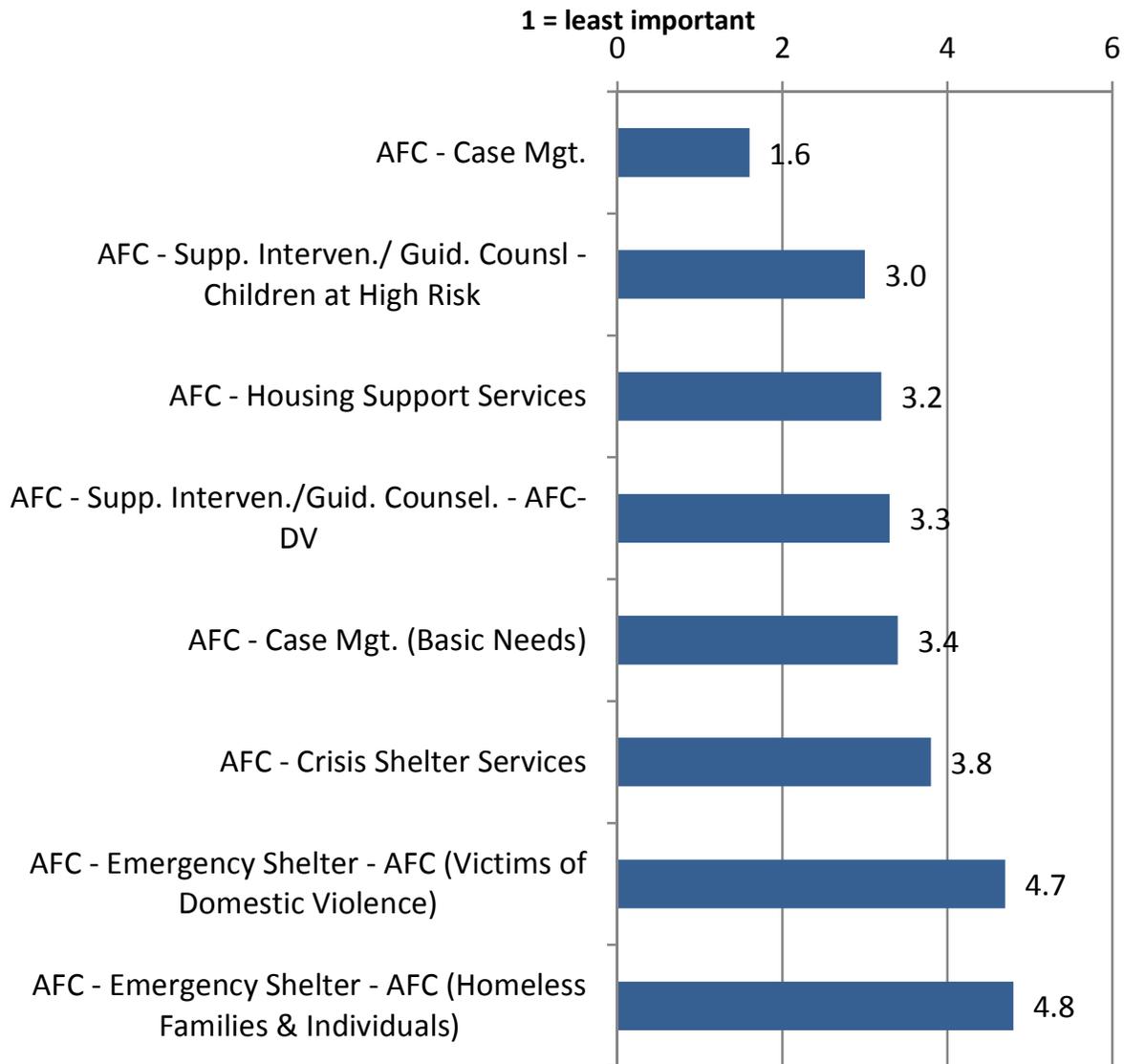
e-mail: erica.edwards@asu.edu

<http://morrisoninstitute.asu.edu/>

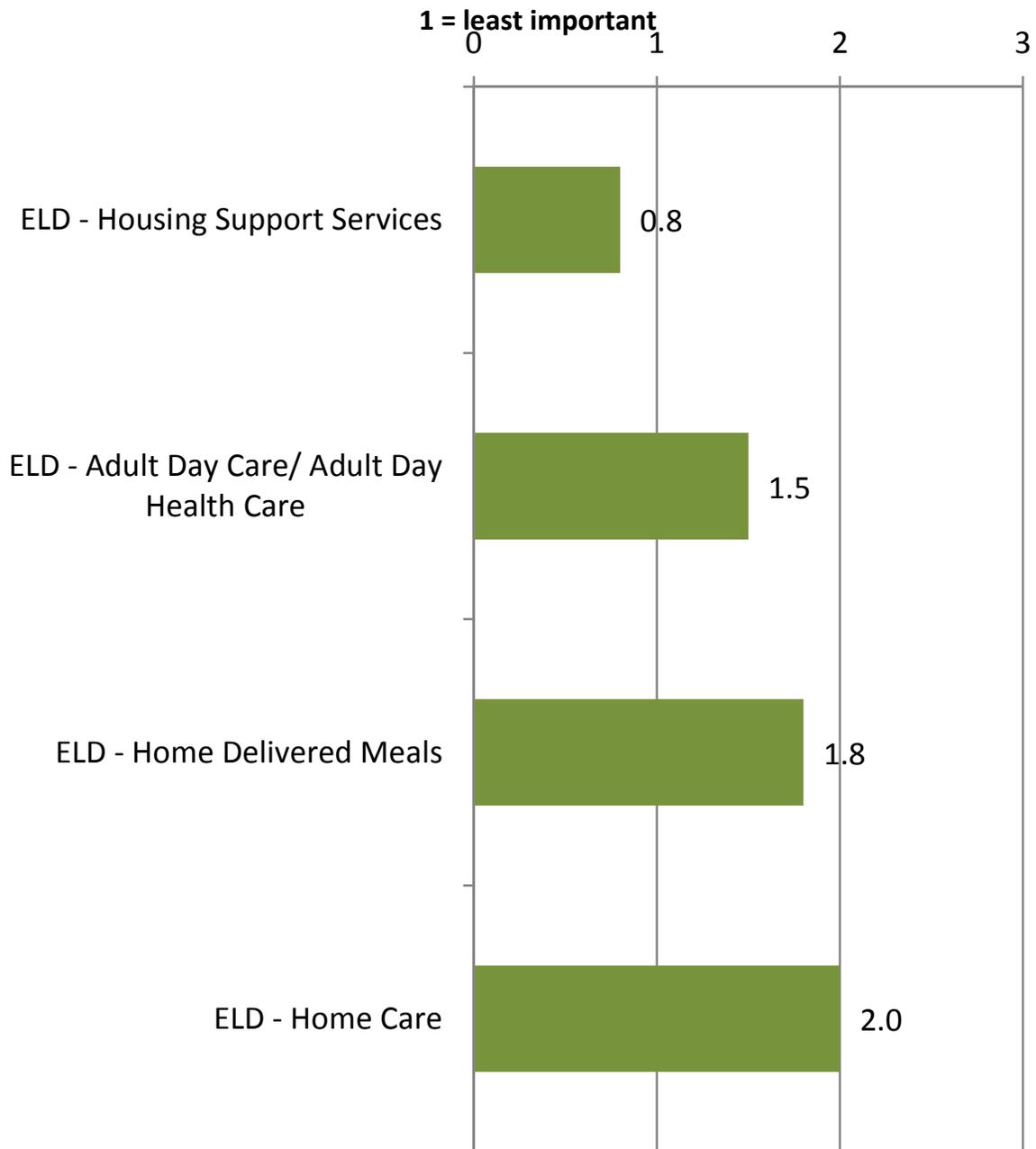


Persons with Developmental Disabilities	Program Ranking Score
DD - Respite	1.5
DD - Empl. Related Services (In Family Home)	1.6
DD - Attendant Care / Personal Assistance	2.2
DD - Empl. Related Services (Special Empl. Opps)	2.3
DD - Habilitation Services	2.4
Adults, Families & Children	Program Ranking Score
AFC - Case Mgt.	1.6
AFC - Supp. Interven./ Guid. Counsl - Children at High Risk	3.0
AFC - Housing Support Services	3.2
AFC - Supp. Interven./Guid. Counsel. - AFC-DV	3.3
AFC - Case Mgt. (Basic Needs)	3.4
AFC - Crisis Shelter Services	3.8
AFC - Emergency Shelter - AFC (Victims of Domestic Violence)	4.7
AFC - Emergency Shelter - AFC (Homeless Families & Individuals)	4.8
Elderly	Program Ranking Score
ELD - Housing Support Services	0.8
ELD - Adult Day Care/ Adult Day Health Care	1.5
ELD - Home Delivered Meals	1.8
ELD - Home Care	2.0
Persons with Disabilities	Program Ranking Score
PwD - Adaptive Aids & Devices	2.0
PwD - Congregate Meals	2.3
PwD - Home Delivered Meals	2.7
PwD - Supported Empl., Extended	3.0
PwD - Home Care	3.0
PwD - Adult Day Care/ Adult Day Health Care	3.9
PwD - Rehabilitation Instruction Services	4.1
TOTAL NUMBER OF SURVEYS:	31
IDENTIFIED WITH TARGET GROUP:	
Adults Families & Children	22
Elderly	14
Developmental Disabilities	9
Persons with Disabilities	11
Notes:	
Three received from Committee members - not included in current scores	
Five completed incorrectly - following up to request revised surveys	

**Social Service Block Grant
Adults, Families & Children
Draft Community Service Ranking Results
December 11, 2014**



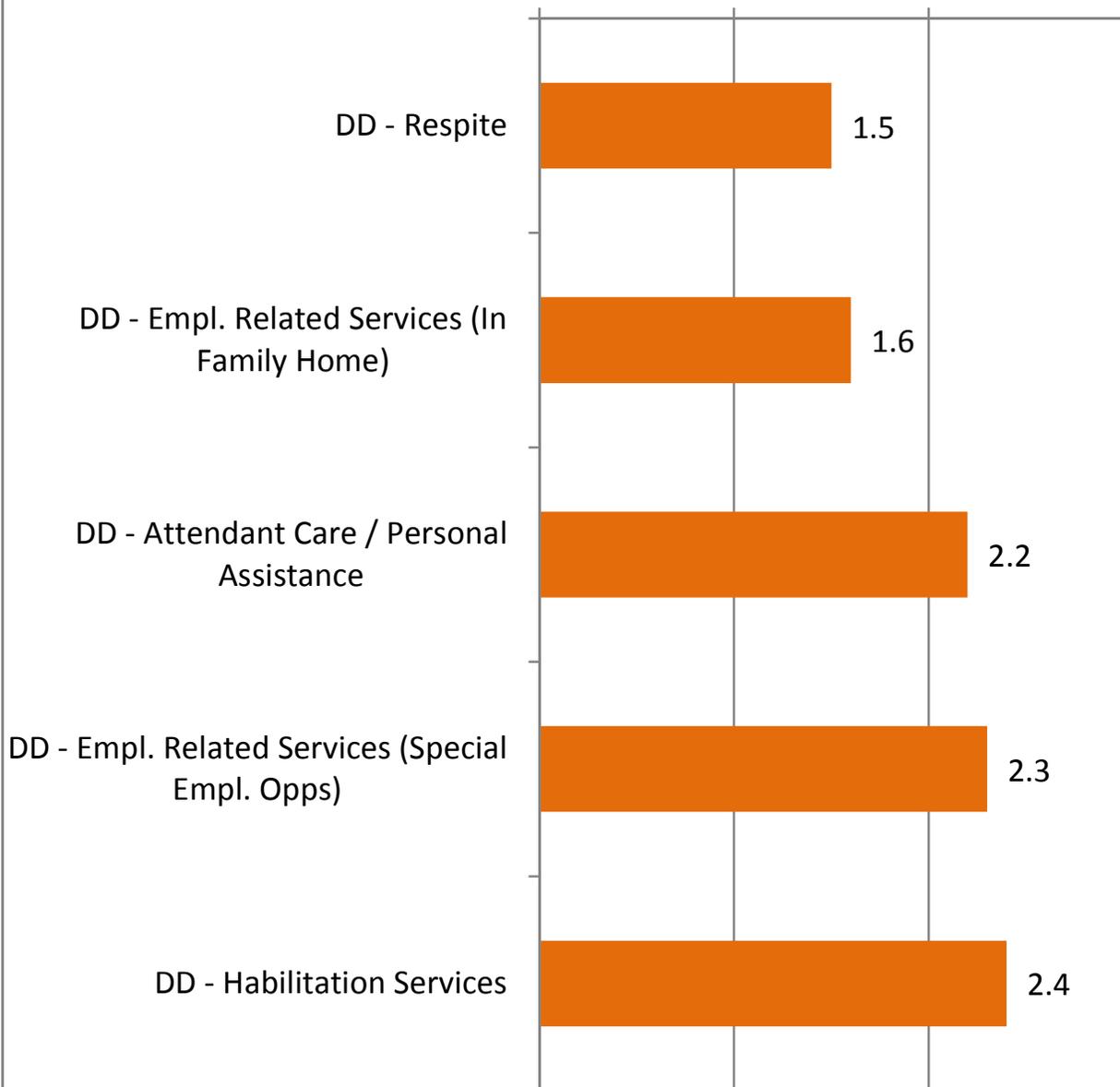
**Social Service Block Grant
Elderly
Draft Community Service Ranking Results
December 11, 2014**



**Social Service Block Grant
Persons with Developmental Disabilities
Draft Community Service Ranking Results
December 11, 2014**

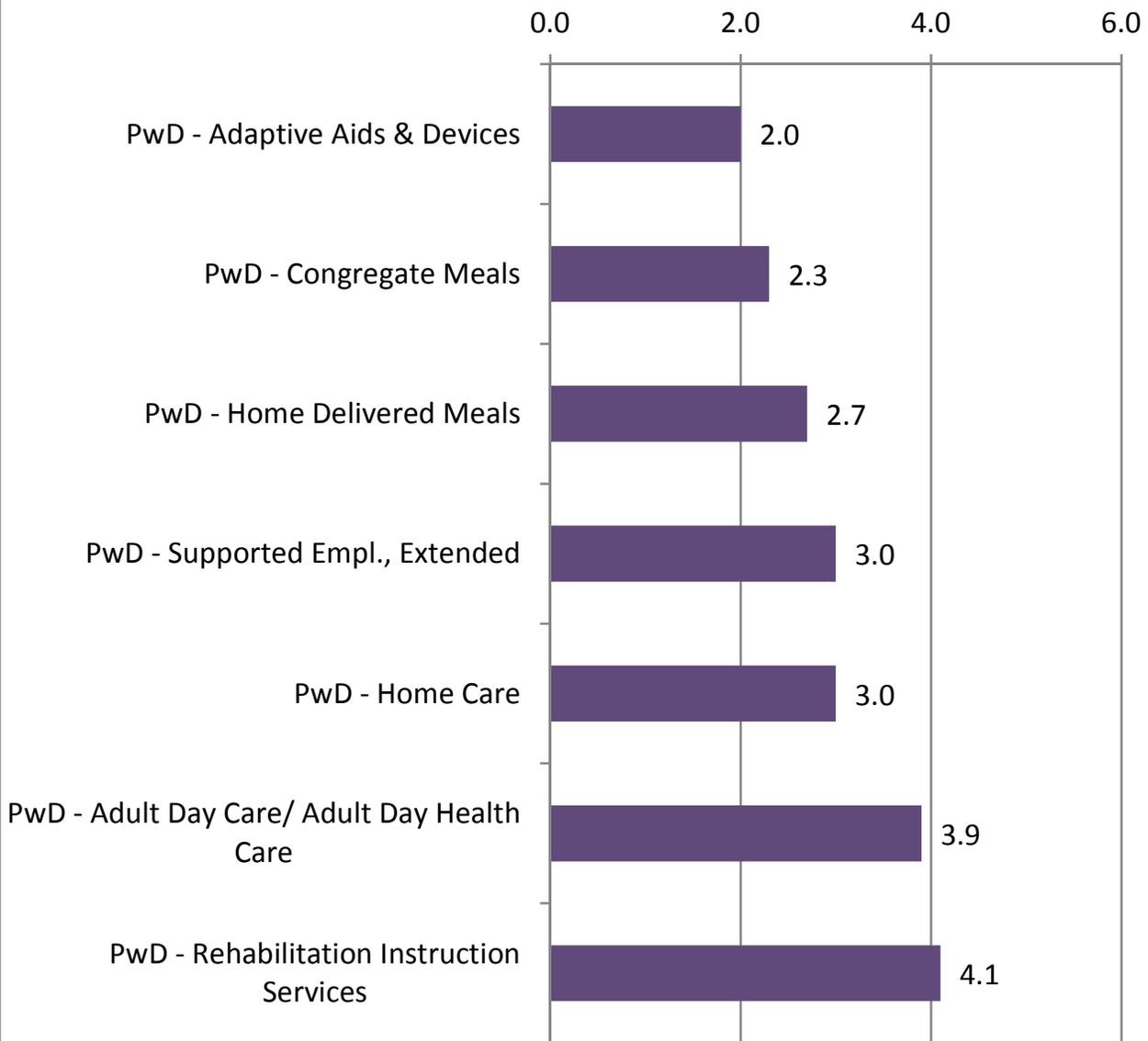
1 = least important

0.0 1.0 2.0 3.0



**Social Service Block Grant
Persons with Disabilities
Draft Community Service Ranking Results
December 11, 2014**

1 = least important



Draft
Major Regional Goals/Work Emphasis Areas/Results
for Fiscal Year 2015 - 2016

Human Services/Environmental Justice:

F-1. Improve Coordination of Mobility Options for Transportation Disadvantaged People

Update the MAG Human Services Coordination Transportation Plan to reflect emerging needs and new opportunities to benefit older adults, people with disabilities, and people with low incomes. The plan will offer an inventory of available services, an assessment of the gaps and resources, and prioritized strategies to best meet these needs. The plan will be presented to the MAG Regional Council for approval in the third quarter of FY 2016.

F-2. Improve Criminal Justice Response to Domestic Violence

Implement the next phase of the MAG Protocol Evaluation Project with support from the Governor's Office and community partners. This will include coordination among law enforcement, prosecutors, and victim advocates; delivery of training in person; and through Webinars. The result will be that victims are safer and abusers are held accountable through the criminal justice system. This will be documented by an evaluation of the project and a survey of the stakeholders supporting the work by the second quarter of FY 2016.

F-3. Maintain the Region's Supply of Permanent Supportive Housing

Maintain the U.S. Department of Housing and Urban Development (HUD) award for permanent supportive housing by facilitating activities to submit a consolidated Continuum of Care Program application to HUD for homeless assistance funding through the fourth quarter of FY 2016. This includes conducting an annual count of homeless persons, a gaps analysis, application training and review process for agencies, and completion of HUD Continuum of Care materials. The impact will be that people experiencing homelessness will have consistent access to permanent housing needed to end homelessness.

F-4. Ensure Equitable Treatment of Disadvantaged Populations

Monitor implementation of the Environmental Justice Title VI Plan and make refinements indicated by public feedback and committee recommendation as needed. Continue to reach out to communities of concern through public involvement activities and integrate feedback from communities of concern into the planning process as appropriate. Achievement of these activities will be demonstrated by the fourth quarter of FY 2016 through a report to related MAG Committees.

F-5. Promote and Support Age-Friendly Communities

Support and expand the Arizona Age-Friendly Network by successfully maintaining the three age-friendly initiative pilot projects that launched in FY 2014 through Central Village in Phoenix, Tempe Neighbors Helping Neighbors, and Northwest Valley Connect; implement the new age-friendly pilot projects developed in Scottsdale, Surprise, Wickenburg, the City of Maricopa, Bullhead City, and Quartzsite; solicit additional funding to continue the network; and increase traffic on the project's website by 10 percent.

Draft
Major Regional Goals/Work Emphasis Areas/Results
for Fiscal Year 2014 - 2015

Human Services/Environmental Justice:

F-1. Improve Coordination of Mobility Options for Transportation Disadvantaged People

Update the MAG Human Services Coordination Transportation Plan to reflect emerging needs and new opportunities to benefit older adults, people with disabilities, and people with low incomes. The plan will offer an inventory of available services, an assessment of the gaps and resources, and prioritized strategies to best meet these needs. The plan will be presented to the MAG Regional Council for approval in the third quarter of FY 2015.

Results: The plan is under development with feedback from older adults, people with disabilities, and people with low incomes. The MAG Transportation Ambassador Program and the Arizona Age-Friendly Network provide effective mechanisms to support two way communication. MAG provides critical resources and technical to assist people in becoming more mobile. In return, the community provides insightful data regarding the gaps in service delivery and coordination that may be addressed through this plan.

F-2. Improve Criminal Justice Response to Domestic Violence

Implement the next phase of the MAG Protocol Evaluation Project with support from the Governor's Office and 22 project partners. This will include coordination among law enforcement, prosecutors, and victim advocates; delivery of training in person; and through Webinars. The result will be that victims are safer and abusers are held accountable through the criminal justice system. This will be documented by an evaluation of the project and a survey of the stakeholders supporting the work by the second quarter of FY 2015.

Results: The Protocol Evaluation Project effectively improves the criminal justice system's response to domestic violence. This has been achieved through the provision of five brown bag training events, two conferences, one press event, five affinity group meetings, one law enforcement training video, one regional misdemeanor protocol model, and an overhaul to the felony protocol model in collaboration with the Maricopa County Attorney's Office. Two webinars and a survey of domestic violence victims are underway. Evaluations consistently report extremely high levels of satisfaction with the project and effective implementation of the protocols with a significant positive impact.

F-3. Maintain the Region's Supply of Permanent Supportive Housing

Maintain the U.S. Department of Housing and Urban Development (HUD) award for permanent supportive housing by facilitating activities to submit a consolidated Continuum of Care Program application to HUD for homeless assistance funding through the fourth quarter of FY 2014. This

includes conducting an annual count of homeless persons, a gaps analysis, application training and review process for agencies, and completion of HUD Continuum of Care materials. The impact will be that people experiencing homelessness will have consistent access to permanent housing needed to end homelessness.

Results: The Continuum of Care recently completed major revisions to its governance structure, including the development of a decision-making board. In addition, the committee provided training and technical assistance to agencies applying for HUD funding. This resulted in a record award of more than \$25 million to the region. Plans for the annual street count and gaps analysis are underway with community partners.

F-4. Ensure Equitable Treatment of Disadvantaged Populations

Monitor implementation of the Environmental Justice Title VI Plan and make refinements indicated by public feedback and committee recommendation as needed. Continue to reach out to communities of concern through public involvement activities and integrate feedback from communities of concern into the planning process as appropriate. Achievement of these activities will be demonstrated by the fourth quarter of FY 2015 through a report to related MAG Committees.

Results: The Environmental Justice and Title VI Program was updated and approved in June 2014. The program includes changes related to MAG's changed service area and complies with all federal regulations. Feedback on the new document was collected through a public posting and through the MAG committee process. The program includes a Limited English Proficiency four factor analysis, a complaint procedure, updated demographic profiles for communities of concern, and public posting materials.

F-5. Promote and Support Age-Friendly Communities

Support and expand the Regional Age-Friendly Network by successfully maintaining the three age-friendly initiative pilot projects that launched in FY 2014 through Central Village in Phoenix, Tempe Neighbors Helping Neighbors, and a new transportation program in the Northwest Valley; implement the new age-friendly pilot project developed in Scottsdale; solicit additional funding to continue the network; and increase traffic on the project's website by 10 percent.

Results: The regional network has successfully expanded into the Arizona Age-Friendly Network. The three original pilot sites in Phoenix, Tempe, and the Northwest Valley continue to positively impact their communities. Six new pilot sites are underway in Scottsdale, Surprise, the City of Maricopa, Wickenburg, Quartzsite, and Bullhead City. St. Luke's Health Initiative has committed funding to assist these new sites with the development of business plans to ensure the long term sustainability of their new age-friendly programs. Additional funding was also received from Grantmakers in Aging and the Pfizer Foundation as part of Community AGenda, a national initiative. Virginia G. Piper Charitable Trust, Duet, Benevilla, and the Area Agency on Aging have also contributed funding to support the network. Traffic on the website has increased by nearly 30 percent.