

June 8, 2015

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, June 11, 2015  
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  
June 11, 2015

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 May 14, 2015 Meeting Minutes

The draft minutes for the May 14, 2015 meeting are posted with the meeting materials.

4. Update on Proposal to Evolve the MAG Human Services Coordinating Committee

The role of the MAG Human Services Coordinating Committee is to advise the MAG Regional Council on human services related issues with the assistance of the MAG Human Services Technical Committee. Discussion on restructuring the work of the committees was held with the Human Services Technical Committee and Human Services Coordinating Committee. Input received was incorporated into a revised proposal that further details the action and timeline for the proposal. The HSCC will meet on June 9<sup>th</sup> to take action on the revised proposal which will then proceed to the MAG Executive Committee and Regional Council for final approval. An update on the revised proposal will be offered.

2. Information.

3. Approve the HSTC May 14, 2015 Meeting Minutes.

4. Information and discussion.

5. Social Services Block Grant Work Group

The Maricopa Association of Governments (MAG) serves as an informal conduit for local input on Social Services Block Grant (SSBG) allocation recommendations. The role of the Human Services Technical Committee has included using information gathered from target group fact sheets, input from a community service ranking exercise, and data presented by content experts to develop the draft SSBG funding recommendations.

In March 2015, the Committee requested establishing a workgroup to review the requirements, timeline, and process for establishing the Social Services Block Grant funding recommendations in an effort to develop an improved process that will better serve the needs of the community. The Committee will discuss and establish a workgroup to develop and implement an improved process to develop the SSBG funding recommendations.

6. Heat Relief Network

A report will be offered on plans for the 2015 Heat Relief Network efforts including an overview of the Heat Relief Maps. The maps include information on collection and donation sites; hydration stations, and refuge and emergency hydration locations.

7. MAG Regional Domestic Violence

A report will be offered on activities of the MAG Regional Domestic Violence Council including an update on progress made on the FY 2015 Regional Plan to End Domestic Violence.

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.

5. Information and discussion.

6. Information and discussion.

7. Information and discussion.

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.

Adjournment

9. Information.

MINUTES OF THE  
MAG HUMAN SERVICES TECHNICAL COMMITTEE  
May 14, 2015  
MAG Office Building, Chaparral Room  
Phoenix, Arizona

MEMBERS ATTENDING

\*Riann Balch, City of Phoenix  
#Kristina Blea, City of Phoenix  
#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  
\*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  
#Tim Ward, Arizona Department of  
Economic Security/Division of  
Developmental Disabilities

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

OTHERS PRESENT

Jeffrey Tourdot, Maricopa County Human  
Services Department

Rachel Brito, MAG  
DeDe Gaisthea, MAG  
Amy St. Peter, MAG

1. Call to Order

Stephanie Small, City of Avondale, Vice Chair, 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 March 12, 2015 HSTC Meeting Minutes

A motion to approve the March 12, 2015, meeting minutes was requested. Janeen Gaskins, City of Surprise, motioned to approve the minutes. Jacqueline Edwards, Maricopa County, seconded the motion. The motion passed unanimously.

4. FY 2015 Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program Recommendation for the Phoenix/Mesa Urbanized Area

DeDe Gaisthea, MAG, provided a PowerPoint presentation and presented the FY 2015 Federal Transit Administration Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities recommended priority listing for the MAG region. An overview of the FTA program guidelines and requirements was provided. Ms. Gaisthea advised that the FY 2015 application process resulted in 41 applications with a funding request of \$4.9 million. The full funding apportionment is estimated at \$2.9 million. Ms. Gaisthea acknowledged the EPDT Ad Hoc Committee for their time and commitment reviewing the applications, conducting interviews and developing the funding recommendations.

An overview of the priority listing considerations and priority listing recommendations was reviewed. Ms. Gaisthea outlined the MAG Committee approval process noting that upon final approval by the MAG Regional Council, funding recommendations will be forwarded to the City of Phoenix Public Transit Department. Ms. Gaisthea concluded her presentation. Clarification was requested on the amount of funding available. Ms. Gaisthea clarified the amount of funding requests totaled \$4.9 million exceeding the amount of funding available which is estimated to be \$2.9 million. Ms. Gaisthea provided an overview of the recommendations for capital and new freedom requests.

A motion was requested to recommend approval of the priority listing of applicants for the FY 2015 FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program for the Phoenix/Mesa UZA priority listing to be forwarded to the City of Phoenix Public Transit Department based on final apportionments, the projects will be funded based on the rank order. And approval of the associated amendments and administrative modifications to the FY 2014-2018 MAG Transportation Improvement Program and as appropriate to the 2035 Regional Transportation Plan based the final apportionments. Ms. Edwards motioned to approve the recommendations and thanked the Committee for reviewing the funding requests. Jim Knaut, Area Agency on Aging, seconded the motion. The motion passed unanimously. Ms. St. Peter noted staff is considering distributing the applications among the Committee to eliminate the need for all members to review all applications.

5. Proposal to Evolve the MAG Human Services Coordinating Committee

Ms. St. Peter addressed the Committee regarding a proposal to evolve the MAG Human Services Coordinating Committee. She provided an update on recent challenges and shared a historical view of how the MAG Human Services Division was formed in 1976. The main function of the Committee was to develop funding recommendations for the Arizona Department of Economic Security (DES) Social Services Block Grant (SSBG) funding. However, the role of the Committee has shifted, funding has decreased, and there is no longer an existing contract with DES.

Ms. St. Peter advised that other human services committees, such as the MAG Continuum of Care Regional Committee on Homelessness (CoC), or the Elderly and Person with Disabilities Transportation Committee, have very concrete purposes in reviewing applications for a specific funding source, along with several ancillary activities. She noted the MAG Regional Domestic Violence Council (DV Council) is grant driven. Ms. St. Peter advised that the Committee may at times search for meaning unless they have a very direct charge. However, she added that the ultimate goal of the committees is to meet the needs of MAG member agencies and community partners.

Ms. St. Peter shared that input received from Human Services Coordinating Committee (HSCC) members during a recent brainstorming session focused on a changing landscape, leveraging resources, and having a greater impact. She offered an overview of the proposal noting that it reflects the discussion held with HSCC and may impact the work of the Human Services Technical Committee (HSTC). The HSCC will meet on May 20<sup>th</sup> to discuss the recommended changes and the proposal will then proceed to the MAG Management Committee and Regional Council for final approval. Input was requested from HSTC.

Ms. Edwards inquired what outcomes the Committee is trying to achieve, and how MAG will support those outcomes. St. Peter noted the HSCC values the ability to hear about a broad range of different human services adding that hosting an event would allow the opportunity to hear from different speakers, elevate the profile of human services, and build a broader consensus. She advised that meetings would be open to broader community to look at the issues and trends and to provide input to how the region responds. An action agenda would be developed after the event based on input received. Ms. Edwards asked if MAG would then convene these parties and act as an advocate to take regional policy positions on human services issues.

Ms. St. Peter advised MAG does not typically advocate at state legislature as different cities take different stands on issues. Ms. Edwards stated that if the purpose of the event is to take a position on policies and elected officials are taking one stand, then it would be beneficial for MAG to advocate. She noted, otherwise, this may not be the appropriate forum on which to take a regional approach.

Ms. St. Peter advised any action taken would depend on how advocacy is being defined and how the work is being viewed. She noted MAG can advocate on issues that have the support of community partners and have been approved by the MAG Regional Council. She noted as with all regional plans, there are various levels of support and these efforts would continue in the same manner.

Ms. Edwards added that Human Services has a broad umbrella while committees such as the CoC and DV Council focus on very specific issues. She inquired how the Committee will ensure a broad focus and decide what is important if the event is only attended by advocates representing specific areas. Ms. St. Peter stated Committee members would have an opportunity to identify the main areas to assess at the community level that may need to be assessed at a regional level. It was noted that federal funding will drive the major human services topics. Ms. Edwards inquired whether these efforts will be driven by available funding. Discussion ensued regarding multiple drivers and trend analyses to identify emerging issues that can be addressed at a regional level. Ms. St. Peter noted the value of having broad input but noted it would fall upon the HSTC and HSCC to assess which issues to highlight at the event, gain consensus, and develop an action agenda.

Laura Guild, Arizona Department of Economic Security, expressed support for restructuring the work noting it would provide an opportunity to assess the needs in the county which was the original intention of the SSBG. Leah Powell, City of Chandler, expressed support for assessing the needs but added the need to ensure a broad cross-representation of all the human services topics.

Christina Plante, City of Goodyear, requested further clarification on the assessment. She inquired how it relates to prior efforts to assess how different cities fund human services. Ms. St. Peter advised two barriers that hinder the Committee's SSBG efforts are focus and timing. The SSBG assessment is conducted for the purpose of developing funding allocations thereby limiting the focus to four target groups. The funding source and eligibility create a more narrow focus than the scope of the proposed assessment. Timing has also been a barrier in that the Committee conducts an assessment based on services funded through SSBG in a relatively short time period. The proposed assessment would focus not only on SSBG funded services but would include trends in the region.

Ms. Gaskins noted several meetings and conferences occur simultaneously adding that an event would be a potential way to assemble many of these groups for a forum. Ms. St. Peter requested input on who to engage and timing for the event.

Ms. Edwards noted the discussion about funding and the availability of funds continuing to decrease. She shared information on the Funders Collaborative focused on homeless issues and the closing of the men's overflow shelter. The collaborative is a joint effort among Valley of the Sun United Way, the City of Phoenix, Maricopa County and Arizona Department of Health to bring funding to solve issues. From her perspective, she noted one thing lacking from the Committee's current structure is advocacy and the ability to achieve desired outcomes.

Ms. St. Peter noted there are several options that will help give more weight to the effort. While the project will also consider funding issues, it will also focus on multiple resources and what can be done among existing funding streams to be more efficient, bring additional groups into the discussion, and change the membership not only from a funding perspective, but in how members are engaged.

Vice Chair Small discussed the need to clarify the roles and expectations of the HSTC and HSCC. She expressed agreement with conducting a trend analysis on human services issues in the County and noted validity in HSTC continuing to meet as a group to discuss issues, solutions and greater opportunities for collaboration.

Ms. Plante requested further clarification regarding funding being a driving force. She inquired whether the vision is to identify available funding; educate funders on the need; and find ways to coordinate funding applications in an effort to be more effective. Ms. St. Peter stated that funding is an important issue that impacts the discussion however; other factors exist such as existing needs, identifying resources, and strengthening support for human services as a region through realignment of community resources and partners.

Ms. Edwards questioned if MAG can support these efforts and provide the administrative support to push forward on regional efforts. Ms. St. Peter advised that while she staffs the Committee there is a significant amount of capacity at MAG. She added that similar to any of MAG's regional plans, it is a community effort in which MAG and community partners share the work.

Jim Knaut, Area Agency on Aging, requested clarification on the membership. Ms. St. Peter noted at present time, the composition of the Committees would remain the same with some additional outreach. Ms. Edwards stressed the need to re-examine membership and representation based on the outcomes, policy, and subject matter experts. Chair Small inquired about the HSCC composition. Ms. St. Peter provided an overview of HSCC and HSTC's composition noting membership is primarily from the member agencies with representation at different levels. HSCC is primarily composed of elected officials while HSTC also includes representation from the Area Agency on Aging; DES, and VSUW. Ms. Gaskins expressed agreement with expanding the membership to ensure a full perspective on the needs and solutions are represented.

Mr. Knaut inquired how the issue of not meeting quorum will be addressed if no changes are made to the existing membership. He questioned the need to restructure and bring in community partners. Ms. Gaskins noted the Committee may not understand its purpose and suggested a more formal and succinct purpose may gain more momentum. Ms. St. Peter noted making the work more meaningful and more relevant may help in terms of quorum. Additionally, looking openly at both committees to determine the arrangement that best meets the needs will also assist. She noted prior discussion about combining the committees. Mr. Knaut suggested a

coordinated approach may be more effective than the current committee structure. Ms. St. Peter shared pros and cons to combining the committees adding that other human services committees have representation from both elected officials and staff serving on the same committee.

Ms. Plant inquired if the main task of the HSCC would be primarily focused on developing an event on the state of human services in the region, would that level of representation be the correct level to represent important issues within a community. Ms. St. Peter stressed the proposal is not solely on planning an event but on conducting a needs assessment. She expressed her belief that the elected officials can represent the needs of the community based on hearing from their constituents and the people who have elected them to serve their communities. Ms. St. Peter noted the difference in how the Committees are currently structured is that human services has not, in recent times, addressed the state of human services in the region or held a cross-cutting event that would address a broad range of issues.

Ms. Edwards questioned the need for an event noting similarities to the Arizona Town Council that were ineffective. She stated her opinion that an event is not needed to identify the issues that continue to surface and that everyone is aware of. Ms. St. Peter restated the proposal is not just about planning an event, but more importantly, developing an action agenda and a consensus on what the region can be doing to improve the state of human services.

Ms. Gaskins requested that staff provide the Committee further details and varying scenarios on outcomes based on the input received. Discussion ensued on planning an event for the purpose of coming to a consensus on the issues. Ms. St. Peter advised the work of the Committees is to meet the needs of the member agencies and requested that Committee members inform staff if the proposal does not meet its needs as that would not be the direction to pursue.

Vice Chair Small summarized the Committee's request to receive additional details in terms of membership, stakeholders and outcomes, taking into consideration input received by the HSTC. Ms. St. Peter offered to present a revised proposal to the HSCC and HSTC based on input received.

#### 6. Committee Officer Appointments

Ms. St. Peter provided an update on the HSTC officer appointments. She advised that the officer appointments will expire at the end of June at which time, Vice Chair Stephanie Small will ascend to the Chair. Letters of interest for the Vice Chair position are being requested by June 1st. A question was raised on whether representation requires an east valley/west valley split. Ms. St. Peter advised it is helpful to have representation from different parts of the region, but not required.

## 7. Arizona Age-Friendly Network

Ms. St. Peter offered an update on the Going Places conference held on May 6, 2015 at the Ina Levine Jewish Community Campus in Scottsdale. She acknowledged everyone for their support of the conference. There were 250 attendees and many exciting elements to the conference including the community completion and art show. Ms. St. Peter advised the winner and runner-up of the Community Competition were the City of Surprise and City of Tempe respectively. She acknowledged Grantmakers in Aging, and Pfizer Foundation for awarding a \$5,000 and \$2,500 grant to the winners. Both agencies plan to use their awards to engage older adults with technology. Ms. Gaskins provided an overview of the City's plans to purchase Surface Pro 3 tablets for an intergenerational project with youth and older adults. Ms. St. Peter advised the City of Tempe will also be purchasing tablets to teach older adults how to access technology. Ms. St. Peter acknowledged the review team for their efforts scoring the Community Competition entries. Ms. St. Peter expressed gratitude for the nine communities that participated in the completion and encouraged them to contact staff if they wish to receive feedback on their submittal. A press release and short video of the event are being developed and will be released in the near future.

The event included 28 submissions for the first intergenerational art show. Participants were encouraged to submit artwork that answers the question "What does it feel like to be 70, 80, or 90?" Ms. St. Peter acknowledged the Arizona Commission on the Arts, for their assistance and support of the art show. Judges selected six favorite art pieces and participants voted on their favorite piece of art. The "People's Choice Award" was awarded to Shirley Cunningham. In addition to the art show, Ms. Galvin's fourth grade class from Pueblo Elementary School in Scottsdale submitted student drawings reflecting what it would feel like to be old (age 40 as defined by the students). The drawings were amazing and much gratitude is extended to Ms. Galvin and her fourth grade class.

A brief update of Arizona and Indian Rural collaborative site visit to Indiana was provided. Ms. St. Peter noted delegation brought back a lot of great information and will be sharing more with the Arizona Age-Friendly Network. Jim Knaut, Area Agency on Aging, complimented Ms. St. Peter and staff for their efforts supporting age-friendly initiatives.

Christine Plant, City of Goodyear, shared her experience participating in the virtual dementia tour. Ms. Gaskins acknowledged the panel and staff noting the event provided inspiring and new information and was well delivered.

## 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. The following

topics were identified: an update on the HSCC proposal; a presentation on domestic violence; and a list of what the Region is doing in terms of grants.

9. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events. No additional information was shared. The meeting adjourned at 2:40 p.m.

DRAFT

## Proposal to Evolve the MAG Human Services Coordinating Committee

Revised May 20, 2015 with feedback from the  
MAG Human Services Coordinating and Technical Committees

### Requested Action

- To change the name of the MAG Human Services Coordinating Committee to the MAG Human Services and Community Initiatives Committee.
- To open membership of the newly named committee to include representatives from the State of Arizona, nonprofit agencies, places of worship, and the business community.
- To refocus the committee as an incubator of human services and community initiatives that strengthen the region and the communities in it.
- To request approval of these changes at the June 2015 MAG Regional Council meeting.

### Background

The MAG Human Services Division was formed in 1976 by an action of Regional Council. The main focus at the time was to develop allocation recommendations for the Social Services Block Grant through a contract with the Arizona Department of Economic Security (DES). The main deliverables were the allocation recommendations and an annual regional human services plan. Membership on the committee was open to all MAG member agencies, Valley of the Sun United Way, Mesa United Way, local human services coordinating councils, and DES. The role of the committee was to advise the Regional Council on human services issues.

Throughout the years, the landscape of human services in the region has changed considerably. The Continuum of Care and the Regional Domestic Violence Council are now housed at MAG. The level of funding for the Social Services Block Grant has diminished significantly and DES no longer contracts with MAG to develop the allocation recommendations. The structure of HSCC was developed in response to the human services environment in 1976. Given these and other substantial changes in the field, the HSCC members are proposing the following revisions to the committee structure and membership.

The committee members recognize an ongoing and increasing need to develop a regional response to human services issues. The resources available to address these issues are more scarce than ever yet the demand continues to climb. Individual communities are pioneering best practices that may be of value to other communities. This value can best be leveraged through collective analysis and communication. The role of the committee is to collect information from the individual communities regarding their challenges and opportunities, identify the cutting edge practices with the best return on investment, and provide this analysis for replication throughout the region. Individual communities benefit from this exchange because they have more effective tools, data, and partnerships to meet the needs of their constituents.

The result of the proposed changes below will be the continued effectiveness of the committee to be responsive to emerging trends in human services and to meet the needs of the region and member agencies.

### Proposed New Format

The following proposed changes will revitalize the committee and better serve the MAG member agencies:

- **Name:** Human Services and Community Initiatives Committee.
- **Role:** The redefined role of the committee(s) will be to incubate solutions that address human services needs and opportunities. This will be based on an assessment of the state of human services and community initiatives in the region through an inclusive process with diverse stakeholders. This will result in an action agenda to promote strategies that will improve the state of human services in the region. These activities will support the original and ongoing role of the committee to advise the MAG Regional Council on human services related issues.
- **Membership:** The composition of the committee will be expanded to include additional entities from different sectors such as the State of Arizona government, nonprofit agencies, places of worship, MAG Management Committee, and the business sector such as a chamber of commerce. Elected officials from the MAG member agencies will have an ongoing invitation to join in order to ensure balanced geographic representation on the

committee. Once the proposal is approved, the committee will solicit letters of interest from these areas to request membership on the committee. The committee will review the letters and make a recommendation for approval by the MAG Regional Council Chair.

- **Main task:** The committee will primarily be focused incubating solutions that strengthen the region. This will be driven by the development of a Regional Human Services Action Agenda. Ongoing analysis and a “State of Human Services in the Region” event will feature a multidisciplinary range of issues in support of the agenda. These activities will focus on three main areas of data, tools, and policy. Data will be presented that illustrate the demand for human services throughout the region. Tools will be offered to better understand these needs and opportunities. Policy will be assessed to determine what changes are recommended to improve the state of human services in the region. The MAG Human Services Technical Committee will provide support as needed. Community partners will be engaged to lend additional support and to participate in the development of the agenda and event.
- **Deliverables:** There are two main deliverables. The event will be one deliverable. The second deliverable will be the Regional Action Agenda for Human Services based on the recommendations developed at the event. The agenda will be offered to the MAG Regional Council for action. The agenda will include specific requests such as the replication of best practices and policy recommendations.
- **Meeting focus:** The committee will meet to determine the data, tools, and policies to be addressed at the event. The committee will meet to shape the action agenda and to recommend it for approval. HSTC will provide the community input, technical expertise, and analysis needed by the HSCC to determine the priorities for action.
- **Timeline for changes:**
  - HSCC and HSTC reviewed and discussed the proposal in May 2015.
  - HSCC will meet again on June 9, 2015 at 2:00 p.m. to review the revised draft, provide additional feedback, and take action on the proposal.
  - The revised draft will be offered for approval at the June 24, 2015 MAG Regional Council meeting.
  - If approved, the committee will meet with key community leaders to solicit feedback and consensus for the priority areas to be addressed.
  - Two documents will be produced in the summer months of 2015. The first will provide information about the accomplishments of the committee in FY 2015. The second will highlight the initiatives such as the Arizona Age-Friendly Network that were launched by the committee. This will be done to communicate the value the committee imparts.
  - One or more community forums will be held to communicate the new direction of the committee and to obtain feedback from diverse voices throughout the region. This will occur in August or September 2015.
  - A call for letters of interest will be sent in September 2015 after the community forum. New committee representatives will be invited from the State of Arizona government agencies, nonprofit agencies, places of worship, and business. The committee will review the letters and recommend a slate to the MAG Regional Council Chair for approval.
  - The committee will convene its new membership in October 2015 and identify the key areas of focus to be researched and assessed by HSTC.
  - By February 2016, the new committee will review the research and assessment findings and prioritize the data, tools, and policy to be featured at the State of Human Services event.
  - The event will be held in April 2016 with a broad array of stakeholders. At the event, specific action items will be identified for inclusion in the Regional Human Services Action Agenda.
  - The new committee will review the results of the event in May 2016 and prioritize the items to be included in the agenda.
  - In June 2016, the new committee will review and act on the draft action agenda and the MAG Regional Council will be presented with the action agenda for approval.
  - The cycle will continue on an annual basis. Impacts will be measured and monitored on an ongoing basis.

**Maricopa Association of Governments  
Regional Plan to End Domestic Violence  
FY 2015 Annual Update**

Executive Summary

The 2010 Regional Plan to End Domestic Violence contains 15 strategies to enhance the regions coordinated response to domestic violence and guide the effort to end domestic violence in our communities. The annual update provides a report on the progresses made, challenges experienced, and goals for the next year.

Fiscal Year 2015 saw a number of marked successes, including progress made on strategies four, nine, ten, eleven and fifteen.

- **Strategy 4 – Develop standardized multidisciplinary curriculum for providing domestic violence education to criminal justice system and first responders.** Three large scale multidisciplinary training events were hosted by the Arizona Coalition to End Sexual and Domestic Violence (ACESDV), and the Maricopa Association of Governments (MAG) with more than 460 individuals trained.
- **Strategy 9 – Coordinate multidisciplinary effort for reviewing standard protocols and practices for responding to domestic violence.** The Felony Protocol Model was revised through a coordinated multidisciplinary approach. The revised protocol model was released in February 2015.
- **Strategy 10 – Connect all resources for people experiencing domestic violence and homelessness through a coordinated community response.** The Centralized Screening system used to coordinate requests for shelter and resource referral is now serving all eleven local domestic violence shelters, receiving nearly 900 calls each month.
- **Strategy 11 – Create an ideal model for culturally competent prevention and intervention services.** The ACESDV Gender and Sexual Minority Committee partnered with MAG to provide trainings on Gender-Identity non-discrimination, and service provision to the Regional Domestic Violence Council, and a two hour multidisciplinary Brown Bag Training Event.
- **Strategy 15 – Create long-term supports for helping survivors maintain their safety.** The Address Confidentiality Program (ACP) has expanded its participant base by approximately 200 percent, while strengthening the programs ability to keep residence information protected.

Progress in these areas and others resulted in increased coordination of resources, increased education for those working to end domestic violence, greater long-term safety for victims and greater accountability for offenders.

## Introduction

Domestic violence is a prevalent issue in any community. The devastation left in its wake is widespread- impacting our families, our communities, our region, and our state. The Centers for Disease Control and Prevention state that, on average, 20 people per minute are victims of rape, physical violence or stalking by an intimate partner in the United States. The Arizona Coalition to End Sexual and Domestic Violence identified 109 domestic violence related deaths in the state in 2014.

A range of community partners across many disciplines are dedicated to putting an end to the pain and trauma of domestic violence. They continue to raise awareness, increase education, strengthen collaborations, and provide services for victims of domestic violence and their families. Their tireless efforts must be recognized, yet there is still more work to be done.

## Background

When the Maricopa Association of Governments (MAG) released the Regional Domestic Violence Plan in August 1999, it was one of only six regions addressing domestic violence through a coordinated community approach. The precipitator for this coordinated effort was the brutal death of a young mother, murdered by her husband in front of her children after attempting to leave. This tragedy solidified the need for change in our region. The Maricopa Association of Governments (MAG) released the Regional Domestic Violence plan with the goal of preventing similar events from happening in the future.

Contained in the 1999 MAG Regional Domestic Violence Plan were 41 recommendations to facilitate the region's response. These recommendations included raising awareness, increasing shelter beds, developing workplace policies, educating teens about dating violence, training various professionals about recognizing and helping victims of abuse, and much more. One of the plan's recommendations also established a multidisciplinary committee, the MAG Regional Domestic Violence Council, to provide oversight for implementing the recommendations. The Council focused on improving the lives of those who experience abuse while seeking initiatives to ultimately end domestic violence in the region.

Ten years later, a new regional plan would be developed through a collaborative effort between the MAG Regional Domestic Violence Council and St. Luke's Health Initiative. The FY2011 MAG Regional Plan to End Domestic Violence outlined 15 strategies to help keep victims safe and hold their abusers accountable. Borne out of collaboration, the plan is a true reflection of the community's dedication to this issue. The efforts of those who serve on the MAG Regional Domestic Violence Council, those who participated in the process and those who work tirelessly to make a difference in the lives of those who have experienced the trauma of abuse, are greatly appreciated.

This document serves as an annual report highlighting the progress made on the MAG Regional Plan to End Domestic Violence, as well as goals for the future. This report details the progress made on each of the 15 strategies identified to establish sustainable funding sources, offer training and education, and enhance coordination efforts among law enforcement, the judicial system, domestic violence advocates, healthcare professionals, and the community.

### Progress

The MAG Regional Plan to End Domestic Violence is built on four areas of focus; *Funding, Training and Education, Coordination and Collaboration, and Services*. The four focus areas include 15 strategies to successfully propel the plan forward, resulting in enhanced processes for keeping more victims safe and holding more abusers accountable. The goal is to increase process efficiencies, leverage resources, establish and maintain coordination and make the most difference in addressing the impact of domestic violence on our families, communities, and region.

*Funding:* Strategy One was identified in the focus area of Funding. This strategy is to communicate the need for sustainable funding for existing programs and services. The Arizona Coalition to End Sexual and Domestic Violence (ACESDV) continued to advocate for the preservation of state funding. During the legislative session ACESDV sends out weekly email updates which include budget information and detail the importance of sustained funding, in addition to hosting an annual advocacy day at the State Capitol. Additionally ACESDV explored varied local and national partnerships. The success of these partnerships enabled an “A Call to Men” presentation as well as a “Touchdown for Tenderness” event held prior to the Super Bowl in 2015. These partnerships brought increased awareness to the need for sustainable funding for programs and services.

*Training and Education:* Strategies Two through Six were identified in the Training and Education focus area. These strategies include raising awareness and educating the public about domestic violence, increasing social capital for prevention efforts, and developing multidisciplinary trainings for the criminal justice system as well as victims seeking justice.

ACESDV participated in the national "No More" campaign, and collaborated with the Avon Program for Women and Justice at the O'Connor Institute (Formerly O'Connor House) on the statewide "Speak Out" poster campaign. Arizona continues to support the “Start by Believing” campaign, which focuses on the importance of believing victims of sexual assault when they report abuse. ACESDV currently offers a variety of trainings to advocates and other domestic violence practitioners. Additionally, ACESDV staff travel statewide to provide information and resource tables at varied events throughout the year to raise awareness. ACESDV and Arizona Coalition for Victim Services (ACVS) hosted a three-day training conference in September 2014. Conference tracks included domestic violence, sexual assault, victim services, prevention,

and governance and administration. Workshops promoted best practices, unique approaches, and collaboration among various disciplines. ACESDV also offers a robust calendar of standardized trainings and webinars, including DV 101 and lay legal advocacy trainings offered in partnership with the City of Phoenix. The City of Phoenix continued the local awareness campaign, Paint Phoenix Purple, with the help of numerous community partners.

The Purple Ribbon Council (PRC), and BLOOM for Healthy Relationships continue to increase awareness in youth through on-campus presentations and involvement opportunities. PRC has expanded prevention efforts in the areas of youth education, community engagement, and family empowerment. In 2014 BLOOM was expanded into a multiple session curriculum. In FY 2015 BLOOM expanded its outreach into three school districts, with additional expansions pending for FY 2016. BLOOM also encourages community awareness and involvement by reaching out to businesses and organizations in a five mile radius around each partner school. BLOOM will expand peer to peer training efforts in FY 2016 as well.

In collaboration with the O'Connor Institute (formerly O'Connor House) MAG created an interactive web application for connecting victims and bystanders to the resources they need, [www.findDVservices.com](http://www.findDVservices.com), which was expanded in 2014 to include Justice Center complexes. In 2015 MAG will continue to host Brown Bag trainings on a variety of subjects, in addition to webinar trainings. These trainings will be coordinated with ACESDV, Arizona Peace Officer Standards and Training (AZ POST), and the Arizona Prosecuting Attorneys' Advisory Council (APAAC). MAG will continue to coordinate affinity group meetings for law enforcement, prosecutors and victim advocates to assist with understanding the roles and responsibilities of each aspect of the criminal justice system in order to facilitate increased communication and collaboration.

*Coordination and Collaboration:* Strategies Seven through 10 were identified in the Coordination and Collaboration focus area. These strategies include increasing collaboration between domestic violence shelters and services, increasing information about available resources, coordinating assessment of domestic violence protocols, and developing a coordinated process for helping people experiencing domestic violence and homelessness obtain critical resources.

The Arizona Coalition to End Sexual and Domestic Violence (ACESDV) expanded the scope of the monthly Maricopa Urban Domestic Violence Shelter Executive Directors meetings. The work of the group has expanded to address systemic issues such as data management and shelter bed reporting. The Executive Director's group works closely with Centralized Screening to continually monitor available bed space. This communication has made transfers between shelters much more seamless. The collaborative nature of the group has led to shelters and service providers working as one to help prevent gaps in services provided. This coordination has also led to an increased camaraderie among participants, providing an increase in self-care opportunities.

To date, all 11 local domestic violence shelters are utilizing centralized screening, an increase from nine shelters in FY 2014. Centralized screening receives, on average, 890 calls per month for shelter and resource referrals. Centralized screening now has a toll free phone number, and is increasing accessibility to the Deaf and Hard of Hearing community.

The Arizona Department of Economic Security (DES) provides an interactive statewide map containing information about domestic violence programs at the local, county, and statewide level. An interactive web map, [www.FindDVservices.com](http://www.FindDVservices.com), which was developed through a collaboration between MAG and the O'Connor Institute (formerly O'Connor House) is still maintained by MAG. The web map provides an easy way for bystanders to access information about where victims can find help. The map is also mobile friendly, and was recently expanded to include Justice Center Complexes.

In 2014 and 2015 the Governor's Office awarded STOP Violence Against Women grant funding for the MAG Protocol Evaluation Project (PEP) to expand assessment of domestic violence protocols in 2014, and case transfer protocols in 2015. In 2014, the felony domestic violence protocols were reviewed and revised through a partnership between MAG and the Maricopa County Attorney's Office (MCAO), and community stakeholders. The Avon Program for Women and Justice at O'Connor Institute's protective order task force will work in close collaboration with law enforcement to address firearm possession by domestic violence offenders. An electronic transfer system for protective orders piloted by El Mirage and Apache Junction has seen strong successes, with El Mirage reporting a substantive increase in orders served within a 24 hour period. Through this process, the victim is no longer responsible for coordinating service of the order, eliminating an often dangerous step. An electronic transfer system for transmittal of release orders is now being discussed as well, with plans for development in FY 2016.

*Services:* Strategies 11 through 15 were identified in the Services focus area. These strategies include creating a model for culturally competent services, enhancing the process for meeting survivor's housing needs, developing supports for teens, coordinating more transportation options for those staying in shelter, and creating long-term supports for helping survivors maintain safety.

ACESDV continues to provide training and technical assistance to programs about offering inclusive services. The ACESDV Multicultural Advisory Committee continues to search for and find opportunities to provide culturally competent services and promote Gender Identity Non-discrimination policies. In April 2015, ACESDV offered a brief presentation to the MAG Regional Domestic Violence Council on Gender Sensitivity, followed by an extensive Brown Bag training detailing respectful language, and culturally competent service provision to Gender and Sexual Minorities, and the LGBT community. Plans are underway to ensure the needs of Gender and Sexual Minority (GSM) survivors are included in service provision throughout the state.

Centralized screening is gathering valuable data about the types of services survivors are seeking. Data indicates survivors call the hotline not only for shelter, but also for resource referral. In response, ACESDV continues to assess alternate service opportunities, including mobile advocacy. Eve's Place is one shelter which has successfully transitioned into mobile advocacy and other local shelters have explored the possibility of a partial transition to mobile advocacy as well. ACESDV will continue to work with centralized screening to assess survivors housing and alternative service needs. Transportation options for those residing in shelters continue to be explored. Legislative changes have negatively impacted the access to grant funding for transportation for domestic violence victims, and new opportunities have not yet been identified. The need to find transportation resources for these victims will continue to be a priority through FY2016.

In partnership with the Phoenix Union High School District, the city delivered workshops, trainings, and outreach events focusing on the importance of healthy relationships in October 2014 and February 2015. Anti-violence awareness art and poetry contests, youth town halls, resource fairs, and flash mobs helped draw the attention of youth and raise community awareness. Trainings were provided for teachers, counselors, and school staff about recognizing the signs of dating violence. An In Their Shoes exercise with high school and middle school students was tremendously successful and has resulted in the exercise being repeated on school campuses and incorporated into teacher and staff training. In FY2016 the Phoenix Youth and Education Task Force has plans to expand into schools located outside of the city, including a partnership with other cities to help them establish anti-violence and healthy relationship education.

The Address Confidentiality Program (ACP) has continued to provide survivors of domestic violence with the ability to keep their address confidential. To date, ACP has assisted 307 families (807 participants). Legislative changes in July 2014 expanded support for the program by affording participants additional protections. Legislative changes increased participant safety in many ways such as expanding protections to all state public schools, which is now inclusive of charter schools.

### Next Steps

Great progress has been made on the strategies housed by the MAG Regional Plan to End Domestic Violence over the last year. This work was made possible by the tenacity of community partners devoted to ending domestic violence. These community partners continue to devote their time, energy and passion for helping others and maintain perseverance for making a difference to this work. Their commitment to ending domestic violence in the region is truly inspiring. This level of dedication is needed to continue making changes to better serve victims of domestic violence in our communities.

Many of the strategies enumerated in the regional plan will be ongoing. For example, the work of the MAG Protocol Evaluation Project has focused on improving the processes for transferring domestic violence cases from municipalities to the county, and vice versa. A thorough analysis of the varied processes will reveal procedural strengths, as well as gaps and challenges which provide opportunities for improvement. Once identified, the gaps can be closed by refining and enhancing the way this transfer process is handled. The Protocol Evaluation Project continues to develop training resources for law enforcement, prosecutors, and victim advocates to enhance the implementation of domestic violence protocols and best practices. Increasing communication and collaboration will serve the region well in leveraging resources and improving processes to ultimately keep more victims safe and hold more abusers accountable.

The spirit of collaboration will continue to be strengthened among various agencies and organizations with the common goal of ending domestic violence. The efforts of various community agencies resulted in Arizona being named the first Start by Believing state. In October 2014, the collaborative energy was visible again when the MAG Regional Council composed of our regions leaders signed a declaration in recognition of Domestic Violence Awareness Month.

Significant progress was made in the focus areas and strategies laid out in the Regional Plan to End Domestic Violence. This is an exciting time as the community is coming together to help bring an end to domestic violence. The last five years provide a springboard for launching innovative changes in intervention and prevention of domestic violence in the region and across the state.

## Appendix

The appendix provides an overview of efforts underway and progress made to date on each of the strategies identified in the Regional Plan to End Domestic Violence. While these efforts continue, ongoing opportunities still exist to become involved and participate in implementing positive change. To find out more about the MAG Regional Plan to End Domestic Violence, Regional Domestic Violence Council or the Protocol Evaluation Project, please contact Amy Robinson, at [arobinson@azmag.gov](mailto:arobinson@azmag.gov) or visit the [Regional Domestic Violence Council website](#).

**MAG Regional Plan to End Domestic Violence  
FY 2014 Annual Report**

<b>Strategies</b>	<b>Partners</b>	<b>Timeline</b>	<b>Progress</b>
<b><i>Funding</i></b>			
1. Communicate the need for sustainable funding for existing programs and services.	Arizona Coalition to End Sexual and Domestic Violence (ACESDV) formerly known as AZCADV, Arizona Foundation for Women (AFW).	FY 2011-2012	ACESDV continued to advocate for the preservation of state funding. During the legislative session ACESDV sends out weekly email updates which include budget information and detail the importance of sustained funding, in addition to hosting an annual advocacy day at the State Capitol. Additionally ACESDV explored varied local and national partnerships. The success of these partnerships enabled an “A Call to Men” presentation as well as a “Touchdown for Tenderness” event held prior to the Super Bowl in 2015. These partnerships brought increased awareness to the need for sustainable funding for programs and services.
<b><i>Training and Education</i></b>			
2. Develop avenues for systems to raise awareness and educate the public about domestic violence.	Arizona Coalition to End Sexual and Domestic Violence (ACESDV), Arizona Foundation for Women (AFW).	FY 2011-2013	ACESDV participated in the national "No More" campaign, and collaborated with the Avon Program for Women and Justice at the O'Connor Institute (Formerly O'Connor House) on the statewide "Speak Out" poster campaign. The City of Phoenix continued the local awareness campaign, Paint Phoenix Purple, with the help of numerous community partners. Arizona continues to support the “Start by Believing” campaign, which focuses on the importance of believing victims of sexual assault when they report abuse. Additionally, ACESDV travels statewide to provide information and resource tables at varied events throughout the year to raise awareness. The Purple Ribbon Council, and BLOOM for Healthy Relationships continue to increase awareness in youth through on-campus presentations and involvement opportunities. In October 2014, MAG held a Voices for Justice Press Conference, attended by more than 50 people and nine media outlets.

<p>3. Increase social capital through grassroots efforts focused on the prevention of domestic violence.</p>	<p>Purple Ribbon Council (PRC)</p>	<p>FY 2011-2012</p>	<p>PRC has expanded prevention efforts in the areas of youth education, community engagement, and family empowerment. BLOOM for Healthy Relationships, a teen dating violence and domestic abuse primary prevention project, was expanded into a multiple session curriculum. In FY 2015 BLOOM expanded its outreach into three school districts, with additional expansions pending for FY 2016. BLOOM also encourages community awareness and involvement by reaching out to businesses and organizations in a five mile radius around each partner school. BLOOM will expand peer to peer training efforts in FY 2016 as well. MAG facilitated two large multi-disciplinary trainings in 2014. The Solutions for Safety event was held in August, and the Building Bridges to Justice Roundtable was held in December. Collectively the three events trained more than 450 people.</p>
<p>4. Develop standardized, multidisciplinary curriculum for providing domestic violence education to criminal justice system and first responders.</p>	<p>Arizona Coalition to End Sexual and Domestic Violence (ACESDV), AZ Supreme Court Administrative Offices of the Court (AOC), Governor's Office for, Youth, Faith, and Families (GOYFF), (formerly the Governor's Office on Children youth and Families [GOCYF]).</p>	<p>FY 2011-2013</p>	<p>In 2014, the AOC created a series of 12 bench briefing videos to address issues related to domestic violence. ACESDV and ACVS hosted a three-day training conference in September 2014. Conference tracks included domestic violence, sexual assault, victim services, prevention, and governance and administration. Workshops promoted best practices, unique approaches, and collaboration among various disciplines. ACESDV also offers a robust calendar of standardized trainings and webinars, including DV 101 and lay legal advocacy trainings offered in partnership with the City of Phoenix.</p>
<p>5. Develop multidisciplinary training for victims about the criminal justice process, law enforcement procedures, and realistic expectations of these systems.</p>	<p>Governor's Office for, Youth, Faith, and Families (GOYFF), (formerly the Governor's Office on Children youth and Families [GOCYF]), Phoenix Family Advocacy</p>	<p>FY 2011-2012</p>	<p>In 2012, the O'Connor House and MAG held discussions with victim advocates about what they needed to support their work. These conversations resulted in additional supports for victim advocates, including development of <a href="http://www.FindDVservices.com">www.FindDVservices.com</a>, an interactive web application for connecting victims to the help they need. In FY 2015, the map was expanded to include local Justice Centers. In those conversations, advocates also expressed a need for training. In 2015 MAG will continue to host Brown Bag trainings on a variety of subjects, in addition to webinar trainings. These trainings will be coordinated with ACESDV, AZ POST, and APAAC.ACESDV</p>

	Center.		currently offers a variety of trainings to advocates and other domestic violence practitioners. MAG will continue to coordinate affinity group meetings for law enforcement, prosecutors and victim advocates to assist with understanding the roles and responsibilities of each aspect of the criminal justice system in order to facilitate increased communication and collaboration.
6. Develop cross-training between law enforcement, criminal justice system, and advocates.	Arizona Peace Officers Standards and Training Board (AZ POST), Maricopa Association of Governments (MAG)	FY 2012-2013	AZ POST continued to support the MAG Protocol Evaluation Project through trainings to help implement the Regional Protocol Model, as well as supporting MAG Brown Bag Training Series events. New and existing partnerships with local agencies resulted in collaborative multidisciplinary training opportunities about victim services, investigation, and prosecution. AZ POST continues to support cross-training between law enforcement, prosecutors, and victim advocates.
<b><i>Coordination and Collaboration</i></b>			
7. Increase coordination and collaboration between shelters and services.	Arizona Coalition to End Sexual and Domestic Violence (ACESDV)	FY 2011-2012	ACESDV expanded the reach of the monthly Maricopa Urban Domestic Violence Shelter Executive Directors meetings. The group was renamed the Urban Domestic Violence Shelter Executive Directors meeting. There are more than 15 regional domestic violence agencies participating in these collaborative meetings, in addition to rural and other statewide agencies who meet at other times. The work of the group has also expanded to address systemic issues such as data management and shelter bed reporting. The collaborative nature of the group has led to shelters and service providers working as one to help prevent gaps in services provided. This coordination has also led to an increased camaraderie among participants, providing an increase in self-care opportunities.
8. Increase access to information on available resources.	Arizona Coalition to End Sexual and Domestic Violence (ACESDV), AZ Department of Economic Security (DES)	FY 2011-2012	DES provides an interactive statewide map containing information about domestic violence programs at the local, county, and statewide level. An interactive web map, FindDVservices.com, which was developed through a collaboration between MAG and the O'Connor Institute (formerly O'Connor House) is still maintained by MAG. The web map provides an easy way for bystanders to access information about where victims can find help. The map is also mobile friendly, and was recently expanded to include Justice Center Complexes. Use of lethality and risk assessments by police and advocates has led to a greater awareness of the danger of domestic violence in victims, precipitating an increase in requests for resources.

<p>9. Coordinate multidisciplinary effort for reviewing standard protocols and practices for responding to domestic violence.</p>	<p>Maricopa Association of Governments (MAG), Governor's Office for, Youth, Faith, and Families (GOYFF), (formerly the Governor's Office on Children youth and Families [GOCYF]), O'Connor House.</p>	<p>FY 2011-2012</p>	<p>In 2014 and 2015 the Governor's Office awarded STOP Violence Against Women grant funding for the MAG Protocol Evaluation Project (PEP) to expand assessment of domestic violence protocols in 2014, and case transfer protocols in 2015. In 2014, the felony domestic violence protocols were reviewed and revised through a partnership between MAG and the Maricopa County Attorney's Office (MCAO), and community stakeholders. The Avon Program for Women and Justice at O'Connor Institute's (formerly O'Connor House) protective order task force will work in close collaboration with law enforcement to address firearm possession by domestic violence offenders. An electronic transfer system piloted by El Mirage and Apache Junction has seen strong successes, with El Mirage reporting a substantive increase in orders served within a 24 hour period. Through this process, the victim is no longer responsible for coordinating service of the order. An electronic transfer system for transmittal of release orders is now being discussed as well, with plans for development in FY 2016.</p>
<p>10. Connect all critical resources for people experiencing domestic violence and homelessness through a coordinated community response.</p>	<p>Maricopa Association of Governments (MAG), Governor's Office for, Youth, Faith, and Families (GOYFF), (formerly the Governor's Office on Children youth and Families [GOCYF])</p>	<p>Ongoing</p>	<p>The centralized screening process for domestic violence services was initiated in March 2013 by A New Leaf. To date, all 11 domestic violence shelters are utilizing centralized screening, an increase from nine shelters in FY 2014. Centralized screening receives, on average, 890 calls per month for shelter and resource referrals. Centralized screening now has a toll free phone number, and is increasing accessibility to the Deaf and Hard of Hearing community.</p>
<p><i>Services</i></p>			

<p>11. Create an ideal model for culturally competent prevention and intervention services.</p>	<p>Arizona Coalition to End Sexual and Domestic Violence (ACESDV) in partnership with culturally specific organizations, such as Southwest Indigenous Women's Coalition, AZ South Asians for Safe Families, Chicanos por la Causa.</p>	<p>FY 2011-2013</p>	<p>ACESDV continued to provide training and technical assistance to programs about offering inclusive services. The ACESDV Multicultural Advisory Committee continues to search for and find opportunities to provide culturally competent services and promote Gender Identity Non-discrimination policies. In April 2015, ACESDV offered a brief presentation to the MAG Regional Domestic Violence Council on Gender Sensitivity, followed by an extensive Brown Bag training detailing respectful language, and culturally competent service provision to Gender and Sexual Minorities, and the LGBT community. Plans are underway to ensure the needs of Gender and Sexual Minority (GSM) survivors are included in service provision throughout the state.</p>
<p>12. Enhance the process for appropriately meeting survivors' housing needs.</p>	<p>AZ Coalition Against Domestic Violence (ACESDV), Arizona Housing Alliance</p>	<p>FY 2012-2014</p>	<p>The centralized screening process undertaken by A New Leaf in March 2013 is gathering valuable data about the types of services survivors are seeking. Data indicates survivors call the hotline not only for shelter, but also for resource referral. In response, ACESDV continues to assess alternate service opportunities, including mobile advocacy. Eve's Place is one shelter which has successfully transitioned into mobile advocacy and other local shelters have explored the possibility of a partial transition to mobile advocacy as well. In 2015 ACESDV will continue to work with centralized screening to assess survivors housing and alternative service needs.</p>
<p>13. Develop support groups for teens who have experienced or witnessed domestic violence.</p>	<p>Governor's Division for Women (GOFCYF), Court Appointed Special Advocates (CASA), The City of Phoenix</p>	<p>FY 2011-2012</p>	<p>In partnership with the Phoenix Union High School District, the city delivered workshops, trainings, and outreach events focusing on the importance of healthy relationships in October 2014 and February 2015. Anti-violence awareness art and poetry contests, youth town halls, resource fairs, and flash mobs helped draw the attention of youth and raise community awareness. Trainings were provided for teachers, counselors, and school staff about recognizing the signs of dating violence. An In Their Shoes exercise with high school and middle school students was tremendously successful and has resulted in the exercise being repeated on school campuses and incorporated into teacher and staff training. In FY2016 the Phoenix Youth and Education Task Force has plans to expand into schools located outside of the city, including a partnership with other cities to help them establish anti-violence and healthy relationship education.</p>

<p>14. Develop more transportation options for those residing in shelter.</p>	<p>Maricopa Association of Governments (MAG)</p>	<p>FY 2011-2012</p>	<p>Transportation options for those residing in shelters continue to be explored. Domestic violence shelter directors and program staff were provided with human services transportation resources and opportunities for involvement. A survey was conducted in FY2013 to identify available transit options and to explore opportunities for coordination and collaboration. Legislative changes have negatively impacted the access to grant funding for transportation for domestic violence victims, and new opportunities have not yet been identified. The need to find transportation resources for these victims will continue to be a priority through FY2016.</p>
<p>15. Create long-term supports for helping survivors maintain their safety.</p>	<p>Arizona Coalition to End Sexual and Domestic Violence (ACESDV), Governor's Office for, Youth, Faith, and Families (GOYFF), (formerly the Governor's Office on Children youth and Families [GOCYF]).</p>	<p>FY 2012-2014</p>	<p>The Address Confidentiality Program (ACP) has continued to provide survivors of domestic violence with the ability to keep their address confidential. To date, ACP has assisted 307 families (807 participants). Legislative changes in July 2014 expanded support for the program by affording participants additional protections. The legislative changes increased the certification period to five years, removed restrictive renewal requirements, and modified language to expand protections to all state public schools, which is now inclusive of charter schools. A report by the Arizona State University Morrison Institute for Public Policy was released in 2014 and findings identified the need for more community-based resources to assist victims who do not enter residential programs. ACESDV has continued to explore and support community-based resources such as mobile advocacy.</p>