

August 6, 2015

TO: Members of the MAG Human Services Technical Committee

FROM: Stephanie Small, City of Avondale, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF AGENDA

Meeting - 1:30 p.m.
Thursday, August 13, 2015
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
August 13, 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 June 11, 2015 Meeting Minutes

The draft minutes for the June 11, 2015 meeting are posted with the meeting materials.

4. Update on Human Services and Community Initiatives Committee (HSCIC) and Plans for a Joint Meeting of the HSCIC and HSTC

The proposal to restructure the role of the MAG Human Services Coordinating Committee was approved by the MAG Regional Council on June 24, 2015. An overview of the changes, next steps and potential impact on the Human Services Technical Committee will be provided.

An update and opportunity to provide input on plans for a September joint meeting of the HSCIC and HSTC meeting will also be provided.

5. Draft Human Services Priority and Trend Survey

In June, the HSTC discussed the need to assess gaps in human services, priorities, emerging trends and future goals. The Committee will

2. Information.

3. Approve the HSTC June 11, 2015 Meeting Minutes.

4. Information and discussion.

5. Information, discussion and recommend approval and implementation of draft Human Services Priority and Trend Survey.

have an opportunity to review and provide feedback on the draft survey and process for implementation.

6. 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 SSBG requirements, timeline, and process for developing 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 review the SSBG process and develop a recommendation for an enhanced method for developing funding recommendations. This will include discussion on expectations of the workgroup and a timeline for the recommendation.

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.

6. Information and discussion.

7. Information and discussion.

8. Information.

Adjournment

MINUTES OF THE
MAG HUMAN SERVICES TECHNICAL COMMITTEE
June 11, 2015
MAG Office Building, Chaparral Room
Phoenix, Arizona

MEMBERS ATTENDING

*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

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

#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
Cynthia Segovia, City of Phoenix
Stephanie Small, City of Avondale, Vice
Chair
#Tim Ward, Arizona Department of
Economic Security/Division of
Developmental Disabilities

OTHERS PRESENT

Rachel Brito, MAG
Celina Brun, MAG
Amy Robinson, MAG
Amy St. Peter, MAG

1. Call to Order

Stephanie Small, City of Avondale, Vice Chair, called the meeting to order at 1:31 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 May 14, 2015 HSTC Meeting Minutes

A motion to approve the May 14, 2015, meeting minutes was requested. Laura Guild, Arizona Department of Economic Security, motioned to approve the minutes. Naomi Farrell, City of Tempe, seconded the motion. The motion passed unanimously.

Chair Small requested that agenda item numbers six and seven be moved prior to the Social Services Block Grant discussion (agenda item five). Having no opposition, Chair Small continued to item four.

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

Amy St. Peter, MAG, provided an overview of meetings held to date with the MAG Human Services Coordinating Committee (HSCC) to taken into consideration input received from the Human Services Technical Committee (HSTC) and to approve the final draft of the proposal. Ms. St. Peter advised the draft proposal will be presented to the MAG Executive Committee on June 15, 2015 and proceed to the MAG Regional Council on June 24, 2015 for final approval.

Ms. St. Peter noted HSTC's efforts inform the work of HSCC. She advised the HSCC seeks to have input from the HSTC and be responsive to that input as the Committee continues to evolve. Ms. St. Peter proceeded with an overview of the changes including expanding the members to nonprofits, places of worship and the business community, and changing the name to Human Services and Community Initiatives Committee.

The HSCC discussed realigning their focus with that of being an incubator for solutions to human services issues. As an incubator, with the assistance of HSTC, the Committee will analyze key trends, changes, and potential solutions and work toward having community consensus built up around an event and development of an action agenda. Ms. St. Peter noted that MAG may take on some roles, but community partners will lead the charge on other action items. Progress and accountability would be tracked from year to year.

The role of the HSCC would be to help prioritize topic areas such as foster care or human trafficking. HSTC would assist with researching the priority topics. In addition, work groups would be formed to seek further input from experts in the field. Ms. St. Peter noted focus areas will change from year to year and some focus areas may be short-term versus long-term. Ms. St. Peter requested input from the HSTC on the revised proposal. No further input was provided by the Committee. Ms. St. Peter expressed appreciation for HSTC's commitment to these efforts. Hearing no further discussion, Chair Small proceeded to agenda item six.

5. Social Services Block Grant Work Group

This item was heard after item seven.

Ms. St. Peter addressed the Committee regarding the proposed changes to the Social Services Block Group. She suggested the need to restructure the work for SSBG taking into consideration how HSTC may be impacted given the proposed changes to the HSCC. Ms. St. Peter requested input on how best to structure the work; what format to use; and where the Committee can have the greatest influence on these efforts.

Ms. Edwards noted the proposed Committee changes and question of whether MAG will be asked to participate in the SSBG process from year to year. She inquired whether staff has received any additional direction or requests from the Arizona Department on Economic Security (DES) to assist with the process. She proposed reaching out to DES for further direction before committing time and attention moving forward with efforts to restructure the work.

Ms. St. Peter advised if the proposed changes to HSCC are approved, staff will need to move forward with an assessment in terms of the community agenda and action agenda. This will impact priorities driven by HSCC and HSTC as well as the scope of work for SSBG. She offered to reach out to DES.

Mr. Jamison commented on the importance of continuing to shape the landscape and noted that although past years have seen a decrease in available funding, it is important to have a mechanism in place to shift funding as needed. He noted efforts may have reached a point where a greater amount of funding is being moved than what the Committee had intended and as such, he suggested perhaps considering a tiered approach or researching new areas to consider for funding.

Ms. St. Peter suggested a survey of member agencies and human services to identify gaps, key priorities, emerging trends and goals, may inform the Committee at a local community level and then build the case for human services at regional level. She noted the survey would not be exclusive to SSBG but would encompass a broader landscape. Ms. Edwards agreed it would be a good starting point from which to build upon. She added a survey is more anecdotal however, if the Committee is able to establish a process, it will help move forward in terms of structural changes that the new Committee will focus on.

Vice Chair Small noted the Committee can also offer feedback in terms of what agencies may be struggling with. She requested that Ms. St. Peter draft the survey and allow opportunity for Committee input. Hearing no further discussion, Vice Chair Small moved forward.

6. Heat Relief Network

This item was moved after item three.

Chair Small welcomed Celina Brun to offer a report on the Heat Relief Network (HRN). Ms. Brun shared an overview of the Heat Relief Network web page www.azmag.gov/heatrelief. She advised more than 95 sites have been coordinated to

provide hydration, refuge and collection. These efforts are largely due to a partnership between the City of Phoenix Parks and Recreation Division and the Salvation Army.

Another focus of the HRN is the interactive maps available on the website. The maps can be utilized to search for HRN sites across the region. An overview of the website was provided. Additionally, anyone who wishes to partner with the network as a collection, donation, hydration, or refuge location may now complete the 2015 Heat-Relief Network information and mapping form available on line. Ms. Brun proceeded with an overview of the resource maps noting maps are updated as new partners are added. Maps are being distributed across the valley. Efforts to pick up and distribute large donations of bottled water can be coordinated by contacting Ms. Brun via email at cbrun@azmag.gov.

A press release raising awareness about the Heat Relief Network and helping vulnerable populations was released on June 1, 2015. Amy St. Peter, MAG, requested the news release and links to the website be shared with the Committee to help further communication efforts. Ms. Brun advised anyone wanting additional information or to partner with the network in any manner assisting these efforts may also contact her directly.

Vice Chair Small noted the City of Avondale has received inquiries from individuals seeking fans and/or portable air condition units. She inquired of available resources in the community. Ms. Brun advised fans can be added to the list of items collected through the Network. Additionally, she noted efforts are underway to coordinate training in June to educate individuals on conducting wellness checks for vulnerable populations. Ms. Small requested anyone with information on available resources notify Ms. Brun.

Jessica Gonzales, City of Phoenix, advised the Neighborhood Services Department administers the utility repair and replacement program for the City. Portable coolers were available through the program at one point; however there are no known available resources at this time. She noted this has been an unmet need for a long time. Vice Chair Small agreed adding older adults are struggling to pay the high electric bills and are compromising by not running their air conditioning units which leads to other concerns.

Jacqueline Edwards, Maricopa County Human Services Division, suggested those assisting older adults contact the County's Community Development division as there may be available assistance through the weatherization program or other funding streams such as Department of Housing and Urban Development (HUD) or Affordable Care Act (ACA) funding. Individuals can complete an inquiry form on-line determine eligibility. Discussion ensued regarding the choices individuals are making to not use the air conditioning units due to cost, as opposed to having a non-functioning unit. Vice Chair Small advised older adults are seeking assistance through local Community Action Program (CAP) offices. Ms. Edwards noted

different funding streams may offer greater opportunity for assistance and stressed the importance of educating individuals on different options.

Jeffrey Jamison, City of Phoenix, noted a huge contributing factor relates to the overnight temperatures remaining high. While not a proven fact, there is correlation between high overnight temperatures and the inability for individuals to cool down and hydrate. He suggested individuals may be able to use their air conditioning units to cool down their homes and night and also gain additional savings on cost through the time of day usage plans offered by the electric companies. Vice Chair Small stressed the importance of educating the public not only on the HRN, but also providing tips and tools for staying cool and recognizing the signs of heat stress. Ms. Gonzalez shared information on education efforts through the City's senior centers.

Ms. St. Peter inquired what resources are available to help individuals who are homebound. Ms. Edwards advised Maricopa County case workers conduct checks and information about homebound seniors may also be gathered when calls are placed to the Area Agency on Aging's senior help line. She suggested this would be a good campaign to coordinate. Ms. Brun advised the training efforts being coordinated will include a component for checking on neighbors. Additional points from the discussion may also be incorporated into the training.

Vice Chair Small inquired whether the City of Phoenix is distributing any educational documents. Ms. Gonzalez advised the City does not have written material, but is working to educate individuals at the senior centers. She offered to research the possibility of developing some resources. Ms. Brun advised the MAG website also includes Tips to Avoid Heat-Related Illness. She noted a link is also available to the Arizona Department of Health Services Heat Safety Page offering additional resources. She offered to create a PDF for distribution based on material used for the trainings. Having no further discussion, Vice Chair Small proceeded to the next item.

7. MAG Regional Domestic Violence Council

Vice Chair Small welcomed Amy Robinson, MAG, to offer an update on the annual report update to Regional Plan to End Domestic Violence. Ms. Robinson advised the plan comprises 15 strategies for addressing domestic violence. The plan is reviewed each year to identify successes and establish plans moving forward.

Ms. Robinson advised there were several successes including those in the following five key strategies. An overview of each was provided.

- *Strategy 4* – Develop standardized multidisciplinary curriculum for providing domestic violence education to criminal justice system and first responders.
- *Strategy 9* – Coordinate multidisciplinary effort for reviewing standard protocols and practices for responding to domestic violence.
- *Strategy 10* – Connect all resources for people experiencing domestic violence and homelessness through a coordinated community response.

- *Strategy 11* – Create an ideal model for culturally competent prevention and intervention services.
- *Strategy 15* – Create long-term supports for helping survivors maintain their safety.

Ms. Robinson provided a highlight of successes noting that centralized screening is now serving all 11 domestic violence shelters in the region. Additionally, the Address Confidentiality Program has expanded significantly. The participant base has expanded by 200 percent and legislative changes are underway to ensure participant information is protected at all levels. One major area still requiring improvement relates to the development of transportation options for individuals in shelter. Ms. Robinson advised while no progress was seen on this strategy this year, it has become a priority moving forward.

Ms. Robinson provided an overview of the gaps related to case transfers noting this will be a key focus in the current year. A consultant will begin working in August to assess and map the different ways in which cases are transferred from municipality to county and vice versa. The outcome will offer a comprehensive picture to help improve the process of case transfers.

A question was raised on how members can get involved with the DV Council. Ms. Robinson advised the Regional Domestic Violence Council is undergoing some restructuring however staff is actively seeking engagement from a broad range of community partners. Additionally, there will be an increase in training opportunities to engage community partners. Ms. Robinson advised brown bag training on Service Provision for Gender and Sexual Minorities is scheduled for June 16, 2015, at the City of Phoenix Council Chambers.

Ms. Robinson noted that recent changes to the language in Violence against Women Act (VAWA) now protects against gender identity discrimination. Anyone who receives federal funds is required to serve gender and sexual minorities as well as men and women. She noted some agencies have experienced issues implementing the new requirements. The training will help educate individuals about the requirements and ensure agencies are in compliance.

A question was raised on what has been done in relation to cultural competency including ethnicity, race, age and gender. Ms. Robinson advised staff is looking at all cultures and are trying to be inclusive. Staff works with the Area Agency, some tribal agencies, and Chicanos poor la Causa to further these efforts. She added staff is just now addressing culturally competent aspect in terms of gender, however, throughout the last year, the Arizona Coalition to End Sexual and Domestic Violence has lead efforts in gender and sexual minority issues.

Ms. Robinson noted that staff is also working to add additional minority agencies and has begun working with the Task Force against Senior Abuse and other community partners to revise the former elderly abuse protocol. A question was raised on efforts

to engage faith communities. Ms. Robinson advised the faith community has been identified as an area needing further exploration. Hearing no further discussion, Vice Chair Small moved to item five.

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. No input was received.

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 2:16 p.m.

Maricopa Association of Governments (MAG)
Human Services Priority and Trend Survey
Draft August 6, 2015

On June 24, 2015, the MAG Regional Council approved changes to the structure of regional human services planning. The Human Services Coordinating Committee has evolved into the Human Services and Community Initiatives Committee. The change in name reflects changes in membership and focus. The committee will now include representatives from community partners such as nonprofit agencies, places of worship, and the business sector. The focus of the committee will be to incubate human services solutions driven by data analysis, public engagement, and strategic planning. This survey is distributed to identify local priorities and emerging trends in human services. Please take a few moments to answer the questions below. Your responses will inform this regional work.

Priority issue number one:

1. What is the number one human services issue that should be addressed in your work and/or community?
2. What are the biggest gaps in human services delivery related to this issue?
3. What, if any, data sources are available that affirms these gaps?
4. What assets exist in the community to address these gaps?
5. What actions should be considered to address these gaps?
6. What outcomes would you like to see as a result of these actions?
7. What are you and/or others doing in regard to these outcomes?
8. What new or emerging trends do you see in regard to this issue?

Priority issue number two:

9. What is the number two human services issue that should be addressed in your work and/or community?
10. What are the biggest gaps in human services delivery related to this issue?
11. What, if any, data sources are available that affirms these gaps?
12. What assets exist in the community to address these gaps?
13. What actions should be considered to address these gaps?
14. What outcomes would you like to see as a result of these actions?
15. What are you and/or others doing in regard to these outcomes?
16. What new or emerging trends do you see in regard to this issue?

Priority issue number three:

17. What is the number three human services issue that should be addressed in your work and/or community?
18. What are the biggest gaps in human services delivery related to this issue?
19. What, if any, data sources are available that affirms these gaps?
20. What assets exist in the community to address these gaps?
21. What actions should be considered to address these gaps?
22. What outcomes would you like to see as a result of these actions?
23. What are you and/or others doing in regard to these outcomes?
24. What new or emerging trends do you see in regard to this issue?

Optional information:

What part of the region do you represent? (Example: East Valley, West Valley, Central Phoenix)

Population represented (if any, choose all that apply)

- a. Older adults
- b. People with disabilities
- c. People with developmental disabilities
- d. Homelessness
- e. Domestic violence
- f. Youth on their own/foster care
- g. Racial and ethnic minorities
- h. Gender minorities
- i. Human trafficking
- j. Medically underserved
- k. Undocumented
- l. Learning disabilities and illiteracy
- m. Unemployed and underemployed

Name (optional):

Affiliation (if any):

DRAFT