

MINUTES OF THE  
MAG HUMAN SERVICES TECHNICAL COMMITTEE  
January 14, 2016  
MAG Office Building, Chaparral Room  
Phoenix, Arizona

MEMBERS ATTENDING

Kristina Blea, City of Phoenix  
\*Andrew Carlson, Town of Gilbert  
Caterina Daneri, Tempe Community Council  
Naomi Farrell, City of Tempe  
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  
Debbie Pearson, City of Peoria  
Christina Plante, City of Goodyear  
\*Leah Powell, City of Chandler, Vice Chair  
\*Cindy Saverino, Arizona Department of  
Economic Security  
Cynthia Segovia, City of Phoenix  
Stephanie Small, City of Avondale, 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

Brande Mead, MAG

1. Call to Order

Stephanie Small, City of Avondale, 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 December 10, 2015 HSTC Meeting Minutes

A motion to approve the December 10, 2015, meeting minutes was requested. Christina Plante, City of Goodyear, motioned to approve the minutes. Jeff Jamison, City of Phoenix, seconded the motion. The motion passed unanimously.

#### 4. Social Services Block Grant Funding Recommendations

Ms. Mead reviewed the draft FY 2017 SSBG allocation recommendations, based on the HSTC members feedback at the December 10, 2015 meeting, to recommend level funding amounts in the service areas. Members agreed with the allocation recommendations as presented.

Jim Knaut, Area Agency on Aging made a motion to approve the FY 2017 SSBG allocation recommendations. The motion was seconded by Christina Plante, City of Goodyear and the motion passed unanimously.

#### 5. Human Services Priority Trend Survey

Chairwoman Small asked Brande Mead to provide the results of the Human Services Priority Trend survey.

Ms. Mead reported that 111 survey responses had been received, approximately a ten percent response rate. She reported that nearly fifty percent of respondents were from governmental entities, nearly forty percent represented non-profit agencies and the remaining ten percent were from a variety of organizations, such as the faith community, education/academia, or identified as a community member. Thirty-four percent of respondents represented the City of Phoenix, twenty-eight percent represented the West Valley, and thirty-one percent represented the East Valley.

Ms. Mead thanked Christina Plante and Leah Powell for their assistance in reviewing and analyzing the results of the survey questions. She continued with a review of the following survey analysis.

#### **Top human services issues that should be addressed according to survey responses:**

**Mental/Behavioral Health** (1<sup>st</sup> most important issue): number one gap in mental/behavioral health is access to services, followed by coordination and social awareness, staffing was also a gap.

**Housing** (2<sup>nd</sup> most important issue): number one gap in housing is safe and permanent housing options (rapid re-housing, permanent supportive, affordable, etc.), followed by coordination.

**Well-being / Safety of Vulnerable Populations\*** (tied with housing): number one gap in well-being and safety of vulnerable populations is coordination of services, followed by social awareness, safe and permanent affordable housing options (rapid re-housing, permanent supportive, affordable, etc.), and access.

\*(Vulnerable populations included: homeless, seniors, and low income and children)

**Transportation** (3<sup>rd</sup> most imp. Issue): number one gap related to transportation is lack of access to public transportation, followed by specialized transportation options (for seniors, disabled and low income).

**The following were identified, by survey respondents, as human services gaps for population groups:**

**Adults:**

The biggest human services gap adults face is access to mental/behavioral health services.

**Children:**

The most common gap children face is access to and coordination of mental/behavioral health services and other human services.

**Developmentally and Physically Disabled:**

Developmentally and physically disabled populations face many challenges including access to services, ample employment options, mental/behavioral health services, access to public transportation and staffing.

**Families:**

The biggest gap facing families is safe and permanent housing (rapid re-housing, permanent supportive, affordable, etc.).

**Homeless:**

The biggest gap for people experiencing homelessness is safe and permanent housing options, social awareness of mental/behavioral health issues, and other barriers impacting homeless people, and coordination of care.

**Low Income:**

For the low income population, the largest gaps are access to affordable housing, mental/behavioral health services, and coordination of care and lack of access to public transportation.

**Persons with mental illness:**

The biggest gap persons with mental illness face is coordination.

**Seniors:**

For seniors, the largest gaps are specialized transportation options, social awareness of issues impacting this population (social awareness for care givers, family, and friends), safe and permanent housing options (rapid re-housing, permanent supportive, affordable, etc.), access to mental/behavioral health resources, and coordination of care.

**The following were the most reference human services gaps, according to survey responses:**

**Coordination:**

Coordination is the number one referenced gap.

Regarding coordination as a gap, this presented equally with housing and mental/ behavioral health services and was cited as an opportunity when addressing the well-being and safety of vulnerable pops (homeless, seniors, and low income and children) as a whole.

**Safe and Permanent Housing:**

Safe and permanent housing (rapid re-housing, permanent supportive, affordable, etc.) is the second most referenced gap.

**Access:**

Access was the third most referenced gap.

When it came to access to services, the most common gap referenced was access to mental/behavioral health services. In addition, lack of access to public transportation, especially for persons with low income, seniors, and disabled populations, was mentioned.

**Social Awareness:**

Promoting social awareness of mental/behavioral health issues and the challenges facing vulnerable populations as a whole was cited as an opportunity to explore (gap).

**Other:**

Other gaps referenced, by one respondent, was additional care giver support, child care coordination, food security and youth development programming.

The biggest gap in employment-related human services referenced is ample employment opportunities.

Members of the Committee engaged in discussion about the number one issues and gaps. The topic of mental/behavioral health was pointed out as the number one human services gap and as a topic that crosses over to the other areas. It was mentioned that there isn't a Committee currently meeting at MAG that focuses on this issue but that this issue likely impacts the work in all the human services committees. One member of the Committee suggested that the key area be coordination. According to survey responses, coordination is the number one gap and it intersects with all human service issues. It was also pointed out that MAG human services may have the most impact in the area of coordination. The group agreed with this point and discussed how improving meaningful coordination of human services issues in the region could benefit all the human service issue areas that were referenced in the survey.

Chair Small asked for a motion to recommend a key area of focus to the MAG Human Services and Community Initiatives Committee. Jacqueline Edwards, Maricopa County, made a motion to recommend that the key area of focus be coordination. The motion was seconded by Jeff Jamison, City of Phoenix. The motion was unanimously approved.

6. Develop 2016 HSTC Timeline and Meeting Calendar

Ms. Mead presented a draft 2016 meeting calendar and quarterly timeline to the group for discussion. The group agreed with the meeting calendar and timeline and suggested developing a monthly timeline at the next meeting to plan out the workflow for the year.

7. Request for Future Agenda Items

Committee members were given an opportunity to suggest topics or issues of interest they would like to have considered for discussion at a future meeting. Members suggested reviewing the SSBG funding recommendation process, further developing a monthly timeline by topic, and a legislative/budget update.

8. Comments from the Committee

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

The meeting adjourned at 2:33 p.m.