

MARICOPA ASSOCIATION OF GOVERNMENTS  
HUMAN SERVICES TECHNICAL COMMITTEE  
MEETING MINUTES  
NOVEMBER 17, 2005

TECHNICAL COMMITTEE MEMBERS

ATTENDING

Carl Harris-Morgan, Town of Gilbert,  
Chairman  
\*Lorenzo Aguirre, City of El Mirage  
+Nichole Ayoola, City of Mesa  
\* Judy Bowden, Mesa United Way  
\*Kelly Dalton, City of Goodyear  
Moises Gallegos, City of Phoenix  
Paige Garrett, Glendale Human Services  
Council  
Jayson Matthews for Kate Hanley, Tempe  
Community Council  
\*Connie James, City of Scottsdale  
\*Mary Lynn Kasunic, Area Agency on Aging  
Barbara Knox, DES/RSA  
Margarita Leyvas, Maricopa County  
John Paul Lopez, City of Tolleson  
\*Joyce Lopez-Powell, VSUW  
Dan Lundberg, City of Surprise  
Doris Marshall, City of Phoenix  
\*Sandra Mendez, DES/CSA  
Kyle Moore, DES/ACYF  
\*Susan Neidlinger, DES/DDD

Sandra Reagan, Southwest Community  
Network  
\*Sylvia Sheffield, City of Avondale  
\*Judy Tapscott, City of Tempe  
Wayne Tormala, City of Phoenix, Vice Chair  
Patrick Tyrrell, City of Chandler  
Jennifer Emerson for Neal Young, City of  
Phoenix

OTHERS PRESENT

Bob Baratko, City of Surprise  
Diane Dempsey, Gila Bend CAP  
Teresa Franquiz, MAG  
DeDe Gaissthea, MAG  
Norma Mancini, City of Surprise  
Jose Mercado, City of Phoenix  
Jessica Ponzio, City of Chandler

+Those members present by audio/videoconferencing.  
\*Those members neither present nor represented by proxy.

1. Open Meeting for Discussion  
Chairman Carl Harris-Morgan, Town of Gilbert, called the meeting to order at 1:05 p.m. and introductions ensued.
2. Call to the Audience  
No comments were made at this time.
3. Approval of October 20, 2005 Human Services Technical Committee Meeting  
Chairman Harris-Morgan provided the following corrections to the October 20, 2005 HSTC meeting minutes. Donna Powers provided a presentation on behalf of Easter Seals and her organization should be corrected in the attendance list. Under that same agenda item, the minutes should reflect that the City of Phoenix has contracted with Dennis and Associates to provide emergency planning services, rather than Mayor Phil Gordon. In

the third from last paragraph in the same agenda item, delete the word “in”. On page four, third paragraph, last sentence, delete the word “they”.

Margarita Leyvas, Maricopa County, requested that the acronym EFSP be spelled out to reflect the full name of Emergency Food and Shelter Program.

Chairman Harris-Morgan called for a motion to approve the October 20, 2005 HSTC meeting minutes with the recommended changes. Patrick Tyrell, City of Chandler, moved to approve the minutes with corrections. Jayson Matthews, Tempe Community Council, seconded the motion. The minutes were approved unanimously with the recommended changes.

4. Review and Comment on First Drafts of Regional Human Services Plan Chapters

Chairman Harris-Morgan introduced Teresa Franquiz, MAG, who reviewed the Regional Human Services Plan chapters

Ms. Franquiz explained that two of the chapters provided today were new to the committee, including the Adults, Children, Youth and Families chapter and the Developmental Disabilities chapter. The Funding and Capacity chapter was provided at the October meeting and changes were made based on the committee’s suggestions. She explained that the changed portions were highlighted for their review.

*Adults, Children, Youth and Families* - Dan Lundberg, City of Surprise, suggested adding a portion on graffiti to the section on juvenile crime. He noted there has been a growing effort among the cities to address this issue. They have found that most graffiti used to be gang related, but now about 70 percent of “taggers,” or those who engage in graffiti are children, and most is done between 4-7 pm. Ms. Franquiz thanked him for his recommendation and requested that he send a brief summary of the information that he would like to see included in the chapter.

Sandy Reagan, Southwest Community Network, suggested adding the specific amount of Social Services Block Grant (SSBG) funding that is allocated to services for children, youth, and families and what the percentage is of the total amount of SSBG funds.

Jayson Matthews recommend that the chapters stay consistent throughout entire document. Ms. Franquiz agreed and added that the committee should be viewing the entire document on January 12 and would be able to provide comments again at that time.

Kyle Moore, DES, requested that the name of his Division at DES be corrected to “Division of Children, Youth, and Families” in the third line of the second paragraph on the first page.

Doris Marshall, City of Phoenix, asked why there was not more information included on seniors. Ms. Franquiz replied that there is an entire chapter devoted to aging services and that the committee had reviewed it at the October meeting. She offered to send her that chapter again after the meeting concluded

*Funding and Capacity* – Ms. Franquiz thanked those members who had already provided their feedback on these sections. Moe Gallegos, City of Phoenix, asked Ms. Franquiz if she had received any feedback on the section on Low-Income Heating and Energy Assistance Program (LIHEAP) from Mindy Wakefield with the Arizona Community Action Association. Ms. Franquiz replied that she had not.

Marge Leyvas suggested that in the LIHEAP section, on the fifth line from the bottom of the page, the word “earn” should be changed in order to avoid confusion with income. She suggested the phrase, “household income must be at 150 percent of the poverty line.”

Chairman Harris-Morgan added that he liked the new portion on local best practices. Jayson Matthews agreed and added that he also liked the new addition to the conclusion concerning general revenues that frequently are allocated to supplement human services.

Jose Mercado, City of Phoenix, asked why there was not more detail added concerning the amount of general revenues provided for human services by each city, as was suggested at the last meeting. Ms. Franquiz replied that the information was only added for the City of Phoenix in order to coincide with the flow of the rest of the chapter, as Phoenix was the only city referenced. Mr. Matthews agreed that the chapter flowed well with just having the City of Phoenix information included. He noted that it was originally his suggestion in October to include this type of information and that he was initially thinking of having a chart with a grand total. However, he said that even if that information was easily and readily available to add into the text now, it would just be floating out there on its own with no connection to the rest of the text.

Ms. Leyvas asked why the Arizona Department of Housing’s State Housing Trust Fund was not included. Chairman Harris-Morgan replied that he had suggested taking out those sections that could only be applied directly to housing, such as the section on HOME funds, which was included originally but was since removed. He noted that what is included essentially depends on what we’re trying to cover, which to this point has been more of a focus on the service side. Ms. Leyvas replied that Housing Trust Fund dollars can be used for rent and mortgage payments, as well as for housing. She suggested that the information can be found on the AZ Department of Housing website, or by contacting Mark Ludwig with the Department.

Ms. Franquiz thanked Ms. Leyvas for her suggestions on where to obtain the information. She noted that the very first draft of the chapter did include the Housing Trust Fund information, but it was taken out because the focus seemed to be more on federal sources of funding, rather than state or local sources. However, if there are significant local sources of funding that the group agrees should be included, then she offered to add that information as necessary.

Ms. Leyvas agreed that the committee might need to mention state dollars as well, as it paints a distorted picture of how much money is coming in. Temporary Assistance to Needy Families (TANF) dollars is another federal funding source, with Maricopa County

receiving about \$400,000 covering just basic needs services. She said that the Cities of Phoenix and Mesa receive TANF dollars as well.

Pat Tyrell said that he remembered the initial discussion about the reason for writing this chapter from strategic planning advance held in April of this year. The concern was that we have skewed funding compared to other states. He said it is useful to include best practices of what we do well, but the essential point is that we get less funding than other cities and states. He felt it is important for federal officials and others to know that we receive less per capita than other cities with fewer people, in particular in comparison to the older, more established cities in the northeast.

Jayson Matthews agreed and said that we are taking a huge step forward in making a case for more dollars from the federal government. He suggested that at some point a follow-up document might be useful that aims to show how much state and local public dollars go towards human services in order to provide a grand total. Ms. Franquiz agreed that this might be a good project for the future.

Wayne Tormala, City of Phoenix, suggested inserting a paragraph at the begin of the chapter that recognizes that there are other funding sources in addition to those examined here. A couple of examples could be cited, but make it clear that the purpose is not to fully delve into all those. Chairman Harris-Morgan suggested changing the title to “Federal Funding”. The group agreed to this suggestion and recommended that the local sources to be mentioned would include the Valley of the Sun United Way, the State Housing Trust Fund, private foundations and local general revenues.

*Developmental Disabilities* – It was noted that this first draft had been provided to Susan Neidlinger with the Division for Developmental Disabilities at DES, for her comments prior to the meeting. Staff anticipates receiving a significant amount of revisions from her, but that she would welcome any general comments the committee would like to make on the first draft.

Jayson Matthews asked if staff was receiving feedback from anyone else outside the committee. Ms. Franquiz said that to date, Ms. Neidlinger has been the only “local expert” to view the chapter in advance. She asked for committee members to let her know of anyone else that could provide useful feedback. Chairman Harris-Morgan added that the same thing goes for other chapters as well.

Marge Leyvas said that it felt like reading a medical journal and that the text was very difficult to get through. She felt it was very clinical and suggested making it a little more user-friendly in order for it to be a little more accessible to the average reader.

Wayne Tormala suggested contacting Jamie Schneider with the Governor’s Office on Disabilities for her feedback.

Ms. Franquiz thanked everyone for their suggestions. She said that staff would attempt to get the entire document to the committee members two weeks prior to the January 12 meeting in order to provide them more time to review.

5. Domestic Violence Shelter Capacity White Paper

Teresa Franquiz, MAG provided a presentation on the recently completed domestic violence shelter capacity white paper done by the Victim Services Subcommittee of the MAG Regional Domestic Violence Council.

Ms. Franquiz explained that the white paper is a project of the DV Council's Victim Services Subcommittee, in partnership with ASU West. The paper aims to clearly identify, without duplication, the average number of calls requesting DV shelter that are turned away in a given month due to lack of space. The issue has historically been that anecdotally, human services professionals knew from those working at the shelters that many people were turned away due to lack of space. But, when it came time to really quantify the number that was turned away, it was a very difficult thing to do because of the amount of duplication in the number of requests. Callers may call several locations before securing shelter. All those calls are reported to DES and tallied up quarterly, but it's hard to know how many people are behind that number. When advocacy groups, like the Coalition and the shelter directors try to go to the legislature or Governor's Office to ask for more funding to expand the number of beds, they have a difficult time pointing to a clear number of the beds that they would actually need in order to meet the current level of demand.

The Victim Services Subcommittee and ASU West began the study back in March to try and get an unduplicated count of the number of requests. It was done with a two-part survey. The first part was a written survey that was given out to shelter residents, which asked them how many times they had tried to access shelter before securing it. The second part was a phone survey done by all nine shelters. Every time someone called and requested shelter, the person at the shelter would ask whether this was their first call, and if not, how many prior calls they had made. This was done with every call, every day for one month from March 15 – April 15, 2005.

The professors at ASU also looked at other data; for example, the number of calls to the CONTACTS shelter hotline over FY04 and the number of people who were assisted through the DVSTOP program in FY04. They did this in order to compare the data that was collected through the surveys.

In the end what they found is that the shelters are currently able to meet approximately half of the requests for shelter. There are currently 325 DV beds in Maricopa County, so the estimate is that we would need at least 325 more beds in order to meet just the current demand.

Ms. Franquiz noted that there are a couple things to keep in mind about the number. First, it is in no way a projection of how many beds we might need in the future to keep up with growth. It is strictly how many beds we need now to meet current demand. Second, the

number is a general estimate that does not attempt to differentiate between the number of single beds and the number of beds for families. The surveys tracked only the number of requests that came in and did not track how many beds each caller needed. However, because the current 325 bed stock includes a mix of beds for both singles and families and meets about half of the demand, another 325 beds of a similar mixed type would hopefully go a long way to meeting the second half of the demand.

She said that there would be a completed draft for the committee to review by the January 12 meeting. It will be given final approval by the Regional Council on January 25, at which time it will be published and made available to the public with a press release. She asked if there were any comments or questions.

Moe Gallegos said that this task of getting an unduplicated number of calls is one of the hardest things to do. It is great that we have this, but it is also great that we are making a point that this number of beds is what's needed "at least". There is always the danger that if we do not say at least, then we could fund 325 beds, but then the funders could say do not come back again for additional funding.

#### 6. Homeless Immersion Project

Chairman Harris-Morgan introduced Ayanna Rutherford, MAG, who presented on the Homeless Immersion Project organized by the MAG Continuum of Care Regional Committee on Homelessness.

Ms. Rutherford began her presentation by showing a Phoenix Channel 11 video documenting the Immersion Project through interviews with Phoenix Councilmember Greg Stanton and his immersion project partner Steve Aragon. She noted that the goal of the project is to organize elected officials and potential funders to make them more aware of issues of homelessness.

After the video, Ms. Rutherford reiterated that the project aims to build awareness and understanding of homelessness among decision makers. One objective is to increase one-on-one interaction between homeless people and elected officials. This will also help to identify gaps in services and the barriers that exist to accessing services. She gave the example of a homeless person not having access to a valid ID.

She provided the committee with a list of project objectives and a draft of different project levels. She noted that staff and the Continuum of Care understand that some people cannot spend an entire twenty-four hours in the project, so there are different length projects participants can take part in. Participants can also choose with type of agency to work with; for example, Tumbleweed and the YWCA. For people with only a little time, they can spend a few hours, rather than a full day on the experience. She added that they do ask all participants to sign a waiver before participating. All activities are hosted by the organization. Staff will all be aware of the participant so they can be safe. There is also a de-briefing immediately following the experience to get an immediate response.

A letter will be sent out next week inviting elected officials to participate. She asked committee members to let her or Brande Mead, MAG, know of anyone that would be a good candidate to participate. Ms. Mead's phone number is 602 254 6300 and her email is bmead@mag.maricopa.gov.

Marge Leyvas asked for clarification on the timeline for the project and whether all of the experiences would be scheduled in December. She suggested that staff may wish to invite the County's Community Services Commission, which includes seven elected officials. Ms. Rutherford said that it was a good suggestion and that most of the projects would likely be scheduled after the first of the year.

Jose Mercado asked if Councilmember Stanton was the only participant so far. Ms. Rutherford confirmed that he was the first participant to kick-off the project and encourage others to participate. Moe Gallegos noted that he couldn't go to Continuum luncheon held last week and asked if there was any particular reaction to Councilmember Stanton's speech and Steve. Chairman Harris-Morgan said that Steve's talk was very, very powerful and that he did a phenomenal job of expressing his desire to do what he can to work on this issue.

Ms. Franquiz offered to forward the documents on to everyone electronically so that they may disperse them to anyone they feel is interested.

Jayson Matthews suggested that after the first round of projects with elected officials, whether it might be extend it out to law enforcement or people affiliated with the courts. Ms. Rutherford replied that the Continuum did talk about getting police chiefs involved and referred the committee to the third page. Ultimately, they are targeting as many people as possible. It was suggested to add the Maricopa County Board of Supervisors. Ms. Rutherford confirmed that three Supervisors were in attendance at the luncheon last week.

Mr. Gallegos suggested getting more documentation of these experiences, if at all possible. Not everyone will do this, but there are people who will listen to the experiences of others. As people are going through this experience, more video would be great. Mr. Matthews suggested a partnership with Channel 12 and/or the Arizona Republic in order to share the documentation with other Valley municipalities and try to expose to as many people as possible.

Wayne Tormala suggested that there is a group of faith leaders he has been working with that might be interested in participating together on the same night, but that they would not be available in December. Ms. Rutherford and Ms. Franquiz said that the original timeline had been for December, but that the document had not yet been updated to reflect the change to after the first of the year.

Sandy Reagan asked that Teresa send the liability waiver as well as the other materials that were available in hard copy today.

7. Social Services Block Grant (SSBG) Timeline

Teresa Franquiz, MAG, provided information to the Committee of the tentative timeline for this year's SSBG planning process. She had hoped to have more information by this point, but staff had not yet heard from DES regarding the deadline or the planning materials. It looked so far like the timeline would be similar to last year's, with at least meeting one ad hoc subcommittee meeting in December, with a possible second in early January. The final recommendations by the subcommittee would be up for review by the full committee at the January 12 meeting.

Chairman Harris-Morgan asked for a couple more volunteers to serve on the subcommittee, in addition to Jayson Matthews and Susan Neidlinger. Marge Leyvas and Sandy Reagan volunteered. Ms. Franquiz thanked them and added that she might be phoning one or two others to ensure broad representation on the subcommittee.

*Following the meeting, Patrick Tyrell and Wayne Tormala also volunteered to participate.*

8. Announcements

Pat Tyrell introduced Jessica Ponzio from the City of Chandler. He noted that she will be a regular fixture at the MAG meetings when he cannot attend and that he was happy to have her.

John Paul Lopez, City of Tolleson, announced that Tolleson will be opening up an adult day care center in January. The capacity will be 45 people. There is space to possibly triple that number in the future.

Chairman Harris-Morgan reminded the committee that they will be review the entire Regional Human Services Plan and the SSBG recommendations on January 12 and wished everyone happy holidays.

9. Adjourn

The next meeting of the Human Services Technical Committee is scheduled for Thursday, January 12, 2005 from 1:00 p.m. - 3:00 pm at the MAG building, 2<sup>nd</sup> floor Cholla Room.