

MAG Human Services Technical Committee  
Meeting Minutes  
March 18, 2004

TECHNICAL COMMITTEE MEMBERS  
ATTENDING

- |  |   |
|--|---|
| Sandra Reagan, Southwest Community Network, Chairman           | Sylvia Sheffield, City of Avondale            |
| *Judy Bowden, Mesa United Way                                  | *Linda Snidecor, City of Goodyear             |
| *Joan Ellis, DES   | Laura Guild for Mary Jo Swartz, DES/CSA       |
| *Moises Gallegos, City of Phoenix                              | Judy Tapscott, City of Tempe                  |
| *Kate Hanley, Tempe Community Council                          | Paige Thomas, Glendale Human Services Council |
| Carl Harris-Morgan, Town of Gilbert                            | Wayne Tormala, City of Phoenix                |
| Connie James, City of Scottsdale                               | *Margaret Trujillo, Value Options             |
| Mindy Wakefield for Jeannie Jertson, Human Services Department | Patrick Tyrrell, City of Chandler             |
| *Mary Lynn Kasunic, Area Agency on Aging                       | *Neal Young, City of Phoenix                  |
| W K Akers for Barbara Knox, DES/RSA                            |   |
| *Ramon Leon, El Mirage Community Service Program               |   |
| *John Paul Lopez, City of Tolleson                             |   |
| *Joyce Lopez-Powell, VSUW                                      |   |
| *Dan Lundberg, City of Surprise                                |   |
| Jose Mercado for Doris Marshall, City of Phoenix               |   |
| Kyle Moore, DES/ACYF   |   |
| Susan Neidlinger, DES/DDD                                      |   |

OTHERS PRESENT

- Roberto Armijo, CIR  
Joy Carter, MAG  
Maureen Decindis, MAG  
Debra Determan, MAG  
DeDe Gaisthea, MAG  
Amy St.Peter, MAG  
Keely Varveel Hartsell, Governor's Office

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

1. Call to Order

Chairman Sandra Reagan called the meeting to order at 1:05 p.m. and led in the introductions.

2. Approval of January 29, 2004 Joint Human Service Technical and Coordinating Committee Minutes

HSTC Chairman Reagan called for any corrections to the January 29, 2004 meeting minutes then called for a motion to approve. Connie James moved to approve, Wayne Tormala seconded and the motion was approved unanimously.

### 3. 211 Update

Chairman Reagan introduced Keely Varveel Hartsell, Deputy Director, Governor's Office for Children, Youth & Families who gave an update on the progress that has been made on the 211 information network. They began the process by going to the FCC to obtain permission to use the numbers 211. The Governor wants to ensure that this system is statewide, does not duplicate existing services, and will provide a central information source for case managers and other Human Service providers.

The system is designed to interface with other systems, such as HMIS, Health E Benefits Check-up, Arizona Self Help and other local e-government initiatives. For example, a Homeland Security link could be used to find possible indicators for potential threats to security. The Governor signed an executive order that established the Governor's Council on 211 and the Community Advisory Committee. These entities are responsible for the implementation and ongoing support of the 211 system. They have just finished their strategic plan and are finishing their cost analysis. The creation of the 211 system is in three phases. Phase one is the creation of the 211 database, phase two is networking existing call centers, and phase three is assisting in the implementation of the 211 system.

Carl Harris-Morgan asked when would the system be up and running. Keely Varveel Hartsell stated that they hope to have it ready for use before the next fire season, which would be early summer of 2005.

Maureen Decindis asked if the public would know the difference between 211 and 911 and will there be education to the public before making it available. Keely Varveel Hartsell stated that they will advertise the difference between 211 and 911. Generally 911 use is for life and death situations. The process of defining the role of 211 is still in progress.

Chairperson Reagan asked Ms. Hartsell to inform the Committee on how the Advisory Committee was formed. Ms. Hartsell reported that the Advisory Committee was formed from public hearings in which interested parties expressed their interest in participating the 211 process. The Governor's Office also contacted those community stakeholders that they thought might be interested in being involved in the implementation of the system.

### 4. Community Information & Referral (CIR) Annual Update

Chairman Reagan introduced Robert Armijo, Executive Director, CIR, who gave an update on the service and programs of CIR. He showed how to navigate through the CIR website and examples of information provided, such as income tax help and where to go for assistance. Homepage information includes general information about CIR, a 24-hour hotline directory and childhood immunizations information. Eventually, the 211 system will be able to link to this information. CIR also offers

community voicemail for Homeless persons receiving services from an agency so that they can get messages regarding searches for employment.

The website can also bring up information on vacant domestic violence shelters. In addition, users can print reports and share information on HMIS and get community poverty statistics. This assists communities in remaining compliant with Congress' requirement that information on the homeless population is centrally tracked. HUD requires a match for the HMIS system and the CIR system helps to meet this match.

Mr. Armijo reviewed a handout that provided an overview of the calls received by CIR. There is also an abbreviated version of the directory of human services available with 58 major categories listed. The highest percentages of inquiries were in health and arbitration categories in Maricopa County.

Chairperson Reagan asked if the number of hits on the website are recorded. Mr. Armijo states that the number of hits on the website are tracked.

Laura Guild asked if the number of calls received by the CIR line have decreased since the website has been implemented. Mr. Armijo replied that the number of calls remain the same and continue to increase each year.

Debbra Determan inquired about the number of staff and call volume at CIR. Mr. Armijo stated they are open 24 hours, seven days a week and that they have 16 operators working in 3 shifts, taking in an average of 80-100 calls. Weekdays are the busiest and they can have up to 11 operators on the line at one time. They have seen an increase in the number of calls received on weekends in recent years. Their total staff is 24 people.

##### 5. Social Services Block Grant Draft DES Plan

Chairperson Reagan introduced Debbra Determan who reported on the SSBG draft DES Plan. Ms. Determan asked that the committee review the complete SSBG DES Plan information that was created by Jerry Hancock. Any comments need to be forwarded to Mr. Hancock in 2 weeks.

Chairperson Reagan asked how Ms. Determan would like the committee to submit suggestions. She asked that the committee e-mail or call her with their comments and that she will make sure all comments are forwarded to Mr. Hancock.

Chairperson Reagan opened the floor for comment at this time. None was received.

Carl Harris-Morgan asked how this compares to funding levels in the past. Ms. Determan responded that the funding levels have been the same for the last two years, but prior to that were severe cuts in funding.

Jose Mercado asked about a possible increase in funding due to an increase in the population. Ms. Determan states that there has been no word about funding increases at this point, but that she will bring the issue back to the Committee if this occurs.

Ms. Determan suggests comments include information regarding the cutbacks in prevention and early intervention that have occurred due to the decrease in funding so that the state plan will reflect this issue.

Chairperson Reagan thanked Patrick Tyrrell for his work with the SSBG process in previous years.

6. Nominating Committee Report

Chairperson Reagan introduced Sylvia Sheffield, who was willing to give an update of the meeting held on March 12, 2004. Sylvia Sheffield reported that the group had a very difficult time giving up the option of asking Sandra Reagan to continue but in lieu of changing the Committee guidelines, Connie James was nominated for Chair, but declined. Patrick Tyrrell was then nominated for chair. Wayne Tormala was nominated for Vice Chair. Wayne Tormala accepted the nomination. Connie James was also nominated for Chair, but declined. Jeannie Jertson nominated Patrick Tyrrell for Chair. Wayne Tormala cannot serve as chair because his organization receives SSBG funds. The Subcommittee would like to discuss the guideline regarding the prohibition of SSBG fund recipients serving as HSTC Chair with Jerry Hancock at the Department of Economic Security before he retires. The Subcommittee stated that this prohibition narrows the eligible HSTC Chair candidates down considerably because many agencies and cities receive SSBG funding either directly or indirectly.

Chairperson Reagan called for a motion to approve the nomination of Patrick Tyrrell as Chair and Wayne Tormala as Vice-Chair. Sylvia Sheffield moved to approve, Connie James seconded and the motion was approved unanimously. Patrick Tyrrell and Debra Determan recognized the talent and skills that Sandra Reagan and Connie James brought to the HSTC and thanked them for their support and for providing stability over the past 3 years.

7. Call to the Public

No comments were made.

8. Announcements

Patrick Tyrrell addressed the issue of increasing participation in the HSTC/HSCC meetings by working with elected officials to educate them about the value of participating in these Committees. He asked if MAG staff would provide information regarding which entities receive Title XX funds to the Committee so that this information can be taken to their elected officials. He also stated that Councilmember Dennis Cahill will no longer be Chair the HSCC and will no longer serve as a city

council member, which is a huge loss for the MAG Human Services Committees. Chairperson Reagan states that the MAG staff has done presentations and orientations for cities and that perhaps a “canned” presentation can be created to increase participation.

Patrick Tyrell also suggested that the Committee target agencies such as Area Agency on Aging and other vendors that receive a large amount of their funding through SSBG. He agrees that the requirements for HSTC/HSCC Chair eligibility need to be reconsidered and suggested talking to Jerry Hancock before he retires. Mr. Tyrell again thanked Chairperson Reagan and the Committee for their work and recognized Chairperson Reagan for the terrific job that she has done chairing the HSTC.

Sylvia Sheffield announced that Avondale will be hosting the 5<sup>th</sup> Annual Resource and Healthcare Fair with 50 agencies and 5 health screeners participating. This event will take place at Mountain View Park in south Avondale.

Debra Determan reminded the Committee about the Domestic Violence Walk on April 24 at 7:00 a.m. and encouraged all municipalities to join and organize a team.

Laura Guild also announced an RFP for domestic violence services from DES and that she will give information to any one who is interested.

9. Adjourn

The meeting was adjourned at 2:50 pm. The next meeting **Human Services Technical is scheduled for Thursday, April 15, 2004 at 1:00 p.m. in the Cholla Room** at the MAG offices.