

MARICOPA ASSOCIATION OF GOVERNMENTS
CONTINUUM OF CARE PLANNING SUBCOMMITTEE
MEETING MINUTES
JUNE 15, 2009

Members Attending

Theresa James, City of Tempe, Chair
Greg Boone, Labor's Community Service Agency
Robert Duvall, Community Information & Referral
Richard Geasland, Tumbleweed
Katie Hobbs, Sojourner Center
Deanna Jonovich, City of Phoenix
*Nick Margiotta, Phoenix Police Department
*Elizabeth Morales, AZ Behavioral Health Corporation
Linda Mushkatel, Maricopa County
Darlene Newsom, UMOM New Day Center
Lora Reid for Amy Schwabendlender, Valley of the Sun United Way
Laura Skotnicki, Save the Family
John Wall, Central Arizona Shelter Services
*Lisa Wilson, City of Mesa
Diana Yazzie Devine, Native American Connections

Others Present

Tia Allen, Area Agency on Aging
Colleen Byron, Arizona State University
Victor Hudenko, Catholic Charities
Stephanie Knox, Magellan
Mattie Lord, AZDES/CPIP
Gina Montes, City of Avondale
Vicki _____, Recovery Innovations of Arizona
Felipe Rodriguez, Bridgeway
Christina Soto, Catholic Charities
Michelle Thomas, Community Information and Referral
Ben Zachariah, Central Arizona Shelter Services

Brande Mead, MAG
Rachel Brito, MAG

*Those members neither present nor represented by proxy.
+Present by audio or videoconference.

1. Call to Order and Introductions

Chair Theresa James called the meeting to order at 2:05 p.m. Introductions ensued.

2. Call to the Audience

Audience members were given an opportunity to address the Planning Subcommittee. No public comments were made.

3. Approval of February 23, 2009 Meeting Minutes

Chair James called for a motion to approve the February 23, 2009 meeting minutes. Greg Boone, Labor's Community Service Agency, made a motion to approve the minutes as presented. Robert Duvall, Community Information and Referral, seconded the motion. The motion passed unanimously.

4. Shelter Capacity Study

Brande Mead, MAG, presented information on the MAG Regional Domestic Violence Council and MAG Continuum of Care Regional Committee on Homelessness Shelter Capacity Study.

She referred the Committee to the following handouts for discussion and feedback: Maricopa Association of Governments, 2009 Emergency Domestic Violence and Homeless Shelter Capacity Study, Draft Survey Questions and Maricopa Association of Governments 2009 Emergency Domestic Violence and Homeless Shelter Capacity Study Daily Data Collection Tool. She said the Shelter Capacity Study is a joint study between the Domestic Violence Council and the Regional Continuum of Care on Homelessness. It will update the 2005 study on The Need for Increased Domestic Violence Shelter and include emergency homeless shelters in the updated study. Ms. Mead said the goal is to determine why individuals are turned away from shelter, how often they are turned away and to identify opportunities to maximize use of shelters in the region.

Ms. Mead said MAG intern, Christine Glass, from the ASU School of Social and Family Dynamics, Community Action Research Experience program, will be conducting the study. Ms. Glass has collect information regarding shelter screening policies and has developed the initial draft survey. Ms. Mead said a pilot study was conducted on June 11-12, 2009; information and feedback will be collected and revisions to the survey will be made as necessary. The survey will then be distributed to all shelters for a two-week period beginning July 22, 2009, at which time shelters will be asked to collect aggregate data and report back at the end of the survey period.

Darlene Newsom, UMOM New Day Centers, asked if Ms. Mead was aware of the Hearth Act amendment that states programs funded by the Continuum of Care can no longer discriminate against families due to a child's age. Ms. Mead said she is trying to determine from HUD when the amendment will go into effect; noting that it may be a couple of years away. She said shelters that have an age restriction in place may want to begin reviewing their policy in anticipation of the amendment going into effect.

Clarification was requested on how to answer the following Draft Survey Question:

Section Four: Daily Data Collection

1. At the conclusion of the screening process, please indicate the following:
Number screened _____
Number denied _____
Number accepted _____
Number placed on wait list _____

Ms. Mead said the question should be answered based on results at the conclusion of the two week survey period. Changes will be made on the survey to clarify the question.

5. Regional Plan Implementation Summit Tasks

Ms. Mead presented the tasks that were developed at the April 20, 2009 Regional Plan to End Homelessness Implementation Summit. She referred the Subcommittee to the following handouts: Implementation Plan and MAG Continuum of Care Regional Committee on

Homelessness, 2009 Regional Plan to End Homelessness Implementation Tasks and Activities.

Ms. Mead gave an overview of the Implementation Summit activities. She said facilitators led focus groups in planning sessions to discuss how to accomplish tasks, determine who would be responsible for completing tasks, completion dates and suggested partners and resources. Ms. Mead said it appeared that many of the tasks suggested by the focus groups overlapped and could be combined to streamline the work. She referred the Subcommittee to the handout which groups the Implementation Plan into three sections: Working Group Activities, Training and Research/Advocacy. Ms. Mead said the Planning Subcommittee could take the lead on the Working Group Activities; Training Activities could also be assigned to the Subcommittee or other community partners. Ms. Mead informed the Subcommittee some of the tasks are already underway. An audience member asked if tasks are being categorized by importance or ability to accomplish. Ms. Mead said tasks that can be easily accomplished can be completed in FY10; allowing more time for other tasks to be completed in FY11 or FY12.

Linda Mushkatel, Maricopa County Chief Resource Office, suggested combining all Web-based tasks. Greg Boone, Labor's Community Service Agency, asked if Jacki Taylor, Arizona Coalition to End Homelessness (ACEH) has agreed to the task assigned to ACEH. Ms. Mead clarified the resources assigned to each task are suggestions recommended by the focus groups. She said Ms. Taylor agreed to the activities developed from the group she facilitated; however Ms. Taylor would need to be contacted regarding additional tasks that recommend ACEH as a resource. Chair James expressed concern over the number of tasks connected to ACEH noting the coalition has a small staff. Additionally, she said many of the Web-based ideas are great, and suggested there may be similar options already available that can be replicated. Robert Duvall, Community Information and Referral (CI&R), said is an enormous task to keep the CI&R database up to date. He stressed the need to consolidate rather than attempting to replicate and maintain data on another site. Mr. Duvall said the CI&R complete resource is already available.

A meeting attendee asked for clarification on what type of outreach is being referenced in Tasks 26 and 27. Ben Zachariah, CASS, said Tasks 26 and 27 are an effort to not only increase permanent supportive housing, but also to get individuals off the street and provide them with opportunities to become mentors and part of an outreach team. Ms. Mead expanded on Task 27 and the suggestion to work with ASU and the Police to develop an outreach program utilizing interns. She said the goal would be for both agencies to collect data and train interns in outreach efforts noting neither ASU or the Police have been approached regarding this task.

Ms. Mead asked the Subcommittee for input on prioritizing the bullet items under Task 11. Deanna Jonovich, City of Phoenix, asked for clarification on the task and whether the goal is to replicate the tri-fold previously developed. Ms. Mead said the goal is to take the same idea and develop an updated brochure. She asked the Subcommittee for their thoughts on using mapping capabilities with icons in addition to providing a listing of resources. Ms. Jonovich said the City of Phoenix created a brochure specific to Sunnyslope so that people in

that area can find services close to their homes. Chair James said a similar brochure is also available for Tempe. Ms. Mead asked if creating different brochures based on different regions would be a better approach. John Wall, Central Arizona Shelter Services, asked if such information can be housed on the CI&R Web-site and available for downloading. Mr. Duvall noted that the request would need to be taken back to CI&R for consideration. Laura Skotnicki, Save the Family, asked if agencies can be required to provide updates to CI&R. Mr. Duvall said every agency and program listed in the database is asked to complete an update form two times per year. He said if the form is not received, it is assumed the information is current. The responses are used to update the database and brochures.

Ms. Mushkatel asked if it is known that the brochure will be used by the intended target population; or is it being done from the Subcommittee's own perspective. It was explained that the purpose for the brochure is to inform consumers, inform the general public, and serve as a resource listing for police officers and emergency providers. Ms. Mushkatel commented on the availability of computers noting her concern to not waste resources and paper. The subcommittee further discussed whether or not this task would be duplicating other efforts. Chair James suggested the smaller the resource information is the better use it will get. Ms. Jonovich expressed her opinion that this task would be duplicating other efforts.

Additionally, the Subcommittee discussed housing information on the CI&R Web-site and allowing information to be downloaded from the site by region. Ms. Mead summarized the request from the Subcommittee to make people aware of provider resources available for download from the CI&R Web-site. Stephanie Knox, Magellan, said it would be beneficial to have the ability to access the CI&R Web-site and print the information in the format needed for a specific region. Ms. Mead asked if information can easily be sorted and printed from the CI&R Web site. Mr. Duvall said he would research what information can be printed noting it would require effort to extract data for a specific region.

Mr. Wall asked if it would be worthwhile to conduct training regarding how to use the CI&R Web-site. The Subcommittee agreed it would be a worthwhile training. Mr. Duvall said the old Web-site and database was revamped and is now very functional. Ms. Skotnicki suggested providing training at the Arizona Coalition to End Homelessness Annual Conference in October. She suggested a tri-fold brochure would be redundant information. Ms. Mead asked if the Subcommittee felt it would be helpful to create a region wide map. The subcommittee disagreed stating it would be too much information too difficult to read. Colleen Byron, ASU, said since much of the information is already housed on the CI&R Web-site, it does not need to be reinvented but does need to be promoted. Additionally, she commented many of the tasks can be accomplished by offering training on how to use the CI&R Web-site. Ms. Mead summarized the Subcommittee's request to group all Web-based and training action steps into the first priority with a focus on how to accomplish those tasks. She suggested the need to schedule a meet with Roberto Armijo at CI&R, for further discussion on utilizing their Web-site.

With reference to Task 24, Ms. Skotnicki asked if the Association for Supportive Housing already has a tool kit available. Ms. Mead said the idea was modeled after the Corporation

for Supportive Housing toolkit, but would provide local resources. Ms. Byron suggested the Subcommittee work on a rolling deadline – accomplishing steps along the way while implementing specific action steps for FY10. Ms. Mead asked the Subcommittee if the goal of rolling deadlines, with some tasks slated for completion in the next fiscal year is doable. The Subcommittee expressed agreement.

Regarding Task 26, Ms Mead said the Planning group used to have quarterly meetings and the recommendation is to reconvene the meetings with a goal of coordinating the efforts of the homeless outreach teams in the region. She continued that Valley of the Sun United Way is currently working with coordinating outreach teams, as is the city of Phoenix and asked if this would be a duplicate effort. The group agreed that it would be duplicative to convene another group to coordinate the outreach teams. Ms. Skotnicki said Ben Zachariah and Nick Margiotta were nominated by the focus group to implement Task 27. Mr. Zachariah said it would be interesting to work with both the City of Phoenix Police and Sherriff's department on this task. Ms. Mead will list Mr. Zachariah as the coordinator for the task. Mr. Boone offered to assist with Tasks 26 and 27; specifically as they relate to ASU. Ms. Mead said Tasks 25 and 28 are currently underway.

Regarding Task 29, Ms. Mead said the group brainstormed ideas about a financial management brown bag and Arizona Saves was recommended as the point of contact for training. Mr. Geasland suggested holding brown bags on a continual basis. He suggested contacting financial institution and credit unions to conduct trainings. Ms. Skotnicki said Wells Fargo also provides a free informational cd to customers regarding financial awareness and resources. Ms. Mead said Task 13 would be grouped with the Web-based and training tasks. Regarding Task 22, Ms. Mead said ACEH would need to be contacted to see if they are willing to take the lead; additionally, PAFCO may be a good resource for Task 22. Ms. Mead said Task 16 will be further discussed with Jacki Taylor, ACEH, and Mattie Lord, AzDES/CPIP. Ms. Mead said the tasks appear more manageable as they are now grouped. Mr. Wall thanked Ms. Mead for summarizing the Implementation Plan and narrowing it to fewer tasks.

Chair James asked for a motion to recommend approval of the consolidated tasks to the Continuum of Care Regional Committee on Homelessness. Mr. Duvall made a motion to approve the recommendations as discussed. Ms. Skotnicki seconded the motion. The motion passed unanimously.

6. Technical Assistance Stakeholder's Group Recommendations

Ms. Mead reported on the Technical Assistance Stakeholders Group meeting that was held June 10, 2009. She said the purpose was to develop recommendations for the Subcommittee to present to the Continuum of Care Committee in July. The recommendations will be focused on the process and technical assistance plan to improve the overall performance of low performing projects. She said some of the areas discussed by the stakeholder group focused on how the Committee reviews and evaluates McKinney-Vento funded projects for performance; technical assistance options the Committee is asked to participate in; and what type of action plan should be developed for low performing projects.

Ms. Mead said the stakeholders group envisioned two steps. The first would be to continue with the MAG evaluation of projects while looking at different key areas. Ms. Mead said in addition, low-performing providers would be distributed a survey asking for mitigating factors for low performing projects not meeting national performance standards. The technical assistance plan would then be developed.

Low performing projects would be placed on probation with a one-year action plan. The goal would be to have those projects develop a one year action plan and provide quarterly reports to the Continuum on whether or not they are making progress on their action plan. Ms. Mead said another suggestion recommended by the stakeholder group is to hold best practice round table meetings throughout the year on best practices with location for the meeting rotated by providers. She said projects needing more technical assistance would be worked with on a one-on-one basis.

Ms. Skotnicki discussed the suggestion that was made at the stakeholders meeting for providers to evaluate each other without knowing the name of the project they were evaluating, called a "blind evaluation". This would ensure confidentiality of low performing projects. Mr. Boone said he did not feel comfortable with this type of evaluation because even though the names of the projects would be kept confidential, they could still be identified based on the clientele they serve. Ms. Mushkatel asked for further clarification on why a blind evaluation would be necessary. Ms. Mead said the suggestion was made because although the Ranking and Review Process conducted by Valley of the Sun United Way, does a good job, some providers felt the review panel is not as knowledgeable in service provision as they would like. Ms. Skotnicki said MAG does not wish to display the names of low ranking projects in need of technical assistance. Additionally, she said the purpose is for those agencies that score low to have a peer review yet maintain their confidentiality. Ms. Jonovich suggested it would be more meaningful to work directly with the low scoring projects as well as to provide the necessary technical assistance.

Ms. Mead said another suggestion was to develop a mentoring relationship between a low scoring project and a similar project that is doing well. Ms. Skotnicki noted some agencies who scored low did not want their names revealed. Mr. Boone expressed his opinion that any low-scoring project should be required to discuss the project with the decision makers at the Continuum of Care. A Subcommittee member suggested enacting a rule that requires low scoring agencies to be reviewed by their peers. Ms. Jonovich suggested developing criteria that includes provision of technical assistance, an action plan and a requirement to meet milestones and timelines.

Ms. Byron said the survey discussed by the stakeholder group was intended to go to all agencies that participate in the Continuum to help identify mitigating factors. Based on information collected, a screening tool would be developed and applied to the low scoring projects. Once those agencies have been identified, you can then start requiring them to attend brown bag and round tables. She said these types of events would be open and helpful to anyone in the Continuum, but required of the low scoring projects.

Mr. Geasland said he believes that tools are already available and do not need to be recreated. He said the low scoring projects have been identified and it is now a matter of sending them the survey and tools to determine what can be done to improve performance. Additionally, Mr. Geasland said if funding is at risk, projects whose applications are late should no longer be considered and if there is no mitigating factor, and the agency cannot meet the requirements, they should also be disqualified.

Ms. Knox suggested taking a tiered approach toward technical assistance by providing training opportunities, proceeding to round table discussions and providing technical assistance from peers. She said by taking a tiered approach, agencies will have been given time to make corrections. Mr. Wall suggested the possibility of adding points to projects as an incentive for becoming peer mentors. The Subcommittee briefly discussed APRs and the inability to score high in that section. Ms. Jonovich said projects that always score low in this section will not be able to meet HUD's requirement to accomplish a goal therefore lowering the Continuum's overall score. Ms. Newsome said not all agencies fall below due to the population they serve; some agencies simply do not meet the goals.

Chair James recommended reconvening the stakeholders group to further discuss the Technical Assistance process based on feedback received from the Subcommittee. She encouraged anyone who had not attended the previous meeting to join in the discussion. Ms. Mead will schedule the follow-up stakeholder group meeting.

7. Homeless Prevention and Rapid Re-Housing Program Update

Ms. Mead provided an update on HUD's Homeless Prevention and Rapid Re-Housing Program (HPRP) funding for information and discussion. She provided a handout as a resource with links to each of the HPRP grantees Web-site. Ms. Mead suggested that people visit the Web-links for information on the grantees plans for HPRP funding.

8. Comments from the Subcommittee

Chair James announced Shana Ellis, Vice Mayor of the City of Tempe as the new Chair for the MAG Continuum of Care Regional Committee on Homelessness. She said Ms. Ellis has worked at the Tempe Community Council and is knowledgeable with homeless and housing issues and service providers.

Chair James said a Project Homeless Connect event will take place at the North Hills Church on Tuesday, June 16, 2009 and at the Grace Community Church in Tempe on July 24, 2009.

Mr. Geasland said the contracts have been signed for the homeless DES prevention money and they will be starting to get the money out on the streets soon.

Ms. Mead announced a HUD family intervention study meeting. She said HUD is doing a study and has asked if the Continuum is interested in participating in the study. She said the purpose of the meeting is to discuss whether or not the Continuum wants to participate in the study. The meeting is scheduled for June 22, 2009 at 2:30 p.m. at the MAG offices and is open to anyone interested in attending.

9. Adjourn

The meeting was adjourned at 3:30 p.m.