

**MARICOPA ASSOCIATION OF GOVERNMENTS  
CONTINUUM OF CARE REGIONAL COMMITTEE ON HOMELESSNESS  
MAY 18, 2009 MEETING MINUTES**

MEMBERS ATTENDING:

Roberto Armijo, Community Information & Referral Services  
David Barnhouse, Governor's Office  
\*Brad Bridwell, US Vets  
\*Kathryn Brown, AZ Dept of Corrections  
\*Kendra Cea, APS  
Erik Strunk for Steve Frate, City of Glendale, Councilmember  
Theresa James, City of Tempe  
Michael Johnson, City of Phoenix, Councilmember  
Deanna Jonovich, City of Phoenix  
Don Keuth, Phoenix Community Alliance, Vice Chair  
\*Stephanie Knox, Magellan Health  
Mattie Lord, Arizona Department of Economic Security/CPIP  
Mark Ludwig, Arizona Department of Housing  
\*Dan Lundberg, City of Surprise  
Nick Margiotta, Phoenix Police Department  
Carrie Mascaro, Catholic Charities  
\*Michael McQuaid, Human Services Campus  
Linda Mushkatel, Maricopa County  
Darlene Newsom, UMOM New Day Centers  
+Joanne Osborne, Councilmember of Goodyear  
\*Gina Ramos-Montes, City of Avondale  
\*Brenda Robbins, Arizona Dept of Health Services  
\*Amy Schwabenlender, Valley of the Sun United Way  
Laura Skotnicki, Save the Family  
+Jacki Taylor, Arizona Coalition to End Homelessness  
+Margaret Trujillo, MG Trujillo Associates  
\*Mary Rose Wilcox, Maricopa County, Supervisor  
Elizabeth Morales for Ted Williams, Arizona Behavioral Health Corporation  
Diana Yazzie Devine, Native American Connections

OTHERS PRESENT

Colleen Byron, Arizona State University  
Greg Boone, Labor's Community Service Agency  
Steve Carter, Nova, Inc.  
Tim Cole, City of Phoenix  
Donna Crews, Advocates for the Disabled  
Geoff Davis, Southwest Behavioral Health  
Robert Duvall, Community Information & Referral  
Deborah Forbes-Lemley, The Salvation Army  
Andy Hall, Arizona Department of Economic Security  
Katie Hobbs, Sojourner Center  
Tom Hutchinson, A New Leaf  
Michael Lafitte, Homebase Youth Services  
Gail Loose, Tumbleweed  
Glenn Mark, Sky Harbor Inn Apartments SRO  
Stacy Miller, Recovery Innovations of Arizona  
Frank Nagy, Homeward Bound  
Marlena Pina, The Salvation Army  
Jim Puza, The Salvation Army  
John Shattuck, Sky Harbor Inn Apartments SRO  
Ellen Soloway, Virginia G. Piper Charitable Trust  
Michelle Thomas, Community Information & Referral  
John Wall, Arizona Housing Inc.  
+Matt White, Apt. Associates

Rachel Brito, MAG  
Brandee Mead, MAG  
Renaee Tenney, MAG  
Amy St. Peter, MAG

\*Those members neither present nor represented by proxy.

+Those members present by audio or videoconference.

1. Call to Order and Introductions

Vice Chair Donald Keuth called the meeting to order at 2:04 p.m. He welcomed Mattie Lord, Arizona Department of Economic Security, as a new member of the Committee. Introductions ensued.

2. Call to the Audience

John Shattuck, Sky Harbor Inn Apartments, addressed the Committee. Mr. Shattuck said he attended a previous meeting to talk about the availability of space at Sky Harbor Inn Apartments. He had shared his interest in partnering with nonprofits to help place homeless individuals in the vacant units at Sky Harbor Inn Apartments. Mr. Shattuck said since that meeting he has worked with The Salvation Army and many other groups to place individuals. He reported the following statistics from April 1, 2009 to May 8, 2009: twenty-two homeless individuals have been placed; five have left the program; three are receiving rent subsidy; and fourteen have converted to long-term private pay. Mr. Shattuck said this is due to coordination with nonprofits and wrapping services around clients.

Mr. Shattuck introduced Glenn Mark, Resident Services Coordinator, to talk about services provided. Mr. Mark said their goal is to ensure individuals have the resources they need to focus on food, shelter and clothing which will assist them in becoming more stable. Mr. Mark shared information on resources provided to individuals including food boxes, and job referrals. Mr. Shattuck said they wish to continue partnering with nonprofits who can direct individuals to Sky Harbor Inn Apartments who have the potential to succeed if they have the right support.

In response to questions from the Committee, Mr. Shattuck reported Sky Harbor Inn Apartments is a for-profit funded by private investors. He said they are much more flexible with their referral process. They are non-denominational and try to do everything possible to make it a main stream facility. He also said there is staff on site 24 hours per day and have a courtesy patrol.

3. Approval of March 23, 2009 Continuum of Care Regional Committee on Homelessness Meeting Minutes

A motion was made by Deanna Jonovich, City of Phoenix, to approve the minutes of March 23, 2009. The motion was seconded by Elizabeth Morales, Arizona Behavioral Health Corporation. The minutes were approved unanimously.

4. 2009 Heat Relief Network

Deanna Jonovich, City of Phoenix, presented information on the City of Phoenix 2009 Heat Relief Network. She said the City of Phoenix is coordinating with faith-based and community based organizations as well as with the public and private sector. She said they have a number of partners they are working with who have agreed to provide hydration stations. Ms. Jonovich said faith-based organizations are willing to provide wellness checks in partnership with City of Phoenix training coordinators.

She announced a new element in the continuing partnership with Community Information and Referral (CI&R), thanks to Robert Armijo, Executive Director. Ms. Jonovich said

CI&R will be assisting in coordinating who has and who is in need of water to ensure it is distributed in a timely manner. She reported reaching out to the 15 senior centers within the City of Phoenix and working with seniors who are eligible for low income utility assistance through the Beat the Heat campaign. The campaign offers discounts of up to \$13 dollars on utility bills. Ms. Jonovich said they are also conducting welfare checks for home delivered meals. She said distribution of heat relief maps is being coordinating with MAG; noting previous maps listed 20-30 heat relief resources and that has since increased to 85 resources. Ms. Jonovich said they will continue to run the Summer Respite Program and hope to exceed last year's donation of 226,000 bottles of water.

*This presentation was delayed to allow the Committee to move ahead to item 5 to allow Matt White to attend via teleconference.*

Jim Puza, The Salvation Army, provided an update on the water hydration and refuge activities taking place over the summer. He reported on The Salvation Army Emergency Disaster Services and noted the importance of differentiating how heat relief was approached from 2005 to 2008. Mr. Puza said hydration stations were primarily established by combining the resources of Project HOPE and Emergency Disaster Services. He said the Extreme Heat Emergency Response Plan is activated when the National Weather Services issues an Excessive Heat Warning.

Mr. Puza gave an overview of 2008 results and lessons learned. He said in 2005, the single largest loss of life prior to Hurricane Katrina were heat emergency deaths. He said those deaths lead to a wake-up call that excessive heat is a disaster emergency situation. Mr. Puza reported 85 related deaths in 2006 of which 25 were homeless; 50 related deaths in 2007 of which two were homeless and 47 related deaths in 2008 of which five were homeless. He said while he is encouraged by the fact that their efforts are making a difference, homebound elderly and disabled people are still dying in their homes from heat related incidents. He stressed the need to increase the focus on outreach methods. Mr. Puza acknowledged Deanna Jonovich and Tim Cole, City of Phoenix, for helping coordinate the heat relief plan. He said effectiveness came from the ability to collaborate with other partners including faith-based agencies and the heat relief network.

Mr. Puza gave an overview of the 2009 Extreme Heat Emergency Plan including expanding hydration efforts, providing additional services in outreach areas, conducting wellness checks, and increasing volunteer involvement. He said activation for some sites will occur only when the National Weather Service issues a heat warning. However, they have added some ongoing hydration and refuge locations throughout the summer. The defined dates for the heat relief efforts are from May 15 through September 15. Additionally, he said the Salvation Army Corps participation increased from five to eleven locations and Project HOPE continues to be a major partner in providing Heat Emergency Services. He said specific locations and services can be found on the MAG hydration station maps and volunteer recruitment efforts will be coordinated providing a single point of contact. Mr. Puza concluded saying the efforts undertaken have been remarkable in making a difference in saving lives.

Councilmember Michael Johnson, City of Phoenix, suggested preparing a letter that outlines the work that has been accomplished between the City of Phoenix, the Salvation Army, and the heat relief network. He said it is important to tell the story to our federal delegation. He emphasized pushing increasing the amount of Low Income Heat Energy Assistance Program (LIHEAP) funds received in Arizona. He asked that Ms. Jonovich follow-up on this suggestion. Mr. Puza agreed it would be a good idea. He said although statistics have only been collected for five years, more people died overall from heat-related incidents in the last five years than from hurricanes and tornadoes combined in last ten years.

Nick Margiotta, Phoenix Police Department, asked if there is a central point of contact valley-wide to which first responders could direct people in need of service. Mr. Puza said the greatest difficulty is identifying those in need of service. He encouraged first responders and other agencies that may have casual contact with people in vulnerable conditions to inform the Salvation Army. Ms. Puza recommended looking at the Water Hydration maps to identify the services and closest respite locations. Brande Mead, MAG, said there are several locations both within and outside the City of Phoenix and that addresses and phone numbers are available on the map.

Diana Yazzie Devine, Native American Connections, Inc., said they installed a refrigerated drinking fountain at their facility and allow people to come in and get water. She said this has worked well for them as it minimizes having to mobilize people and moving water.

Erik Strunk, City of Glendale, acknowledged comments made by Mr. Margiotta. He said a central point of contact is a good idea and suggested Community Information & Referral would be a good point of contact. Mr. Strunk said the City of Glendale released a press release last week on what the City of Glendale is doing for heat relief efforts. He said Channel 12 News is following up on the story with the City of Glendale Fire Department. He said having people call one number for service is a good suggestion. Brande Mead, MAG, added that the phone number for Community Information and Referral is printed on the front of both maps and can be used as a point of contact.

5. The Impact of Housing and Services on Homeless Families Study

*This item was taken out of order to allow Mr. White to attend via teleconference.*

Matt White, Apt. Associates, provided an overview on a study being launched by the U.S. Department of Housing and Urban Development to learn more about the effects of housing and services interventions for homeless families and the process for selecting participating sites.

Mr. White said HUD is in the preliminary stages of identifying communities that will participate in the study. He referred to preliminary conversations with Ms. Mead to help understand the structure of the Continuum of Care and discuss basic requirements for the study. He said the goal of the current step is to meet with the Committee and provide a general overview of the study, answer questions. The final step, will be a more deliberate conversation to get confirm participation in the study.

Mr. White said the study will be conducted over a period of one year looking at four different intervention types for homeless families which include: Usual Care; Permanent Subsidy Only; Subsidy Plus Services; and Families Served in Transitional Housing. He said the purpose of the study is to determine the best strategies for addressing homelessness among families. Mr. White discussed the criteria for participating in the study including initial criteria that requires at least 220 families being served in emergency shelters than can be recruited for the study. He further explained the next criteria to have a combination of permanent subsidy and services to fill 50 slots for services only and 50 for services and subsidy. He said another unique and important component is a lottery assignment system for assigning families to each intervention. Mr. White said this truly is an experimental design in which they will study how housing is stabilized using this model. He said HUD would need support from the Continuum of Care to help facilitate the assignment of families to one of the interventions and support the goal of providing services in this manner. Mr. White opened the discussion up for questions.

Amy St. Peter, MAG, asked for clarification on the definition of "Usual Care". Mr. White said Usual Care is defined by whatever the usual configuration of care is in the community. He said for example, a family, with the help of a case manager, is very likely to exit the usual care study group and connect with some other service in the community. However this would not be facilitated by the study designed itself. He said the study requires a basic assessment once a family enters an emergency shelter and assigns them to one of the interventions within the first seven days. He added where they are assigned depends on system configuration, where openings are available, demand and capacity noting that transitional housing has explicit eligibility criteria.

Darlene Newsome, UMOM New Day Centers, clarified the study is looking at 220 families all going through Usual Care and then being assigned to one of the three remaining options. Mr. White said the assumption is that they will need 50 families for each of the interventions. He said 220 families would report to shelters and then be assigned to one of the interventions in seven days. The study would continue once 50 families have been assigned to each intervention. Ms. Newsom asked if the study will be working with several agencies to reach its goal of 220 families. Mr. White confirmed the families would be spread across a number of different providers with different eligibility criteria. He added three or four of the larger programs are likely to serve 220 families combined.

Councilmember Johnson asked for clarification on the process to ensure the study impacts the entire region instead of one area. He expressed concern about multiple studies conducted on one local area and the work it imposes on those facilities, rather than reaching across the region to see the overall impact. Mr. White said the main focus for HUD is looking at the four interventions, not necessarily the function of the four at the regional level. Laura Skotnicki, Save the Family, said they are a transitional housing provider and their accreditation does not allow them to do research. She commented this may have an impact on the study and other agencies may have the same restriction. Mr. White said he was not aware of this limitation, however, he would research this and follow-up with Ms. Mead.

Ms. Mead asked for more detail on the requirement for a central intake system to track families throughout the study. Mr. White said the requirement is for an administrative system to manage client data; it does not have to function as a centralized assessment and intake. He said the study would provide a fulltime staff person to support the administrative function of data analysis however an administrative database would have to be in place. Ms. Mead asked if the Homeless Management Information System (HMIS) could be used. Mr. White said HUD would do the analysis; HMIS would only be required for data extraction.

Ms. St. Peter asked for clarification about the expectations placed on shelters such as providing three years of aftercare. Mr. White said this requirement pertains to follow-up from a research perspective such as tracking of housing stability and well-being. He added HUD would also provide support for this requirement. As for expectations of providers in terms of workload, Mr. White said providers would continue their work; there would be no change in terms of what is being done. Ms. Devine asked for clarification regarding housing vouchers and if a commitment had been secured from the Public Housing Authority to make the vouchers available for the study. Ms. Mead said this has not yet been requested or confirmed.

Mr. White said HUD is in the process of initial site selection and hopes to have the final list of communities that agree to move forward to the next round selected by next month. He said by July, they have to have families identified for the next round of site selection with the study beginning in the fall around October. He said they will continue enrollment until all families are enrolled and can be flexible with the amount of time needed. Mr. White excused himself from the conference call to allow Committee members to discuss openly.

*The Committee proceeded with a presentation by Jim Puza, item number 4 on the agenda.*

6. Ratification of April 14, 2009 Continuum of Care Steering Subcommittee Meeting minutes and Actions

Ms. Mead gave a brief overview of the topics discussed at the April 14, 2009 Continuum of Care Steering Subcommittee meeting. She said the Subcommittee recommended establishing a stakeholders group to evaluate bench marks and an action plan for which Theresa James, City of Tempe, volunteered to take the lead. Ms. Mead said the first meeting is scheduled for June 10, 2009 at 2:00 p.m. She asked that anyone interested in participating in the evaluation process contact her.

Ms. Mead said the Steering Subcommittee also discussed the HUD study proposed by Mr. White. Ms. Mead said they were uncertain about the timing as far as when communities would be selected for participation; as such, the Subcommittee discussed the study and recommended ratification of participation if HUD chooses this Continuum of Care. Ms. Mead opened the topic for discussion by the Committee. Vice Chair Keuth said if the Continuum participates, he would like to put forth a stipulation for regional inclusion in order to get a broader perspective. He recommended looking at this restriction and the impact it could have on successful participation in the study.

Ms. Newsome said UMOM New Day Centers (UMOM) has participated in studies at ASU and they would need to look at Commission on Accreditation (CoA) regulations as that could have an impact on their participation in the study. She noted UMOM has many families in emergency and transitional housing. Ms. Mead said another thing to consider is the availability of 100 housing choice vouchers to dedicate to the study. Vice Chair Keuth said these items can be included as stipulations that may impact participation due to unknown affects they may have on certain agencies. Carrie Mascaro, Catholic Charities, said she is a CoA peer reviewer and noted it is fine for agencies to participate in research studies as long as certain criteria are met.

Ms. Newsome suggested forming a smaller group to further discuss the components of the study. Mr. Strunk expressed his concern that the study not get in the way of case workers deciding the best route for families. He asked for clarification on whether the housing vouchers are 100 per community or total. Ms. Mead clarified the request is for 100 housing vouchers total. Mr. Strunk said in the City of Glendale, individuals have to reside in Glendale to get on the list. He noted other cities may have similar requirements. Ms. Morales noted the department of HUD that is conducting this study is a different part of HUD that facilitates the Section Eight activities. She suggested not assuming the same agreements are in place and recommended speaking with the public housing authority. Ms. Skotnicki suggested the housing vouchers be spread across the region.

Councilmember Johnson noted he is in support of a regional study, but questioned if it can be accomplished without adding new resources. Councilmember Johnson said it was clear that HUD is going to select cities or places where those services are already in place and ready to go. He suggested if not already prepared on a regional level, the Continuum may have to apply the study to one area and then branch out from there. Vice Chair Keuth asked for a motion to approve participation in the study contingent on stipulations as discussed in the meeting. He noted that a smaller group can raise questions about the study and review its components in more detail if the Continuum is selected for participation. Councilmember Johnson made a motion to move forward with the steps outlined by Vice Chair Keuth and Ms. Newsome seconded the motion. The motion passed unanimously.

7. 2009 Regional Plan Implementation Summit Report

Ms. Mead provided a report on the 2009 Regional Plan Implementation Summit. She thanked all of the participants and acknowledged the facilitators who assisted in the workshops. Facilitators included Brad Bridwell, Elizabeth Morales, Nick Margiotta, Theresa James, Jacki Taylor, Marge Leyvas, Lisa Wilson and Margaret Trujillo. She said there were more than 100 participants in the Summit. Information was collected on tasks, identifying persons responsible, completion dates, and suggested partners. Ms. Mead said it was a very successful event for the short amount of time.

Ms. Mead recommended taking the report to the Planning Subcommittee for some refinement. She noted some tasks were very well defined while others were vague and required more detail. Additionally, Ms. Mead suggested streamlining some of the tasks. Ms. Mead recommended the report be reviewed by the Planning Subcommittee in June to

maximize the outcomes. Ms. Morales made a motion to move forward with Ms. Mead's recommendation. Ms. Jonovich seconded the motion. The motion passed unanimously.

8. Arizona Evaluation Project Update and Reports

Andy Hall, Arizona Department of Economic Security, and Robert Duvall, Community Information and Referral were scheduled to provide an update on the Arizona Evaluation Project and present an update on the quarterly aggregate reports. In the interest of time, Mr. Hall offered to have the presentation rescheduled to a future date. Vice Chair Keuth accepted the recommendation and asked Ms. Mead to reschedule for a future meeting.

9. Shelter Capacity Study

Rena Tenney, MAG, presented information on the MAG Regional Domestic Violence Council and the Continuum of Care Regional Committee joint project on the Shelter Capacity Study. She said the study was recommended as a joint project between the Regional Domestic Violence Council and the Continuum of Care Regional Committee on Homelessness during a collaborative goal planning process. The Shelter Capacity Study was incorporated into the MAG FY2010 Unified Planning Work Program.

Ms. Tenney said the study will update the 2005 MAG Report on "The Need for Increased Domestic Violence Shelter" and add information about homeless shelters. The purpose of the study is to identify how often people are turned away from shelters; identify reasons why this occurs, and to promote best practices in resolving barriers while maximizing resources.

Ms. Tenney said the study is in the early stages. Shelters have been asked to provide information on their screening policies and tools. She introduced ASU Intern, Christine Glass, who will be working on the study through August 2009. Ms. Tenney informed the Committee of a Stakeholder Group meeting scheduled for May 28, 2009 at 1:00 p.m. She said the purpose of the meeting is to seek feedback on the design of the study. She invited anyone interested in participating to attend the meeting. For those unable to attend, Ms. Tenney asked that they share their comments about the study with her or Ms. Mead.

10. Legislative Update

Jacki Taylor, Arizona Coalition to End Homelessness provided a legislative update. Ms. Taylor reviewed a handout on Legislative DRAFT Budget Cuts for 2010. The handout provided a comparison of different Senate and House proposals from March 26, 2009 through May 5, 2009.

The second handout reviewed by Ms. Taylor was the Fiscal Year 2010 Budget, Update: House Bill 2633, dated May 13, 2009. Ms. Taylor said this document is not a final budget, and stressed the importance of continuing to advocate. She said the cuts proposed to the Department of Economic Security (DES) are still too deep and it is critical to voice one's opinion. Ms. Taylor said the proposed cuts to DES alone reflect a 9.8 percent reduction; cuts this high would endanger Federal match dollars including funds for Temporary Assistance for Needy Families (TANF).

Ms. Taylor said there were more than \$90 million in budget cuts passed in the 2009 budget, however, the cuts to DES totaled over \$153 million due to an unfunded shortfall in revenue. She said it is important to note that what is listed as a 9.8 percent reduction is actually a 17.5 percent reduction if compared to the original appropriations in FY2009. Ms. Taylor said as the budget is created for FY 2010 everyone should continue to be engaged and encourage their board members to become engaged as well.

Vice Chair Keuth thanked Ms. Taylor for her presentation and opened the topic up for questions from the Committee. Councilmember Johnson asked for more detail regarding the impact to matching federal funds. Ms. Taylor said the specifics are unknown at this time.

Ms. St. Peter noted information from an Arizona Democratic party document dated April 28, 2009. She noted the information is outdated and does not reflect current proposals, but that it does offer an idea of the proportion of state funding to federal funding. The document indicated if all funding was eliminated for hunger, homelessness, domestic violence and aging services, \$15 million in federal funds would be lost from those programs alone. She agreed additional and more accurate figures are needed. Ms. Lord noted cuts to federal funds will be unknown until actual numbers of cut state funds are received from the legislature.

#### 11. Announcements

Mr. Margiotta informed the Committee there is an opening for a community member at large to be considered for the Magellan Governance Board. He encouraged anyone interested to apply for the position and noted the individual does not need to be expert on behavioral health.

Mr. Ludwig referenced the legislative update and noted the House bill and Senate bill will wipe out the Housing Trust Fund permanently as they would be absorbed in the state's general fund. Ms. Taylor thanked Mr. Ludwig for providing additional information; she agreed these are very serious consequences that could result in defunding the Housing Trust Fund.

#### 12. Adjourn

The meeting adjourned at 3:28 p.m. The next meeting is scheduled for July 27, 2009.