

**MARICOPA ASSOCIATION OF GOVERNMENTS  
CONTINUUM OF CARE REGIONAL COMMITTEE ON HOMELESSNESS  
JULY 27, 2009 MEETING MINUTES**

MEMBERS ATTENDING:

Robert Duvall for Roberto Armijo, Community Information & Referral Services  
\*David Barnhouse, Governor's Office  
Brad Bridwell, US Vets  
\*Kathryn Brown, AZ Dept of Corrections  
Kendra Cea, APS  
Shana Ellis, City of Tempe, Vice Mayor, Chair  
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  
Parrish Spisz for 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  
Margot Cordova for Diana Yazzie Devine,

OTHERS PRESENT

Tia Allen, Area Agency on Aging  
Terry Araman, Lodestar Day Resource Center  
Greg Boone, Labor's Community Service Agency  
David Bridge, CASS  
Steve Carter, NOVA  
Jenny Day, Basic Mission  
Geoff Davis, SBH  
Rebecca Flanagan, HUD  
Debora Forbes-Lemley, The Salvation Army  
Dick Geasland, Tumbleweed Center for Youth Development  
Walt Gray, St. Vincent de Paul  
Katie Hobbs, Sojourner Center  
Mark Holleran, CASS  
Glenn Mark, Sky Harbor Inn Apartments  
Frank Migali, Arizona Department of Education  
Stacy Miller, Recovery Innovations of Arizona  
Irma Morales, Basic Mission  
Frank Nagy, Homeward Bound  
Dottie O'Connell, Chicanos Por La Causa  
Carolyn Olson, City of Mesa  
Marlena Pina, The Salvation Army  
Brin Scott, TERROS  
Lisa Wilson, City of Mesa  
Ellen Solowey, Piper Trust  
Cynthia Taylor, Florence Crittenton Transitional Living  
Michelle Thomas, CIR  
John Wall, Arizona Housing Inc.  
Caryn Zent, City of Mesa  
Rachel Brito, MAG  
DeDe Gaisthea, MAG  
Brande Mead, MAG

\*Those members neither present nor represented by proxy.

+Those members present by audio or videoconference.

## Native American Connections

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1. Call to Order and Introductions

Vice Chair Donald Keuth called the meeting to order at 2:07 p.m. Introductions ensued.

2. Call to the Audience

Terry Araman, Lodestar Day Resource Center (LDRC), addressed the Committee regarding the shortage of water donations and the large homeless population on the Human Services Campus. He said because of the recent amount of media coverage and the increase in water donations from the community, LDRC is now in good shape. He acknowledged and thanked Brande Mead, MAG Human Services Planner, and everyone from the community who has donated water.

3. Leadership Transition

Vice Chair Don Keuth introduced Vice Mayor Shana Ellis, City of Tempe, as the new Chair of the MAG Continuum of Care Regional Committee on Homelessness. He said Chair Ellis was appointed in June by Regional Council Chair Peggy Neely. He noted this is Chair Ellis' first formal meeting although she has been very involved in promoting the recent heat relief efforts. Vice Chair Keuth said Vice Mayor Ellis was recommended for Chair of the Continuum of Care by many of the Committee and audience members. He said the Committee is very excited to have her as the new Chair of the Continuum of Care Regional Committee on Homelessness.

Chair Ellis thanked Vice Chair Keuth and the Committee for the nice warm welcome. She said for many years she has worked for the Tempe Community Council and is familiar with many of the faces and agencies represented at the meeting. She expressed her gratitude for the recommendation to serve as Chair of the Committee and for the trust placed in her. She said the recent media coverage and heat relief efforts have been a great experience.

4. Approval of May 18, 2009 Continuum of Care Regional Committee on Homelessness Meeting Minutes

A motion was made by Vice Chair Keuth to approve the minutes of May 18, 2009. The motion was seconded by Amy Schwabenlender, Valley of the Sun United Way. The minutes were approved unanimously.

5. Continuum of Care Planning Subcommittee Report

Theresa James, Chair of the Continuum of Care Planning Subcommittee, provided an update on the activities of the Planning Subcommittee for approval. She said the Planning Subcommittee meeting was held on June 15, 2009 at which time they discussed the following topics:

*Shelter Capacity Study:* Chair James said staff provided an update on the progress of the Shelter Capacity Study and MAG in partnership with ASU is studying the capacity of emergency homeless and domestic violence shelters. A report on the finding of the study will be given at the joint meeting of the Continuum of Care Committee and Domestic Violence Council meeting in September.

*Regional Plan Implementation Summit:* The Planning Subcommittee discussed the action steps that were developed at the implementation summit on April 20, 2009. The Subcommittee worked to refine and consolidate action steps. Chair James referred the Committee to the document included in the agenda packet for the action steps.

*Technical Assistance Recommendations:* A Technical Assistance Stakeholder's Group met on June 10th to develop a process for providing technical assistance to HUD McKinney-Vento funded projects. She referred the Committee to the technical assistance documents included in the agenda packet and asked Ms. Mead to give an overview of the documents. Ms. Mead thanked everyone who had attended the meetings and provided feedback. She said with regard to project performance, they have received feedback from providers and are taking that feedback into consideration.

Ms. Mead referenced a new document titled "MAG Continuum of Care Regional Committee on Homelessness, One-Year Technical Assistance Plan". She said staff will be completing the form with each of the projects that is considered to be low performing. Different activities to improve performance would then be completed within the one year technical plan followed by measuring quarterly progress and a review of the project after one year. Ms. Mead said the implantation of the form is probably the biggest change to the process this year.

*Homeless Prevention and Rapid Re-Housing(HPRP) Update:* Staff referred members to links to the grantees Websites for information on plans.

Chair James thanked the Committee for the opportunity to report on the Subcommittee's activities and offered her report for approval by the Committee. Chair Ellis asked for questions from the Committee and/or audience. Having no questions asked, Chair Ellis motioned to approve the activities of the Continuum of Care Planning Subcommittee. Vice Chair Keuth seconded the motion. The motion passed unanimously.

6. Arizona Evaluation Project (AZEP) Update and Report

Mattie Lord, Arizona Department of Economic Security and Robert Duvall, Community Information and Referral updated the Committee on the Arizona Evaluation Project and presented the quarterly aggregate reports.

Ms. Lord thanked the Committee for the opportunity to present the Arizona Evaluation Project Status Update. She said the joint partnership among the agencies, Community Information and Referral (CIR) and DES began in 2004. Ms. Lord gave a brief overview of the project goals.

Ms. Lord said the project began with the Self Sufficiency Matrix – a case management tool that has been in existence, in various forms, since 1980. She reviewed the rating scale which is used at intake, program intervals and at exit to measure client progress; as well as the 17 domains used in the matrix. The domains range from shelter/housing, income, and health care to substance abuse, personal safety, and children's education. Robert Duvall, CIR, said the new HUD standards have incorporated and added one point

for credit history to the list of domains. Ms. Lord said the addition of the credit history is being added to the original AZEP model as well as to the pilot. She said the statistical analysis has been streamlined and simplified and CIR continues to maintain the data for each program. Ms. Lord said in order to launch the 2009 model, CIR and DES staff met with each of the 24 participating agencies to review the reporting tools and get feedback on suggestions for improvement. She asked Mr. Duvall to report on the reporting tools and data.

Mr. Duvall said the data reports include Continuum-wide, Agency and Data Quality reports. He referred the Committee to the handouts titled “Maricopa County Homeless Management Information System” for the periods ending June 30, 2008 and most recently ending in June 30, 2009. Mr. Duvall said baseline data is available from July 2006. He gave an overview of the how the domains are broken down by Economic Self-Sufficiency, Social-Emotional Self-Sufficiency and Child Functioning along with sub-totals for each of the categories. Mr. Duvall reviewed samples of the report including continuum wide, agency and Continuum Wide Transitional family shelters. He said CIR has been running agency reports for two years and provides quarterly updates to the agencies.

Laura Skotnicki, Save the Family, provided an agency testimonial. She said one of the things they found helpful is to look at the average net change while keeping in mind that it is only a five point scale. She said it is helpful for staff to discuss what constitutes a significant change versus one not quite as significant. Additionally, she said it is longitudinal and allows an opportunity to look at results over a two year period to determine where quality of improvement needs to take place.

Nick Margiotta asked if reports are being weighted for emergency shelters compared to transitional housing programs. Mr. Duvall indicated that emergency shelter scores are weighted and separated from transitional housing programs and permanent supportive housing programs. Brad Bridwell, Arizona Coalition to End Homelessness, said he agrees with Ms. Skotnicki in that the reports are extremely valuable from an agency perspective for using as a tool to train and grow staff. He said with regard to comments on the report being weighted towards emergency shelters, the average entry scores at 4.5 appear inflated and may be cause to look at some additional training on making appropriate assessments.

Gina Ramos Montes, City of Avondale, asked if there is an opportunity to go back and revise the baseline score. She suggested once staff gets to know a client a bit better, staff can then make a better assessment. Mr. Duvall confirmed revising the baseline score is possible and is included as part of the training offered to staff on how to go back and correct initial assessments – if there is a legitimate reason. He said they can also run data quality reports and noted an example of someone receiving Arizona Health Care Cost Containment System (AHCCCS), but not reporting it as a source of income.

Dick Geasland, Tumbleweed Center for Youth Development, addressed the Committee regarding how the data pertains to youth. He said there are not a lot of youth providers

and data is not reported in a complete and accurate way. Additionally, he said they discovered staff was rating clients worse and the reality being as staff gets to know the youth better; they can better assess the crisis levels. Mr. Duvall added there are also inconsistent reports for youth who are working and are not reported; noting staying in school is not a major focus. An audience member addressed the Committee stating they have found it beneficial to use the report as an intake tool for case managers. She said having the case manager fill out the form rather than the client provides a more accurate entry level assessment. Chair Ellis thanked Mr. Lord and Mr. Duvall as well as Committee and audience for their input and feedback.

7. Heat Relief Activities

Brandee Mead, MAG, presented an update on the regional heat relief efforts for information and discussion by the Committee. She thanked everyone who has been involved in this effort. Ms. Mead said water donations were down at the beginning of July. However, due to the recent press releases, donations have been coming in quite significantly and most of the Water Hydration Stations and Refuge Locations are at full capacity. Ms. Mead expressed gratitude to Chair Ellis for doing a great job in promoting the Heat Relief Network through radio and television interviews.

Ms. Mead said the Heat Relief Network will run through the end of September and water will continue to be collected to sustain efforts through the end of the summer. She reported Lodestar Day Resource Center goes through an average of 6,000 bottles of water per week. Ms. Mead said it is important to promote the network and educate on danger as there have been eight heat-related or heat-caused deaths since July 18, 2009; eleven additional deaths are under investigation and it is unknown at this time if those individuals were homeless. Ms. Mead asked for feedback from participating municipalities.

Councilmember Steve Frate, City of Glendale, said the Salvation Army in Glendale has been very supportive of donations and supplies being dropped off at their site. He said that a representative from HUD visited the City of Glendale on July 2, 2009 due in part to the stimulus funds received by the City. Councilmember Frate had an opportunity to discuss Arizona's weatherization needs and to thank him for the increase in weatherization funds given to Arizona. Councilmember Frate also shared a packet of information on the MAG Continuum of Care Regional Committee on Homelessness. Councilmember Frate said it was a high heat day which allowed for a great opportunity to discuss the heat related issues in Arizona.

Lisa Wilson, City of Mesa, said they purchased a semi-truckload of water through the United Food Bank. She noted additional water is available for purchase. Deanna Jonovich, City of Phoenix, said they have collected 105,000 bottles of water and are working on a Beat the Heat campaign and education piece at senior centers. Ms. Mead said it is a great opportunity to educate. She noted several businesses, faith groups and individuals have contacted her with questions about the Heat Relief Network. Ms. Mead said she has used those opportunities to not only talk about heat relief but also about homelessness and trying to get more community involvement.

Margot Córdova, Native American Connections, Inc., referenced a report given by Diana Yazzie Devine at the previous meeting regarding water fountains. She commented on the difficulty of finding water fountains in downtown Phoenix. Vice Chair Keuth noted fountains are available at the light rail stations.

Chair Ellis thanked Ms. Mead for her hard work and support as she was called upon to speak with the media and spread the information about the Heat Relief Network. Chair Ellis said the City of Tempe had a very positive experience in that Coca-Cola (Coke) bottling company donated a pallet of water after the City's supply was depleted during a recent Project Homeless Connect event. Thanks to the generous donation, Chair Ellis said the City of Tempe bottled water supply is stocked again.

8. Arizona Department of Education Report on Homeless Students

Frank Migali, Arizona Department of Education, presented information on the recent count of homeless school-age children. Mr. Migali presented a report titled School Year 2008-2009 McKinney-Vento Homeless Education Data. He emphasized the numbers reported are not the final numbers.

Mr. Migali reported 25,263 homeless children are enrolled in school. Of that number, 15,115 are in Maricopa County, 4,012 are in Pima County and 6,136 are in rural communities. Additionally, Mr. Migali provided a breakdown of those numbers based on the primary nighttime residence which include: sheltered, doubled-up, unsheltered and hotel/motel. He also provided a five-year statewide comparison from SY2004-2005 through SY 2008-2009. Mr. Migali said there has been a 16 percent increase from 2007-2008 to 2008-2009. Mr. Migali also provided definitions for each of the primary nighttime residence categories. He said if any of the Committee members are interested in localized data for their specific communities, that information can be provided.

Vice Mayor Ellis said this item was requested by Committee members for information and discussion and for possible action to address the increasing numbers of homeless school-aged children in the County. She asked for recommendations from the Committee on how to address the increase of homeless children in the region.

Ms. Skotnicki expressed her appreciation for Mr. Migali's report to the Committee. She said this is a topic the Committee has talked about over the past year and for family providers, Mr. Migali has shown that these children are the hidden population. Ms. Skotnicki motioned to recommend inclusion of the McKinney-Vento Homeless Education Data in the street count and annual reporting of data.

Parish Spisz, City of Goodyear, asked what is being done by public education at the district level to ease the pain and make sure these children stay in school. Additionally he asked what else can be done to assist. Mr. Migali said with regard to McKinney-Vento, the first and foremost priority is school stability and that children remain in their school of origin. He said it is a requirement of the law. Fiscally, Mr. Migali said a small amount of money, about \$1.4 million, is received. This amount is spread over 25,000

students through sub-grants, school districts and charter schools. Mr. Migali said last year, out of 198 proposals, only 24 were awarded. Mr. Migali said with stimulus funds, they have the option of doing a competitive process or to choose per pupil distribution of funds. They selected to choose per pupil, which amounts to \$50 per students for 190 school districts and charter schools.

Mr. Spisz asked if there is a theory of students being undercounted because of the nature of homelessness and embarrassment. Mr. Migali did not wish to speculate on the number of high school students that are not being identified. Ms. Lord asked that a point in time report be provided to Ms. Mead once the data has been finalized. Ms. Mead will distribute the information to the Committee. Mr. Geasland addressed the Committee noting the numbers do not reflect a complete picture of all homeless youth. He said there is a large amount of youth who are not attending school.

Ms. Mead asked if the Department of Education has any plans to work on addressing the significant increase of homeless youth. Additionally, she asked how the Continuum of Care can partner with either school liaisons or the Department of Education. Mr. Migali said there are no specific plans at this time. With regard to partnering, he said he is willing to sit down to discuss possible options.

Ms. Skotnicki asked how Arizona compares on a cumulative level with other states. Mr. Migali said based on last year's results, Arizona is the eleventh highest with California, New York, Florida, Texas, and Michigan ranking higher. Mr. Geasland informed the Committee about an upcoming conference entitled *Curb Pushing - The Conference*, which is scheduled for September 14, 2009 at the Black Canyon Conference Center. The conference will address issues related to homeless youth.

Chair Ellis restated the recommendation made by Ms. Skotnicki to include the Arizona Department of Education count of homeless school-age children data, once finalized with the point in time survey, in the street count and in the DES annual report. Councilmember Frate motioned to approve the recommendation. Ms. Lord seconded the motion. The motion passed unanimously.

Chair Ellis offered to meet with small subcommittee to further discuss options. She asked for volunteers for the subcommittee. Ms. Mead volunteered to coordinate volunteers for the subcommittee. It was recommended the Planning Subcommittee be the group that works on this issue. Vice Chair Ellis asked Mr. Geasland to return to the next meeting and report on the outcomes of the *Curb Pushing* conference.

9. Client Principles Statement

The MAG FY 2010 Unified Work Planning Program includes the development of a client principles statement. Renae Tenney, MAG, will solicit volunteers to prepare a draft for the Committee's review and approval.

Ms. Mead said Renae Tenney could not be at the meeting; she would provide an update on the Client Principles Statement on her behalf. She said during the joint Regional

Domestic Violence Council and Continuum of Care Regional Committee on Homelessness meeting in December, the group discussed different goals for the Committees to work on together. One of those goals is developing a Client Principle Statement. The goal will be included in the MAG FY 2010 Unified Planning Work Program and will outline the treatment of clients, address the impact of services, and provide clarification of and commitment to high quality services for people experiencing domestic violence and homelessness.

She said the work group will meet on August 12, 2009 from 2:00 p.m. - 3:30 p.m., in the MAG Cholla Room. Ms. Mead invited Committee members to attend and participate in development of the statement. She said there is good representation from the Domestic Violence Council and representation from the Continuum of Care is been requested. A draft of the Client Principles Statement will be presented to the Committee at the joint Continuum of Care and Domestic Violence Council meeting in September.

10. Legislative Update

Mr. Bridwell provided the Legislative Update, on behalf of Jacki Taylor, Arizona Coalition to End Homelessness. He said at the State level, negotiations are at a stand still. He said a caucus meeting is scheduled for this afternoon at which time more information may be available. He noted Ms. Taylor would send out updates.

Mr. Bridwell announced there is an Arizona delegation, including the Coalition to End Homelessness, headed to Washington DC. He said the Coalition will be meeting with various members of Congress to discuss issues such as general support issues, appropriations on McKinney-Vento, Veteran homeless initiatives and healthcare reform.

He also provided an update on the Arizona Coalition to End Homelessness and Arizona Department of Education Statewide Conference on Homelessness: Growing Home: Nurturing the Present to Cultivate the Future. . The conference will be held on October 26-27, 2009 and will address topics such as youth, mental health and substance abuse. He said it will be a great opportunity for all levels of staff to network, learn and hone their skills. Additional information can be found on line at [www.azceh.org](http://www.azceh.org).

11. Announcements

Liz Morales, Arizona Behavioral health Corporation, announced the Arizona National Association of Housing and Redevelopment Officials conference scheduled for August 11-12, 2009 at the Renaissance Glendale Hotel & Spa, located at 9495 W. Coyotes Blvd in Glendale. She said the conference will address issues such as Section 8 and community revitalization. Additional information is available at [www.aznahro.org](http://www.aznahro.org)

Councilmember Frate announced the Homeless Connect Program scheduled for August 20, 2009 in Glendale. He said it is being organized by Amy Schwabenlender, Valley of the Sun United Way (VSUW), and asked that she provide further details.

Ms. Schwabenlender said VSUW is having their first ever Project Homeless Connect on August 20, 2009 at the Vinyard Church located at 6250 W Peoria Avenue in Glendale.

The event is scheduled from 8:00 a.m. – 3:00 p.m. Volunteer registration forms have been sent out, but for those interested in volunteering, registration forms are also available at [www.vsuw.org](http://www.vsuw.org). She said they are looking forward to serving approximately 800 individuals.

Ms. Mead provided an update on the HUD process. She said the notice to register and other important information was released last week. Additionally, an email was sent to HUD applicants and to members of the Committee on new things that are happening this year. Ms. Mead said the federal registration forms will be out no earlier than August 15, 2009 and submissions will again be made in electronic form. She recommended all projects visit HUD's information resource page at [www.hud.hre.info](http://www.hud.hre.info).

Mr. Duvall said HUD announced a 60-day comment period for new data standards and the HMIS user group is meeting the August 20, 2009, to develop comments collectively for submission to HUD.

Mr. Bridwell said Arizona Stand Down has been confirmed for February 5-7, 2010 at the Veterans Memorial Coliseum. Additional information is available at [www.arizonastanddown.org](http://www.arizonastanddown.org).

Chair Ellis thanked Vice Chair Kueth for serving on the Committee as Interim Chair. The Committee acknowledged him with a round of applause.

12. Adjourn

The meeting adjourned at 3:12 p.m. The next meeting of the Continuum of Care Regional Committee on Homelessness is scheduled for:

**Joint meeting of the MAG Continuum of Care Regional Committee on Homelessness and the MAG Regional Domestic Violence Council**

Monday, September 14, 2009, 1:30 p.m. – 3:00 p.m., Location to be determined.

**Continuum of Care Regional Committee on Homelessness**

Monday, October 19, 2009, 2:00 p.m. – 3:30 p.m.

MAG, Saguaro Room, 302 N 1<sup>st</sup> Avenue, 2<sup>nd</sup> Floor, Phoenix, AZ 85003