

**MARICOPA ASSOCIATION OF GOVERNMENTS
REGIONAL CONTINUUM OF CARE COMMITTEE ON HOMELESSNESS
MEETING MINUTES
September 23, 2004**

MEMBERS ATTENDING

- *Jan Brewer (Vice Chair), Secretary of State
- *City of Tempe, Councilmember
Ernie Calderón (Chairman), Calderón Law Offices
Tom Canasi, City of Tempe, Planning
Subcommittee Chair
- *James Cavanaugh, Mayor City of Goodyear
Kit Wood for Sandra Dowling, Maricopa County
Schools
- *Ken Einbinder, US Department of Housing and
Urban Development
Michelle Ryan for Mike Franczak, Arizona
Department of Health Services
Steve Frate, City of Glendale, Councilmember
Phyllis Murray for Sheila D. Harris, Director,
Arizona Department of Housing
Mark Holleran, Human Service Campus, LLC
- *Ryan Johnson, World At Work
- *Fred Karnas, Governor' Office, C Y & F
- *Mary Keehl, AZ Department of Corrections
Don Keuth, Phoenix Community Alliance
Mario Pañiagua for Doug Lingner, City of Phoenix
- *Ann Lipp, Area Agency on Aging, HIV Care
- *Dan Lundberg, City of Surprise
- *Marvin Martin, Berean Baptist Church
Sarah Cathleir for Meggan Medina, Arizona
Coalition to End Homelessness
- *Guy Mikkelsen, Foundation for Senior Living
Sara Moya, Homeless Trust Fund
Crucita Nuñez-Ochoa, Chicanos Por La Causa
- *David Ortega, City of Scottsdale, Councilmember
Frank Scarpati, Community Bridges
Brian Spicker, Valley of the Sun United Way
Riann Balch for Greg Stanton, City of Phoenix,
Councilmember
- *Louisa Stark, Comm Housing Partnership
Annette Stein, Maricopa County HS
Brenda Robbins for Margaret Trujillo, Value
Options
- *Jonathan Weisbuch, Department of Public Health
- *Mike Whalen, City of Mesa, Councilmember

- *Mary Rose Wilcox, Maricopa County,
Supervisor
Barbara Williams, Collaboration for a New
Century
- *Terri Wogan (Vice Chair), Governors Office,
Council for Children, Youth & Families
Diana Yazzie Devine, Native American
Connections

OTHERS PRESENT

- Susan Aling, Health Care for the Homeless
- Stephanie Anastasia, HEH
- Mary Ann Beerling Thomas, NAFI
- Roberto Armijo, CIR
- Brad Bridwell, US Vets
- William Chambers, US Vets
- Debbra Determan, MAG
- Robert Duvall, CIR-HMIS
- Teresa Franquiz, MAG
- Moises Gallegos, City of Phoenix
- Jami Gates, LCSA
- Elizabeth Morales, ABC
- Darlene Newsome, UMOM
- Amy St. Peter, MAG
- Laura Skotnichi, Save the Family
- Earl Strunk, City of Glendale
- Donald Taylor, CDCA
- Katrina Torrez, Tumbleweed
- Kathy Twitchell, House of Refuge
- Len Verinetti, META
- John Wall, CASS
- Gary Zeck, UMOM

**Those members neither present nor represented
by proxy.*

1. Call to Order and Introductions

Chairman Ernest Calderón called the meeting to order at 1:40 p.m. and introductions ensued.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the July 22, 2004 Meeting Minutes

Chairman Calderón called for a motion to approve the July 22, 2004 meeting minutes. Sara Moya motioned, seconded by Councilmember Steve Frate. All voted in favor of the motion, motion carried. Secretary Jan Brewer sent her regrets for being absent through Chairman Calderon.

4. Planning Subcommittee Report

Tom Canasi, Chair, offered a report on the recent activities and plans for the Planning Subcommittee. The group reviewed the Evaluation project. He said he would hold on that topic since it appeared later in the agenda. He asked Brad Bridwell to give a report on the regional plan status update. Mr. Bridwell said the group wants to re-assess the plan and to develop strategies for moving forward. Tangible measures need to be developed. The group also wants to identify the successes that have been achieved. On October 19th from 8:00 a.m.-12:00p.m. there will be a large group meeting to assess the plan. Lunch will be provided. The report from that meeting will be given at the luncheon on November 1, 2004. Mr. Canasi said this is a good opportunity to look at the achievements made and the plans to be made.

Mr. Canasi said the Focus Group Work Group had a youth focus group in Tempe and asked Amy St. Peter to give a report. Ms. St. Peter said about 15 youth participated and had very good insights. Topics covered include what contributed to their homelessness, what they needed to end their homelessness and warning signs that might indicate youth are about to become homeless. The significant difference between the homeless youth and homeless adults is that the adults talk about needing jobs and housing while the youth most wanted to be loved and raised.

Mr. Canasi said the focus groups will continue with a domestic violence focus group with Sojourner clients on October 16, 2004.

5. Finance Subcommittee Report

Chair Ernest Calderon asked Don Keuth to give a report on the activities of the Finance Subcommittee. He said there have been budget shortfalls. Mr. Keuth said between staffing for the Continuum and the match required for HMIS, there is a shortfall of \$75,000 total for the next year. By June 2005 there will be a \$35,000 shortfall which includes \$15,000 short for staff and \$20,000 short for the HMIS match. The subcommittee has been trying to find areas to cut back but the budget is already lean. More importantly, a lot of monies used for HMIS funding are based on foundation grants that won't continue long term. Some funds are being cut now yet future cuts might result in more funds being lost. What is a \$20,000 problem today could become a \$100,000 problem in future.

Mr. Keuth said the subcommittee will look at the issue and present options for consideration. Some options might include going back to cities for increases in their assessments and having an assessment fee for HUD applicants for processing the application. This processing fee might be a ½ % fee. He said it's important to make sure people understand what has been accomplished in raising funds through this process. This relieves the cities from the burden of having to fund HUD projects on their own. This brings a return on investment. Part of the overall strategy as well is for MAG to reconsider how they allocate funding to cover the shortfall. He said there are several options to explore while considering the impact on the community for providing these services.

Mr. Keuth is looking for additional volunteers to tell the story and to look at budget issues especially for next year when other funding decreases. He said the Arizona Department of Housing is moving more towards permanent housing. There is a need to have dialogue with them about how to work together collectively and to come up with workable solution.

Chairman Calderon said he will ask for a meeting with Dr. Harris to confirm support on goals and to make sure everyone is on same page. For this to happen, there will need to be meetings at highest levels. He opened the discussion to the group.

Diana Devine Yazzie asked that a copy of the budget be made available. Chairman Calderon said it would available on the website. She proposed to bring the Native American Connections property manager to the next meeting to show how projects are losing money right now. Their housing programs are operating on tight margins. The clients are paying small rents but the project needs more money. They cannot charge more than 30% of a client's income even if this means the project loses money. Ms. Yazzie said she wants people to be fully informed before they look to providers to contribute more.

Mr. Keuth responded by saying there needs to full exposure and to get all the issues on the table. The group needs to have a sense of fiduciary responsibility and their plans need to stand up to the test so others understand the value. He emphasized that the Continuum needs to capture more dollars.

Chairman Calderon responded by saying that tight margins do make contributing more money a significant issue. He explained that the cities will ask about the participation of the providers and the Continuum needs to be able to answer this question. He said the shortfall is hopefully manageable this year. He pointed out that the Arizona Department of Housing is responsible for most of the current shortfall. There is a need to plan for future. He thanked Mr. Keuth and the committee. He also offered the opportunity for others to join.

6. Membership Subcommittee Report

Chairman Calderon said the number one priority of the strategic retreat, the membership reorganization, is nearly finished. He emphasized the strengths of reorganizing the membership even with concern by members that they might be asked to step down. He said the Continuum now has an approved plan that has been approved by MAG's Executive Committee. Terri Wogan presented the plan. The Executive Committee only had slight modifications to not run exclusively by Robert's Rules of Orders. This language was changed from being "governed by Robert's Rules" to being "guided" by them. He thanked Terri Wogan for attending the meeting and Don Keuth for leading the committee work.

Don Keuth, Chair of the Membership Subcommittee, presented the changes in membership needing to be made as a result of the guidelines approved at the July Continuum of Care meeting. A letter will be sent to all members for confirmation of their continued membership on the Continuum. This is needed before the Membership Subcommittee can look at the next steps. Members will need to respond because lack of a response will be construed as lack of interest in maintaining their membership. Members will be able to respond via letter, phone or email within a few weeks. Mr. Keuth said the Continuum Chair will name some people to the subcommittee. The group will look at nominees for new members starting 1/1/05. Mr. Keuth referenced a hand out received at the earlier Finance Subcommittee meeting that showed the change in representation on the Continuum.

Chairman Calderon appointed the following members to the subcommittee: Diane Devine Yazzie, Councilmember Stanton to chair the subcommittee, Brian Spicker, Fred Karnas, Linda Snidecor, Mark Holleran, Guy Mickelson and Rebecca Flanagan as an ex-officio member. Chairman Calderon offered other people the opportunity to serve on the subcommittee if they desired. He explained this would be tough work because the group would need to look at the composition of the Continuum. He said he wants them to be forthright and announce if they want to be chair of the Continuum as he is stepping down in January. During the time the Membership Subcommittee is considering new members, the Steering Committee will nominate a new chair and vice chair for the Continuum effective 1/1/05. Mr. Keuth said the letter to confirm continued membership will go out soon. He asked that people submit their names to Amy St. Peter if they would like to serve on the Membership Subcommittee. The subcommittee will present a list of new members to the Continuum at the next meeting.

Chairman Calderon opened the discussion to any questions about membership or the new guidelines. Barbara Williams asked if the relationship between the Continuum and MAG had changed since the name now included MAG when it hadn't originally. She said she was under the impression the Continuum was separate from MAG. Mr. Keuth said the Continuum was privately funded in its first year but the Continuum was a MAG Committee. Ms. Williams disagreed. She said some municipalities are members of the Continuum but are not MAG members. Chairman Calderon offered to put the origin of the Continuum and the change of names on the agenda for the next meeting in order to give the topic more time. He also asked Debra Determan to contact Ms. Williams and to research the topic.

Councilmember Frate asked if a city councilmember continues their membership on the Continuum if they are not re-elected. Chairman Calderon said no, the city would designate another person to serve on the Continuum. Mr. Keuth added that the point of the Membership Subcommittee is to look at the balance for good representation. Chairman Calderon said the Continuum should feel proud of the work they have accomplished. The structure of the Continuum has been fixed. The next step is to determine what the Continuum will look like. These issues will be discussed at the next meeting on October 28th.

7. Evaluation Project Update

Chairman Calderon asked Amy St. Peter to offer an update on the Arizona Evaluation Project. Ms. St. Peter started the presentation by thanking all the providers and Continuum members for their hard work on the project. She reviewed the history of the Evaluation Project as starting in 2002. HUD funded a pilot project with a technical assistance grant in 2003. The pilot project was completed in 2004. The current issue facing the Continuum is to decide to integrate it with HMIS. Ms. St. Peter reviewed the outline of the project with its four components and how the system will work. The project is composed of the self-sufficiency matrix which was tested and found to be valid and reliable in the pilot project, the Annual Progress Report which providers complete now for HUD, housing placement success and provider developed outcomes to make the project responsive to different programs and subpopulations. Providers will enter data that will be analyzed. Feedback will then be given to the providers about their outcomes, best practices and opportunities for technical assistance.

Many groups and meetings have reviewed the progress to date. As the project moves forward, Ms. St. Peter said the Continuum will need to consider the movement clients make through the matrix as opposed to just looking at high performance outcomes. Realistic expectations will also need to be set for each subpopulation. The system will be automated to decrease the time burden placed on agencies. Many agencies have multiple reporting requirements and the time spent on this one should be minimized as much as possible. Ms. St. Peter reviewed the input given by

providers and the steps planned as a result. This includes changes to the matrix, additional training, decreased reporting requirements, data integration, researching incentives to use with client follow-up and using only participation in the 2005 Ranking Process. Additional considerations include developing data collection system through HMIS, on-going analysis methods, and expected outcomes for different subpopulations.

Ms. St. Peter thanked the agencies that participated in the pilot project and all the providers who contributed to the discussion of the project. This project will only succeed with the broad feedback and support of the entire Continuum. She asked that the Continuum consider a motion to approve the Evaluation Project for implementation in Maricopa County and to integrate it with HMIS. Brian Spicker made the motion. Don Keuth seconded the motion. Diana Yazzie expressed concern that this project is another unfounded project the providers will have to absorb. She did give her support for the project and thanked Amy. St. Peter for listening to the concerns of the providers. The motion passed unanimously. Amy St. Peter also asked that a Continuum member attend the Steering Committee meetings for the Evaluation project in order to keep the membership more fully informed. John Wall from CASS volunteered.

8. National HMIS Conference Report

Robert Duvall, HMIS Project Coordinator, offered a report on information about new initiatives that will impact the Maricopa Continuum of Care from the national HMIS Conference. He said the new data standards were reviewed within one workshop. Over 500 participants from 50 states attended the conference. The Evaluation project was featured in a workshop. He reviewed implementation status for HMIS. In 2001, discussions had just begun on the system. The system was implemented in 2002. All HUD funded agencies will be on line with the system by the end of this year. The data standards will make the data more uniform.

Diana Yazzie said this is another example of a project required by the providers without additional funds or staff. This places a burden on the agencies. She said she believes in the value of the project but making it work financially is hard. Brian Spicker expressed support for the project and praised those involved.

9. Call to the Audience

Moe Gallegos, City of Phoenix, announced that effective October 1, 2004, the Family Service Centers will utilize a phone appointment system. This will include appointments for people needing rental and utility assistance. The lines at the first of the month were getting excessive and causing security issues. The staff have been making presentations and distributing flyers to make people aware of the pending new system. The allocations have also been changed to a weekly disbursement instead of a monthly one. The Family Service Centers will start taking calls at 8:00 a.m. Monday mornings.

Roberto Armijo, Community Information and Referral, announced that HMIS is setting up a training lab at the Day Resource Center. He invited all to come and see on October 21st from 1:00-4:00 p.m. at the Open House.

10. Announcements

Chairman Calderon asked for members to make an announcement of interest to the entire membership. He started off by saying meetings would only held in November and December if needed. Mr. Keuth said the Continuum should meet briefly in November to elect new members. Chairman Caldeon agreed and said any big topics needing more time should be on the agenda for October in an effort to keep November's meeting short.

Chairman Calderon announced the Annual Appreciation Luncheon November 1, 2004. The Stardust Foundation sponsors the event. He encouraged all to attend the event. More details will follow.

Crucita Nunez Ochoa announced that De Colores Domestic Violence Shelter has to shut down 30 beds due to lack of funding. The budget shortfall is \$400,000. The beds were initially funded as part of the activities that happened after Laura Munoz was killed. Public support for domestic violence at that time increased and there was a strong flow of funds that allowed De Colores to plan for the 30 new beds. Chicanos por la Causa received additional funding for a new building. They missed some opportunities for new funding due to construction delays. By the time they could finish construction of the building, the recession and 9/11 had reduced the amount of funding available to support the new program. Last year, the program ran an \$87,000 deficit and used all their money in reserves. CPLC helped all they could but cannot cover the shortfall. Ms. Ochoa expressed interest in serving on the Finance Subcommittee in an effort to address these issues. Chairman Calderon said she would be on the Subcommittee. She thanked him and said the Mayor and Vice Mayor are both working on her behalf. They are planning a pledge drive in November and are looking for people to contact.

Phyllis Murray with the Arizona Department of Housing announced Mark Johnson is coming to Arizona and wants to meet with organizations that have a 10-year plan to end homelessness. The department needs ideas for groups that he could meet with. Chairman Calderon asked Debra Determan to call Dr. Sheila Harris to follow-up with this request.

Sarah Cathlier, the proxy for Meggan Medina, announced that flyers for the upcoming Arizona Coalition to End Homelessness Conference were available on the table.

11. Adjourn

The group adjourned at 2:34 p.m.