

MARICOPA ASSOCIATION OF GOVERNMENTS  
HUMAN SERVICES COORDINATING COMMITTEE  
MEETING MINUTES  
APRIL 21, 2009

MEMBERS ATTENDING

Councilmember Trinity Donovan, Chandler,  
Chair  
Vice Mayor Rob Antoniak, Goodyear  
\*Councilmember Dave Crozier, Gilbert  
+Arleen Chin for Lance Cypert, Tempe  
Community Council  
Susan Hallett, Arizona Department of  
Economic Security  
Kathleen Hemmingsen, Scottsdale Human  
Services Commission  
+Councilmember Dennis Kavanaugh, Mesa  
Mayor Marie Lopez Rogers, Avondale  
Vice Mayor Manuel Martinez, Glendale  
+Dan Wollam for Carol McCormack, Mesa  
United Way  
\*Councilmember Michael Nowakowski,  
Phoenix, Vice Chair  
+Jayson Matthews for Councilmember Onnie  
Shekerjian, Tempe  
\*Supervisor Mary Rose Wilcox, Maricopa  
County

OTHERS PRESENT

Patrick Burkhart, Maricopa County  
Sammi Curless, City of Avondale  
Arleen Schenck, Maricopa County  
Diana Toussaint, Department of Economic  
Security/Division on Aging and Adult  
Services  
Cynthia Zwick, Arizona Community Action  
Association  
  
Rachel Brito, MAG  
DeDe Gaisthea, MAG  
Brandee Mead, MAG  
Amy St. Peter, MAG  
Rena Tenney, MAG  
  
+Those members present by  
audio/videoconferencing.  
\*Those members neither present nor  
represented by proxy.

1. Call to Order

Chair Trinity Donovan called the meeting to order at 10:05 a.m. Introductions ensued.

2. Call to the Audience

John Shattuck addressed the Committee regarding Sky Harbor Inn Apartments, a Single Resident Occupancy (SRO) complex located at 2323 E. Van Buren Street, in Phoenix. Mr. Shattuck said he is gathering information and seeking non-profits interested in partnering in the SRO project.

Mr. Shattuck gave an overview of the amenities included at Sky Harbor Inn Apartments. He said they work closely with social workers and providers to assist in managing the individuals placed at the apartments. The complex provides housing for individuals transitioning out of homelessness, veterans, battered women with children and others. He said they work with the Salvation Army, the Phoenix Veteran's Hospital Homeless Outreach program, and other non-profits in the area.

Mr. Shattuck said they are interested providing service and are seeking non-profits who can help fill the vacant units. He said there are 165 units and they have the ability to build an additional 75 units. Mr. Shattuck asked that anyone interested in discussing further contact him at 520-360-6966.

3. Approval of January 20, 2009 Meeting Minutes

Chair Donovan called for a motion to approve the January 20, 2009 meeting minutes. Vice Mayor Manuel Martinez, City of Glendale, motioned to approve the minutes. Vice Mayor Rob Antoniak, City of Goodyear, seconded the motion. All voted in favor of the motion and the minutes were approved unanimously.

4. Special Transportation Services Report

Patrick Burkhart and Arlene Schenck, Maricopa County, addressed the Committee regarding the status of Maricopa County Special Transportation Services (STS). He said the financial status is such that they are forced into closing STS as of June 30, 2009. Mr. Burkhart gave a brief history of the program and steps being taken to mitigate the affects resulting from the closure. He said the program was funded through contracts with Area Agency on Aging, Job Access Reverse Commute (JARC) funding and funds contributed by Maricopa County to subsidize unrealized income. Mr. Burkhart said the Area Agency on Aging contract was not renewed in 2008. As such, they attempted to construct a revenue model so the program would continue to work. Mr. Burkhart said they also considered making it a JARC focused program however, JARC requires a one-to-one local income match before federal income is made available.

Mr. Burkhart said the primary audience for STS was Temporary Assistance for Needy Families (TANF) clients and by early 2009, the source of match for JARC was no longer available. He said the client-base declined and given the difficulty in high fixed costs associated with maintenance of fleet, central operations and computer and software investments, the program could no longer be sustained. Additionally, Maricopa County reduced funding for the Human Services Department by \$500,000 of general fund money. Mr. Burkhart said as of March 2009, they assembled a plan to ramp the program down and suspend it at the end of June.

Mr. Burkhart said they have worked closely with community counterparts to notify clients and have undertaken detailed analysis of alternative transportation options available. He said the primary concern is transporting clients based on their medical needs and added it is more difficult to find solutions for clients residing in unincorporated areas of Maricopa County. Mr. Burkhart said they have been in discussion with RPTA to find alternate solutions. He said they are trying to ameliorate the impact so a solution is in place for each remaining client. He added the uniqueness of STS is that it is the only service to offer free transportation across all jurisdictions in the county. Mr. Burkhart said RPTA will continue to take the lead to try to assemble solutions for West Valley clients.

Vice Mayor Martinez asked for clarification regarding JARC matching funds. Mr. Burkhart said in terms of population served for medically related transport, STS had a contract with each community; those funds were not matched by JARC. JARC funds were primarily

related to clients referred by the state, Maximus, and non-profits. He confirmed the City of Glendale is included in the cities that contracted with STS for medical transport services.

Susan Hallett, Arizona Department of Economic Security, asked if STS is working with programs such as Medicare or Medicaid to provide service to clients with medical needs. Mr. Burkhart said he was unaware of any coordination between STS and Medicare or Medicaid. He said they were in discussion with DES for providing transportation services to the disabled, but the funding was no longer available for such an arrangement.

Vice Mayor Rob Antoniak, City of Goodyear, asked for clarification on what type of coordination is being done with the cities. He also asked, with regard to privacy issues, if client names and address are being provided to the cities for the purpose of conducting welfare checks. Ms. Schenck advised STS is working with all contracting cities to send letters to clients informing them of the closure of STS and to provide a list of additional resources.

Chair Donovan asked how many people receive service from STS and what percentage will STS confirm alternative transportation. Ms. Schenck said STS provided service to 1,200 clients but as of January 2009, the number decreased to 435. She said the Cities of Avondale and Chandler have good options for alternate transportation, however, the City of Goodyear, and unincorporated areas have fewer alternatives. She noted the biggest concern is with clients who reside in unincorporated areas of the county.

Mayor Marie Lopez Rogers, City of Avondale, asked if a representative from RPTA was available to provide additional information from their perspective. Ms. Schenck advised discussion with RPTA is still in the early stages. Mayor Rogers expressed her concern for transportation options in the West Valley noting Valley Metro may be the only source available. Amy St. Peter, MAG, informed the Committee Valley Metro submitted an application for a JARC grant. She noted they were the only applicant for the grant and they are looking at trying to serve some of need that will manifest in the West Valley. Ms. St. Peter advised staff can invite RPTA to offer a report on their plans at the next Human Services Coordinating Committee meeting.

Ms. Hallett asked if STS has considered community or faith based partners. Mr. Burkhart said faith-based organizations and agencies serving workforce clients have been engaged in this effort. He noted the magnitude of the problem by stating a \$1 million shortfall is an extraordinary amount of money to make up.

Vice Mayor Antoniak asked what would happen with STS capital assets. Ms. Schenck said STS is working on a plan for disbursing 36 ADA-compliant vehicles. She said they are still working with the cities to come to a solution and additional information will be distributed once a process has been determined. Chair Donovan thanked everyone for their input and discussion pertaining to this matter.

## 5. Crisis Management Update

Cynthia Zwick, Arizona Community Action Association (AzCAA), presented an update on efforts to mitigate the effect of the economy on human services delivery. The presentation included information about the Changing Face of Poverty Campaign and [www.choosetohelp.org](http://www.choosetohelp.org). Ms. Zwick said because there is an increased need and so much happening within communities, there is a synergy occurring throughout Arizona.

Ms. Zwick said the Legislature is expected to release its proposed budget at a meeting later this week. She noted drastic consequences in Arizona if the anticipated cuts are passed in the budget. Ms. Zwick said most people do not realize the impact cuts will have on families as most link the cuts to administrative cuts. She said in 2009, DES experienced a \$153 million dollar budget cut with an additional \$90 million cut anticipated for 2010. She said these cuts do not include federal funding in the sum of \$500 million dollars which would be lost if the state funds are reduced. In essence, she said, Arizona would be the first state in the country to no longer have a welfare program; the safety net would be gone. Ms. Zwick confirmed TANF is included in the budget cuts and gave a brief overview of the number of families affected by the cuts. She said requests for services are increasing and it is more important than ever to advocate and get involved.

Ms. Zwick reported on the Changing Face of Poverty campaign. She said AzCAA convened a group of human services representatives last year to address the impact of the economy on human services delivery. This effort complemented the planned AzCAA Changing Face of Poverty campaign already under development. Ms. Zwick said the intent of the campaign is to increase awareness about the issue and impact on the community; to provide an opportunity for people to help through volunteering, donating time and experience; and to create dialogue within communities. Ms. Zwick noted discussions are now taking place within communities throughout the state.

Ms. Zwick said the philanthropic community approached AzCAA and wanted to collaborate on the Choose to Help campaign. This is a collaboration among ten Arizona foundations and funding organizations that pooled resources to match donations to meet emergency needs in Arizona. AzCAA enthusiastically agreed and lent the use of their materials and Web site. Valley of the Sun United Way will be receiving the money on behalf of the group. Ms. Zwick said 47 non-profit agencies were invited to apply for funding. She added dollar-for-dollar funds will go back into the community. She noted that money donated in a region or will stay within that same region.

The campaign kicked off April 1, 2009 and has been extended to April 26, 2009. To date, the campaign has raised \$130,000. Ms. Zwick said a number of food banks also launched a campaign as of April 20, 2009. To assist with the campaign, Panda Express will donate 20 percent of food purchases made on Sunday, April 26, 2009, to the Choose to Help campaign when customers present the Changing Face of Poverty coupon. Ms. Zwick also noted the Arizona Interfaith Council has also chosen to use the Web site to advertise a volunteer event scheduled for May 28, 2009. The event will bring non-profits and the public to the state fair grounds so the latter may learn more about how they can participate and get involved. Additional information will be distributed later this week.

Ms. Zwick said COX cable has been a great partner in the campaign. They are working on the details to extend the campaign and continue to raise awareness. Ms. Zwick emphasized the need to correct misinformation about the impact of funding reductions to human services programs. She said that supplying accurate information will make people more aware of the true impact such proposed cuts would have.

Chair Donovan thanked Ms. Zwick for the updates; she said it is unfortunate the donation match for the Choose to Help Campaign is not coming through as expected. Ms. Zwick noted donations doubled when a coupon was printed in the newspaper. She commented people still rely on handwritten checks even despite this being a technological community. Mayor Rogers asked if a link to the campaign Web site is being made available on city Web sites and what collaborations is taking place with local cable channels to promote the campaign. Ms. Zwick said some effort has taken place; however, she welcomed the opportunity to do more.

Ms. Zwick appeared on Chair Donovan's local cable television show in Chandler at the Chair's invitation. Chair Donovan said they quickly filmed the show in time to air it on Channel 11 before the campaign ends. She noted an article was also printed in the Chandler Republic last week. Mayor Rogers said local newspapers are also a good source of communication within a community. Chair Donovan said the Arizona Republic Season for Sharing, one of the campaign funders, is willing to print articles submitted by City Mayors or Council members. Ms. Zwick said COX Cable created a public service announcement that is running on cable channels now. Mayor Rogers said spreading the word through MAG is critical. Ms. St. Peter noted communications were distributed the previous week and again on Tuesday morning.

Vice Mayor Martinez asked for information on the number of families and children receiving TANF. He said it is inconceivable to believe Arizona may not have a welfare program available to assist those in need. Ms. Zwick agreed and commented families in these programs are not in them for a lifetime. She said they are short-term programs that help families become self sufficient. Unfortunately, the programs that help families become self sufficient are the very programs being cut. Chair Donovan thanked Ms. Zwick for her presentation to the Committee.

6. 2009 Progress Report on the 2007 MAG Regional Human Services Summit

Amy St. Peter, MAG, reported on a report developed to reflect progress made on the projects proposed by participants of the 2007 MAG Regional Human services Summit.

She said it has been a pleasure putting the report together as great progress has been made on the projects. She noted additional information is still required for the Affordable Housing and Transportation Civic Education Campaign project. The Arizona Department of Housing has been contacted to provide additional information.

Ms. Hallett said having participated in the summit, it is exciting to see the projects continue and progress being made. She commended MAG staff for their efforts to follow-through on

the projects. Chair Donovan asked for a motion to recommend approval of the 2009 Progress Report on the 2007 MAG Regional Human Services Summit. Mayor Rogers made a motion to approve the report as presented. Vice Mayor Martinez seconded the motion. The motion passed unanimously.

7. MAG HSCC Youth Policy Stakeholders Group Report

Renae Tenney, MAG, presented a report on the Youth Empowerment Project public service announcement. Ms. Tenney reported the winning entries were message tested with groups of teens throughout the East, West and Central Valley to get input. She said the key point heard from teens is to keep the Public Service Announcement (PSA) edgy but simple to catch teens' attention. Ms. Tenney said teens were uncertain what the print ad graphic represented. As such, Ms. Tenney created an actual cast to replicate the concept of the original entry. She said Domestic Violence Committee members were then given a list of words used in the original print ad and were asked to select their top ten choices to have written on the cast.

Ms. Tenney also reported song lyrics in the original entry were not familiar to all demographics. Those teens that recognized the song knew it was an anti-violence message, but for those not familiar with the song, it could portray a different message. Ms. Tenney said the Domestic Violence Council developed alternate phrases to replace the song lyrics in the ad. Additionally, Ms. Tenney noted copyright issues were researched with MAG's legal consultant. She said although there would most likely not be an issue with using the lyrics, securing permission could take significantly more time than available. It was decided to change the lyrics to something that could be done in a timely manner and that would reach all demographics.

Chair Donovan asked if the Web banner will be on any news Web sites. Ms. Tenney noted it staff would research if it could be available on the Arizona Republic Web site ([www.azcentral.com](http://www.azcentral.com)). She also said the banner can be loaded on youth council sites as well as other locations. Chair Donovan suggested the ad could be applicable to people older than teens. She asked what information is available on the Web of Friends Web site relevant to people older than 19 years. Ms. Tenney said there are several other resources, including the National Domestic Violence Hotline that addresses other demographics as well. She noted the Web banner is edgy enough to reach college-aged students.

Mr. Tenney invited Committee members to attend the Youth Empowerment Recognition event on April 27, 2009 at the Heard Museum. The event is to recognize teens for their participation in the PSA contest.

Ms. St. Peter acknowledged the Avondale Youth Commission, chaired by Martyna Sawicka; the Tempe Mayor's Youth Commission; and the Suns Diamondback Academy for their assistance with message testing. She said it was great to get very direct and honest feedback on the entries. She also thanked the Governor's Innovative Domestic Violence grant for which this project could not have been possible. Ms. St. Peter said the project is in its third year of funding and while the future of the project is uncertain, there is still a lot of work that can be carried forward. She said staff will be developing tool kits and making those available to anyone interested in obtaining them.

Chair Donovan asked for a motion to approve the activities of the MAG HSCC Youth Policy Stakeholders Group. Vice Mayor Martinez made a motion to approve the activities as reported. Vice Mayor Antoniak second the motion. The motion passed unanimously.

8. Committee Updates

*MAG Regional Domestic Violence Council*

Rena Tenney presented an update on the Legal Assistance Study. Ms. Tenney said the report continues to be developed. She noted several surveys were received from survivors, shelters and professionals in the legal realm due to help received from the Committee in distributing the surveys. Ms. Tenney reported the survivor section of the report is near completion and work has begun on the professional section. She acknowledged Richard Toon, Morrison Institute, who has been a tremendous help in preparing the report and ensuring the data is reported accurately. Ms. Tenney said some of the preliminary information first released in December was determined to have been inaccurately calculated. They are now reviewing and correcting the data. Ms. Tenney said a draft report will be distributed in May for review and four members from the Domestic Violence Council have committed to providing feedback on the report.

*MAG Continuum of Care Regional Committee on Homelessness*

Brande Mead reported on the results of the 2009 Annual Homeless Street Count and the Regional Plan to End Homelessness Implementation Summit. Ms. Mead reported 2,918 people sleeping on the streets in Maricopa County. She said there has been a significant increase in the number of families and youth on the streets. She noted the number of families increased from 10 in 2008 to 37 in 2009. The 37 families are comprised of 237 people. The number of youth on the streets increased from 40 to 139. They are all under the age of 18 years old. Ms. Mead noted the decrease in number of chronically homeless individuals by 24 percent. She said the 220 homeless children reported include children in families as well as youth on their own. Ms. Mead gave a breakdown of the number of homeless adults and reviewed a comparison of subpopulations

Ms. Hallett asked for clarification on the definition of people in families. Ms. Mead said it includes men women and children within a family. Ms. Mead said the total for people in families includes a significant number of children. She added of the number calling in for shelter, only 30 to 40 percent are actually placed in shelters. Ms. Mead said there were several large families in the region, especially in the Town of Guadalupe, and noted the numbers have been reviewed for accuracy. Ms. St. Peter said it can be more difficult to place large families in shelters and noted there is one program that specializes in serving large families with as many as 13 members. Vice Mayor Martinez asked where families were found during the street count. Ms. Mead indicated a variety of areas including parks, streets, washes and make -shift camp sites.

Ms. Hallett said with regard to the fluctuating street count from year to year, it would be interesting to know how those numbers compare to the number of beds within the region during the same time periods. She said the street count is a method for trying to tell a message, but added it would be helpful to have a couple different indicators to cross

reference. Ms. Mead agreed it would be a good idea to compare the number of beds and other community trends to the results of the street count. She offered to research and report back to the Committee.

Ms. Mead reported on the Regional Plan to End Homelessness Implementation Summit. The event, sponsored by the Stardust Foundation, was held April 20, 2009 at the Arizona Biltmore. There were over 100 people in attendance for the morning session. Participants focused on developing goals, actions steps and a timeline for implementation. Ms. Mead said the work sessions were followed by the luncheon and key note speaker. She thanked everyone who participated in the very successful event. Ms. St. Peter said a report for the implementation plan is being developed.

*MAG Elderly and Persons with Disabilities Transportation Program Committee*

DeDe Gaisthea reported on the MAG Elderly and Persons with Disabilities Transportation Program Committee. Ms. Gaisthea gave a brief update of the 2009 Section 5310 application process. She said the MAG FTA Elderly and Persons with Disabilities Transportation Program Ad Hoc Committee met in February 2009 to receive training on the application process. The Committee met again in March to interview all applicants and to develop a priority listing for ADOT to be used for determining awards. She said 13 agencies submitted requests for 23 vans and two mobility management projects. The priority listing reflects 24 requests because the Committee determined one of the mobility management projects did not fulfill FTA guidelines. Ms. Gaisthea said approximately \$3.9 million is available statewide for funding this year's projects. She added ADOT is working on a 43 percent continuing resolution budget, and has stated that additional awarding may become available in the future.

Ms. Gaisthea reported MAG was the recipient of the 2008 United We Ride National Leadership Award. She said both she and Ms. St. Peter traveled to Washington D.C. in March to attend the ceremony and accept the award on behalf of the MAG Human Services Transportation Coordination Planning Program. Ms. Gaisthea said the award was presented by Ray LaHood, Secretary of Transportation, with opening remarks by Matthew Welbes, Acting Deputy Administrator, and Congressman Jim Oberstar, Chairman, House Transportation and Infrastructure Committee. Ms. Gaisthea said MAG was honored to accept the award on behalf of the many stakeholders who participated in the regional coordination effort.

9. Comments from the Committee

There were no comments or questions from the Committee. The meeting adjourned at 11:33 a.m. The next HSCC meeting is scheduled for July 21, 2009.