

MAG Human Services
Coordinating Committee
Meeting Minutes
October 14, 2004

COORDINATING COMMITTEE MEMBERS
ATTENDING

Rob Antoniak, City of Goodyear Council Member
*Joe Johnson, City of Surprise Council Member
Carol McCormack for Kyle Jones, City of Mesa
Council Member
Doug Lingner, City of Phoenix Council Member
Marie Lopez-Rogers, Vice Mayor for City of
Avondale
+Manuel Martinez, City of Glendale Council
Member
*Jim McCabe, Area Agency on Aging
*Larry J Morrison, Town of Gilbert Council
Member
Kathleen Nicola, Town of Fountain Hills Council
Member
Kevin Osterman, City of Scottsdale Council
Member
Janet K. Regner, Jamison & Gutierrez for Tempe
Community Council
Phillip Westbrooks, City of Chandler Council
Member
*Mary Rose Wilcox, Maricopa County Supervisor

+Audio conference

*Those members neither present nor represented by proxy.

OTHERS PRESENT

Lora Aleo, Health Care Group of Arizona
Allie Bones, Governor's Office Division for
Women
Eileen Colleran, Arizona Department of
Transportation
Debra Determan, MAG
Teresa Franquiz, MAG
Mario Paniagua, City of Phoenix
Ayanna Rutherford, MAG
Cherisa Standridge, MAG
Amy St. Peter, MAG
Patrick Tyrrell, City of Chandler
Neil Young, City of Phoenix

1. Call to Order

Chairman Doug Lingner called the meeting to order at 1:05 p.m. Introductions of members and guests ensued.

2. Call to the Audience

There were no comments from the audience.

3. Approval of July 15, 2004 Joint Human Services Coordinating/Technical Committee Meeting Minutes

Chairman Lingner called for approval of the July 15, 2004 meeting minutes. Janet Regner moved to approve the minutes. Rob Antoniak seconded the motion. The minutes were approved unanimously with no changes.

4. United We Ride

Eileen Colleran, Government Relations Specialist with the Arizona Department of Transportation, gave a presentation on the United We Ride initiative. She noted that the statewide program taken from the federal initiative is now called Arizona Rides.

She began by giving the Committee some background information on the program. She said the Governor's Office has led an effort to effectively coordinate funding sources for transportation programs; currently sixty-two federal sources provide funding for human services transportation. She noted that users of the various types of human services transportation do not find all programs very helpful. She said that she has observed the great need for expanded service for seniors, socially disadvantaged individuals and those with disabilities. Those types of programs have most diversified eligibility requirements, yet there is no cooperation between various providers.

On February 24, 2004, the President issued an executive order for enhanced access to transportation for human services, allowing individuals better access to getting to work. The federal Departments of Transportation, Health and Human Services, Labor and Education have all been working together to see how these diverse programs can start working together. The top priority coordination effort is called United We Ride. The goal of the program is not to duplicate efforts, but to make better use of the services already available. The ability to access a greater variety of funding is important and productivity can increase due economies of scale. Ms. Colleran said that there are current untapped economies of scale that could produce cost savings.

The Arizona Rides program is an opportunity to look at how human services transportation can be moved forward in Arizona. The Governor's Office identified a team to attend a federal conference last February. Since then, the team has been expanded and now includes the Arizona Department of Transportation, Department of Economic Security, ACCHSS, highway safety officials, MAG, PAG, and the Area Agency on Aging among others. The group will grow as more local groups begin to work on local issues. The team applied for a grant through the Federal Transit Administration to look at what is going on in human services transportation at a state level and what the needs are. The team would then move down to local level. There has been no word yet on the grant application.

Ms. Colleran said that the team is looking at doing a pilot project in Pima County. The Area Agency on Aging there has expressed an interest in using transportation brokerage, centralized vehicle dispatch, maintenance, and record keeping in order to achieve economies of scale. The group is now identifying a consultant to work with them.

Ms. Collieran said that Arizona is part of Federal Region 9. There will be a workshop in November that she plans to attend. MAG has offered to do a presentation that will talk about what Maricopa has done. Maricopa is seen nationally as an impressive effort to coordinate and make recommendations.

She said that the Governor wants to bring some of these federal workshops to Arizona and get other organizations in the State involved.

Ms. Collieran said that it important to identify what we want to get out of this initiative. What is the system doing now? What gaps are out there? What do people really need? She said that it is important to look at being more flexible, create new ideas and new models. This is an important initiative from the Governor's Office.

Chairman Doug Lingner asked if they were working with a disability advocacy groups and/or veterans' groups. Ms. Collieran said that they are asking the COGs to pull in the disability advocacy groups. Currently, they are not working with any veterans' groups, but said that this was a good suggestion.

Manny Martinez said that having been involved with the 5310 committee, it struck him that there is not much linkage between some of these agencies. He asked how to improve communication between them. Ms. Collieran said they are trying to improve communication through Counties, COGs, and MPOs, to reach out to more levels. She said often at the state level they tend to be looking from a high view and end up missing local providers. She said that transportation covers everything, affects everyone, and is happy to take recommendations.

5. Health Care Group of Arizona

Lora Aleo provided the Committee with a presentation on the services offered by her agency, Health Care Group of Arizona. She said that when she does outreach, most people have never heard of Health Care Group. It is a plan established by legislation in 1985 through a grant from the Robert J Woods Foundation for Small Businesses with 50 or fewer employees and government entities that could not afford insurance. Health Care Group is now focusing on marketing in rural areas, to minorities, and in political subdivisions where it is difficult to find insurance. There are currently 1 million uninsured in Arizona. Only twenty-eight percent of small businesses offer insurance to their employees and that number is going down.

Health Care Group offers three HMO choices, with a choice of provider networks in Maricopa and southern counties. Employers can contribute or not and the premiums are low.

Chairman Linger asked if the available plans cover the employee only or employees with families. Ms. Aleo answered both. In spring of next year, they will have coverage available for employees with children.

She said their focus is on sole proprietors and uninsured political subdivisions. There is a participation requirement for companies; those with one to five employees must enroll everyone. Companies with six to fifty employees need to achieve eighty percent participation.

There are three programs available: Classic Plan, Secure Health, and Active Plan. Some exclusions are for chiropractic issues, vision, dental, allergy testing, and mental health. She referred the Committee to the benefit grid in packet. There are three networks of doctors and hospitals that an employer can choose.

Ms. Aleo said that her organization needs help from groups like the HSCC because they cannot advertise. She said there are many people who do not know about it, although some marketing materials are available now. She asked the members to please communicate to the small businesses in their areas.

Councilmember Martinez asked if the employer has to contribute to the premium. Ms. Aleo said no, but it will increase the number of employees participating. She said a big area is in sole proprietorships, realtors, barbershops, etc... The average group size is very small.

Janet Regner asked if someone has insurance now, can he/she consider this option. Ms. Aleo said that Health Care Group does focus on the uninsured, but if the person is individually insured and not under group insurance, they can use Health Care Group. For example, COBRA is not group coverage, it is individual coverage. Members cannot come from a group plan within past six months.

Chairman Lingner asked why this was the case. Ms. Aleo said that several of the major carriers thought they were competing with them. The barrier period is causing Health Care Group to have to turn away potential clients.

Chairman Linger asked if the members would support an initiative that would eliminate the six-month barrier period. He said that he wants to find a coordinated way for all HSCC members to sign on and to let the legislature know that they support eliminating the six-month barrier period.

Councilmember Kevin Osterman what period of time the coverage is for. Ms. Aleo answered that is it for one year from the time of contract. They do not change premium level in the middle of a contract year. Typically any premium increases have been low. Last year the premium increase was one percent. Councilmember Osterman asked how to determine which plan is best. Ms. Aleo said an employee can individually can choose the plan that fits them.

Councilmember Kathleen Nicola said that she has done a commercial for Health Care Group. She is a real estate agent and her husband is an independent contractor. They have used the program for several years and can attest to the great service and low premium increases. She suggested getting out the word to more Chambers of Commerce. Ms. Aleo

said they are now sending sales people out to more places, but they have a small budget and generally must rely on word of mouth. The Group has just joined the Scottsdale and Phoenix Chambers, the AZ Small Business Association, and others.

Councilmember Marie Lopez-Rogers said that she had heard of this agency at the Governor's Office. She was interested and went back to the Southwest Valley Chamber and her community about it, but received negative feedback from some individuals. Most of this feedback concerned pre-existing conditions for employees. They were not happy with plan and thought that many would not be able to afford it. Ms. Aleo confirmed that the plans are not free and premiums do rise as they get older to almost the same cost as major carriers. Councilmember Lopez-Rogers said that her chamber would not let her pass out information about Health Care Group because their employees could not afford it. Ms. Aleo said she would check out the situation. She said that there is a pre-existing condition waiting period if an individual is coming from no coverage. If there is a pre-existing condition and they had coverage, there is no waiting period, just like the major carriers. She said to call her with any questions. Her number is 602 417 6718.

6. Youth Policy Advisory Committee & Potential Merge with Human Services Coordinating Committee

Debra Determan said that the original Youth Policy Advisory Committee began in 1990 and has been dormant for a while, though they accomplished quite a bit. She referred the members to the handouts for the original mission statement, objectives, etc... She said that some of the Mayors had asked the HSCC to look at procedures that could be put in place across the board. Two areas previously focused on were graffiti and curfew issues. When the group disbanded, they said they would get together again when new youth issues arose. They have not called a meeting since 1997. The former chairperson of that group asked Debra to come to HSCC to see if they might want to look at this youth issue, look at the original goals and mission of the youth group, and see if it might fit into the work of the HSCC.

Councilmember Osterman said that originally there were certain goals like the graffiti ordinance. He asked how to monitor those existing policies and procedures. Ms. Determan said that responsibility for monitoring has been left up to each community. .

Councilmember Marie Lopez-Rogers suggested the need to look at whatever comes down out of the state level. Chairman Lingner suggested that the group might need to revisit what was already done. Councilmember Lopez-Rodgers said that in her area, the biggest youth related problem is drugs; some community members have even asked to bring police dogs into schools.

Chairman Lingner asked how many communities here have some sort of graffiti ordinance. Vice Mayor Westbrook said that Chandler has a program where if any graffiti is noticed, the city staff goes out within twenty-four hours to paint over it. In Chandler they also have a Mayor's Youth Commission that is very popular and active. The young people come in and tell them what they want. He suggested looking at models like that.

Councilmember Martinez said that Glendale, like Chandler, has a graffiti hotline and within twenty-four hours staff will go out to paint over it. Their Mayor's Youth Advisory Committee has been effective and made recommendations to the City Council three years ago. He suggested perhaps considering youth to serve on boards and commissions, like library boards and parks & recreation. In Glendale, there are now two youth representatives, full voting members, on both boards.

Carol McCormick said that she is not familiar with Mesa's graffiti laws. There is a program sponsored by the City and the Mesa United Way where low-income neighborhoods get grants for revitalization. Neighborhoods themselves must apply for the grant.

Janet Regner said that the situation in Tempe is similar to Chandler and Glendale. There is a new Tempe Youth Leadership Program, which is nine months long.

Councilmember Nicola said that Fountain Hills has youth representatives on the parks and recreation board and also has a Mayor's Youth Council. They would like to see more activity among youth in community projects. They have a similar graffiti program, though there is not a lot of it in Fountain Hills. There is also a local skate park.

Councilmember Lopez-Rogers said that it is the same in Avondale, with school source detective at schools.

Councilmember Osterman said that Scottsdale is focused on gang activity and making sure that alternative youth activities are available. They have a program called LINKS, a collaborative effort with police and schools. They recently developed a skate park on McDowell and 77th St. There was some initial concern about crime there, but there has been very good self-policing among the youth that use the park. Scottsdale's Youth Advisory Council is still providing new ideas & initiatives.

Councilmember Rob Antoniak said that he felt that combining the Youth Advisory Committee with the HSCC is a obvious match. The HSCC is always dealing with issues that might be tackled when people are young, so that they might not become future clients.

Chairman Lingner said that the City of Phoenix requires that spray paint be locked up at night. They have a youth commission, but there are currently no youth representatives serving on boards. He said that when skaters came to them asking for a skate park, the City asked the youth to raise \$15,000. Since then, there has been excellent self-policing because of the ownership they feel for the park. He asked how many cities have curfews in effect. Glendale, Chandler, and Scottsdale answered yes. Chairman Lingner also mentioned that he would like to include a component on wellness and exercise. Councilmember Lopez-Rogers that this would coincide with the Healthy Avondale program.

Councilmember Martinez said that he needed to leave, but first moved to approve the merging of the Youth Policy Advisory Committee with the HSCC. Councilmember Antoniak seconded the motion and it passed unanimously.

Janet Regner asked if they would revisit the original mission statement. Chairman Lingner said they would at the next meeting after the members have had a chance to read through the materials. He asked the members to e-mail their ideas to Ms. Determan if they want something in particular on the next agenda.

7. Homelessness Updates

Amy St. Peter, MAG staff, said that the chairman of the Continuum of Care Committee on Homelessness expresses his regret not being able to come today. In his absence, Ms. St. Peter provided an update on the homelessness activities.

The Continuum finished the HUD application over the summer. This year the application represented fifty-one programs. The total grant amount has grown significantly over the past few years. Five years ago it was between \$7-8 million - now it is almost \$20million. The Continuum is one of the highest ranking in country and the best in the Western region, much to credit of this group, the Continuum and the service providers. She thanked the members for their efforts, especially those who have been involved with the annual street count. She said they will hear about the confirmed grant amount in January.

She announced that the Continuum is having its annual luncheon on Monday November 1 from 11:30 – 1:30 at Chaparral Suites in Scottsdale. They have secured a great speaker keynote speaker and invited the members to attend. She asked that they contact her if they want to RSVP.

She said that the Continuum is focused on strengthening its membership over the next year and that they want to bring in more sectors.

She also mentioned the on-going program evaluation project. They have completed a pilot to test the measurement instrument, the aim of which is to test the success of providers at placing homeless persons into permanent housing. She said that at a national conference in Chicago she recently attended, there was mention made of this program here in Maricopa County. She said that she and the Continuum were excited about it and looking forward to working with the HSCC on this project.

Carol McCormack asked what were the two new programs that will receive HUD funding next year. Ms. St. Peter said that because there was very limited new funding available, only two new projects could be supported. She said that one will provide permanent supportive housing for women with children who have substance abuse issues. This project will provide sixty-six new beds to the region through the New Arizona Family agency, which is new to the Continuum of Care. She said the second project is very innovative. The City of Phoenix Police Department was the applicant, and the project grew out of a volunteer effort called Care Connection. The volunteers go out and arrest homeless people, but do not process the paperwork. The goal is to target the

chronically homeless and to provide a way to reach them when nothing else works. The volunteers talk with them about what they would need to get off the streets and provide them with referrals. If individuals follow through with the referrals, then the charges are dropped. She said that the program has been so successful so far that people are volunteering to be arrested. They will provide one unit of permanent supportive housing, but hope to add more.

Councilmember Nicola asked for the date of this year's street count. Ms. St. Peter said that it would be held on Tuesday January 25, 2005. Each community will determine the appropriate time to do the count. It will be a similar process to last year, but HUD has now mandated that all Continuums across the country must do the count on that day. There will also be a shelter count by DES on the same date.

Chairman Lingner said that it important to find some way to connect the homeless people with services and raise awareness of the issue. He suggested that the HSCC members might try living a weekend homeless in order to draw attention to the subject. He said that there might be a way to work with an agency to try it out. Ms. St. Peter said that when she was in school, she did an immersion program like that in college, where she walked the streets with homeless service providers. Chairman Lingner said that if anyone is interested in participating in this type of event, to contact Ms. Determan.

8. Domestic Violence Reports

Vice Mayor Phillip Westbrooks, Chairman of the Regional Domestic Violence Council, provided a report of the on-going DV-related activities. First, he briefed the members on the DV Awareness Month press conference kick-off on September 30. It was held at the Phoenix Police Department and included four speakers: himself, Commander Kim Humphrey, Connie Phillips of Sojourner Center, and Pamella Enos-Garcia, a survivor of domestic violence. He said that he press conference was very successful and was extremely well covered by the media. He thanked everyone involved for their assistance. He said that the two purposes for holding the press conference were to highlight the activities that would be going on in the Valley throughout the month of October and also to present the Regional DV Council's 5-Year Report Card. He referred the members to their copies of the 5-Year Report. He said that of the Council's original 41 initiatives, to date, eleven have been implemented and thirteen are currently in progress. He said that he is proud of the work of the DV Council over the last five years, but that there is still a significant amount of work to accomplish. He briefly reviewed a few of the major projects of each of the DV Council's subcommittees.

He went on to say that the DV Council is looking toward forming two new groups in the coming year. One will be a Victim Services Subcommittee that will build a model demonstrating where services are currently available and where gaps may exist. The other is a Municipal Approach Subcommittee that will work on building an inventory of services offered by each municipality in Maricopa County.

Janet Regner congratulated Vice Mayor Westbrooks on the Council's great work and asked if the 5-Year Report Card had been shared with any other counties. Ms. Determan

said that the information has not been shared yet. The report will be going to the DV Council for approval next week. She said that the HSCC is one of the first committees to see the document. Vice Mayor Westbrook said that he is happy to share it with others. Ms. Determan added that one of the new initiatives is the municipal approach, which will focus on how to best utilize good relationships with cities and get them to take action. She said that this project might be appropriate for this group and HSTC to get involved in.

Allie Bones, Governor's Division for Women, presented the recently released State Plan on Domestic and Sexual Violence. Ms. Bones began by telling the Committee that more than 200 individuals from across the state participated in the development of the plan. There are seven main sections to the plan, which are as follows:

- Prevention/Early Intervention
- Victim Services/Crisis Response
- Criminal Justice
- Offender Treatment and Accountability
- Sexual Violence
- Data Collection
- Children Who Witness Domestic Violence

In the area of early intervention, part of the plan's recommendations is to hit points of regular contact such as doctor offices, schools, and faith based organizations. They also hope to continue engaging employers through organizations like EADV. They also recommend a multi-lingual awareness campaign. In the area of victim services, there are two categories: direct services and systems level issues. Direct services include eviction prevention and the provision of emergency food and shelter. Systems level includes providing a forum for victims and community members to work together and the licensing procedures that DV shelters currently have to undergo through the state's behavioral health department at DHS. In the area of law enforcement, court issues are addressed, such as providing bench books to judges, as well as giving law enforcement the tools to do their jobs effectively. The plan recommends standardized procedures for issuing orders of protection. In the area of offender treatment, there are recommendations for issuing violations for non-compliance with treatment orders. Also recommended is the provision of treatment for offenders while they are in prison. In the area of sexual violence, there is emphasize on increasing awareness of the danger of sexual assault on college campuses. In the area of data collection, there is a recommendation to help the shelters do a better job of streamlining their data systems, as well as standardizing screening for victims. In the area of children who witness domestic violence, recommendations involve working with CPS to provide screening and services. Also recommended is the creation of safe visiting sites. Ms. Bones noted a recent case of a mother being murdered by her ex-boyfriend when he was dropping off their child.

The Commission is now forming four implementation design teams. One is called SACT, or the State Agency Coordination Team, which will handle state level implementation. Another piece of implementation is in presenting to groups like the HSCC because the Commission will need their participation and buy-in.

Ms. Bones said they would be presenting a needs assessment tool at the DES Stakeholders meeting next week and they will send the information out to agencies that provide services to survivors of sexual violence on Nov 1. Once the information is back, they can concentrate on what SACT should be focusing on.

She said they are going to bring together advocacy groups to identify who should bring the issue to the legislature. The Criminal Justice Implementation Team, chaired by Kim Humphrey, has met once. They are looking at training for law enforcement, prosecutors, and judges. AZ Post has agreed to form a subject review committee around basic training related to violence against women issues. The training has not been updated in some time. They will also look at in-service training for law enforcement and ways to do attitudinal assessments. They would also like to implement procedures for the identification of vulnerable adults and elderly at the scene of an arrest.

Chairman Lingner asked if the attitudinal assessment would cover justices of the peace and wherever victims might go for an order of protection. Ms. Bones said that they would be looking at that as an option. She said that representative samples from all levels of courts would be surveyed.

Ms. Bones said they would also like to include communities in getting involved in fatality reviews and coordinating sexual assault first-responders. There are currently nine different groups could be first responders in case of sexual assault on campuses, for example.

Ms. Regner asked if the community colleges would be included. Ms. Bones said that they have not been yet, just the three main universities so far. They will look at what is created there and then expand. Ms. Regner suggested bringing them in from a political standpoint.

Ms. Bones said that the initiative covering children who have witnessed DV is the newest, 7th category. They are having an invitation-only symposium on Oct 29, inviting county teams from around the state and will have representation from many levels.

Ms. Bones also announced that the Governor would be holding a press conference declaring October as DV Awareness Month on October 20 at 4:00pm. She encouraged everyone to wear purple that day and said they are trying to get city and state employees to participate. A statewide round up of offenders will be happening that morning. She said that the press conference would be at the Governor's Office at 4:00 with a reception afterwards where the results from round-up would be announced. She added that the State Plan is available on the Governor's website.

9. Overview of the Coordinating Committee Structure

As the meeting was running late, Chairman Lingner said that the structure of the HSCC would be the first item for discussion at the next meeting. He said that the purpose of the discussion would be to get a feel and a sense of how the HSCC fits together with the other MAG human services committees. He said this will help members to get a sense of

how important they are to the HSCC and how the HSCC can help each other be more effective.

10. Announcements

There were no announcements at this time.

11. Adjourn

The meeting was adjourned at 3:05 pm. The next meeting of the HSCC is scheduled for Thursday, January 13 from 1pm – 3pm in the MAG Offices, Cholla Room.