

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES TECHNICAL COMMITTEE
MEETING MINUTES
MARCH 11, 2010

COMMITTEE MEMBERS

*Sylvia Sheffield, City of Avondale, Chair
Jayson Matthews, Tempe Community Council, Vice Chair
Keith Burke for Kathy Berzins, City of Tempe
*Kyle Bogdon, DES/ACYF
Laura Guild, DES/DAAS/OCS
*Jeffery Jamison, City of Phoenix
Tim Cole for Deanna Jonovich, City of Phoenix
Jim Knaut, Area Agency on Aging
Frances Delgado for Margarita Leyvas, Maricopa County
*Joyce Lopez-Powell, Valley of the Sun United Way
+Paul Ludwick, City of Scottsdale
Steven MacFarlane, City of Phoenix
Jose Mercado for Doris Marshall, City of Phoenix

+Joy McClain, City of Tolleson
Carl Morgan, Town of Gilbert
Carol Sherer, DES/DDD

OTHERS PRESENT

+ Linda Dillard, City of Goodyear
Leah Powell, City of Chandler
Diana Toussaint, DES/DAAS

Patty Camacho, MAG
DeDe Gaisthea, MAG
Brande Mead, MAG
Amy St. Peter, MAG

+Those members present by audio/videoconferencing.

*Those members neither present nor represented by proxy.

1. Call to Order

Vice Chair Jayson Matthews, Tempe Community Council, called the meeting to order at 1:00 p.m. Introductions ensued.

2. Call to the Audience

An opportunity was provided for members of the public to address the Committee. No public comments were made.

3. Approval of January 14, 2010 HSTC Meeting Minutes

Vice Chair Matthews called for a motion to approve the January 14, 2010, meeting minutes. Carol Sherer, Arizona Department of Economic Security, made a motion to approve the minutes. Steve MacFarlane, City of Phoenix, seconded the motion. The motion passed unanimously.

4. Legislative Update

Vice Chair Matthews introduced Amy St. Peter, MAG, to provide a legislative update. Tim Schmaltz, Protecting Arizona Families Coalition (PAFCO) was unable to attend. Ms. St. Peter introduced Patty Camacho, MAG Policy Planner. Ms. Camacho replaced Nathan Pryor.

Ms. St. Peter advised the FY 2011 State Budget Analysis has been updated from the version previously distributed via email. She said several of the proposed budget cuts have passed while others, such as the proposal to cut funding for the Juvenile Department of Corrections, have been removed from the proposal. Other proposed cuts such as First Things First remain in flux and AHCCCS cuts are dependent on federal intervention.

Ms. St. Peter advised the Social Services Block Grant planning contract with Department of Economic Security (DES) is proposed for complete elimination. The contract has been the cornerstone of human services activities undertaken by MAG for the past 30 years. Ms. St. Peter said the contract was used to directly support social services block grant planning. Lessons learned from the process have been applied in all areas of Human Services. Ms. St. Peter advised handouts include the March 10, 2010 FY 2011 State Budget Analysis by PAFCO as well as the Children's Action Alliance FY 10/11 Arizona Budget Proposals. Ms. St. Peter asked Committee members to share information on how services are or will be affected by the budget cuts.

Ms. Sherer said the state budget cuts will eliminate state only supported services for children and adults with developmental disabilities affecting more than 300 children and 400 adults. She said no other funding is available for those individuals and services will be completely eliminated. Additionally, approval of proposed Arizona Health Care Cost Containment System (AHCCCS) cuts would impact a significant number of individuals who might otherwise qualify for Title XIX funding. Ms. Sherer said state only services will continue for the Early Intervention Program as a requirement to receive federal funding.

With regard to foster care, Ms. Sherer advised legal services for children with developmental disabilities are being returned to the Department for Children, Youth and Families. The Division for Developmental Disabilities will continue to provide service coordination. She said while radical changes will occur, they are not necessarily negative. The goal is to increase efficiencies and continue benefitting children.

Additionally, Ms. Sherer said DES has had a reduction in staff and the total affect on salaries is still unknown. The last proposal includes a 2.75 percent decrease in pay and required furlough for employees. Ms. Sherer said cuts in salary would start May 29, 2010 with one furlough day to be taken by June 30, 2010 and six days to be taken the following year. She said additional information indicates all state services would close on the same day for furlough rather than employees having the option to choose a date. Ms. Sherer said information was available in the Governor's Council email distributed earlier in the week but the final outcome for these proposals is still unknown.

Ms. St. Peter said cities and towns are also in the same position of having to restructure their work. Budget proposals for DES and DHS had not been altered and

looked as though they would be approved as proposed with the exception of the removal of the Department of Juvenile Corrections.

Laura Guild, Arizona Department of Economic Security, said they have had a small victory in that revenue from fines and fees slated to be swept were removed from the budget proposals. She said that is the only source of funding that can continue to grow and support domestic violence services. Diana Toussaint, DES Division of Aging and Adult Services, Nutrition and Wellness Coordinator, addressed the committee. She said five senior centers and the Meals on Wheels program in Phoenix have been saved in the budget process. Closure of the centers and elimination of the program would have impacted 2,600 individuals.

Ms. St. Peter said it is good to hear some of the vital, core services are being maintained. Two additional areas impacted by the budget include LTAF or lottery funds given to cities and towns for transportation funding. Both are under consideration for a permanent sweep. The result would mean many transportation services affecting older adults and people with disabilities or limited incomes may no longer exist. Ms. St. Peter said budget cuts could result in the elimination of some city departments, particularly in smaller cities. Larger cities, such as Phoenix, receive \$6 million LTAF funding but these funds may be swept and put into the general fund.

Ms. St. Peter said the Housing Trust Fund sweep was passed by the Appropriations Committee. She said Continuum of Care staffing is funded through the Department of Housing Contract. Aside from dues and assessments received from cities and towns to support the process, no other funding is available for this very important activity. Ms. St. Peter said she is hopeful the HUD Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act will provide funding to staff the Continuum of Care process.

Jim Knaut, Area Agency on Aging, said he believes the biggest challenge is budget cuts to AHCCCS and the 310,000 people who will be affected. He said the cuts are astronomical from a number of standpoints and there will be no support system left to assist the many individuals who have health issues. Ms. Sherer said cuts to behavioral health services will also affect individuals with developmental disabilities. She said it will become more difficult for individuals to obtain required medication as it appears the formulary will be cut back to allow for standard, less expensive, medications. Counseling services are also likely to be cut back.

Vice Chair Matthews said the impact of declining sales tax revenues has greatly impacted the region. There will be a trickle down of reduction of services that unfortunately will not be picked up by anyone else. People will go without services from health care to shelter to emergency rooms, resulting in a change to the quality of life for people in Arizona and particularly in Maricopa County. He said as advocates, it is important to consistently remind legislatures there are choices regarding the quality of life for Arizonans.

5. Annual Homeless Street Count Report

Vice Chair Matthews invited Brande Mead, MAG, to offer a report on the results of the 2010 Annual Homeless Street Count. Ms. Mead thanked all cities and towns for their participation as coordinators, volunteers, and supporters of the Homeless Street Count. She said it is a regional effort that requires a lot of time from volunteers and coordinators. Ms. Mead referred Committee Members to the 2010 Homeless Street Count handout noting 2,729 men, women, and children were counted on January 26, 2010. She said a majority of individuals were non-chronic individuals as opposed to 22 percent of people who were chronically homeless. The count included people in families and youth on their own.

Ms. Mead provided an overview of the results. She said while a majority of people counted were adult males, the percentage of adult females is increasing and is currently at 18 percent. The percentage of homeless children is also increasing and is currently at nine percent. When comparing different sub-populations, there was a six percent decrease overall in the region. However, the number of families increased by 27 percent and 30 percent for youth on their own. Ms. Mead said results mirror national trends as similar results were seen in other regions. Totals from 2005 through 2010 fluctuate from year to year. Ms. Mead believes one caveat in 2008 and 2010 was the weather. She said several washes normally found to be encampments were full of water which may have attributed to a decrease in numbers.

Information from the Arizona Department of Education notes a steady increase in the number of homeless children and youth in schools within Maricopa County. Data for 2010 will not be available until the end of the school year. Ms. Mead said the most current data for 2008 and 2009 indicates more than 13,500 children registered in schools in Maricopa County. Of those, 75 percent are found to be doubled up and are therefore not reflected in the street count numbers. Individuals who are doubled up are not considered by HUD to be homeless. Ms. Mead noted more than 17,000 homeless people in Maricopa County including the street count, shelter count and number of people doubled up. A breakdown among municipalities is provided in the handout.

Carl Morgan, Town of Gilbert, asked how trends in other regions are reconciled with the rain in this region. Ms. Mead said input from street count volunteers who previously went out to scout locations indicated people who had been in those locations prior to the count were no longer there during the count. The weather for other regions during the street count is unknown however rain in our region is believed to have been a factor. The overall decrease and increase in families is what mirrored other regions. Vice Chair Matthews complimented the work done and expressed appreciation of the combined school and shelter data to provide a more complete picture. He requested the PowerPoint be provided to Committee members.

6. Title VI Environmental Justice Activities

Vice Chair Matthews said the Committee will be voting to recommend approval of techniques to evaluate the transportation needs of Title VI Communities. Pending

approval of the FY 2011 MAG Unified Planning Work Program, the Committee will be involved in assessing the transportation needs of Title VI populations. He introduced Amy St. Peter, MAG, to facilitate dialogue about potential activities and strategies to achieve this goal. Ms. St. Peter recalled the January HSTC meeting wherein Committee members heard a presentation from staff in the MAG Transportation and Communication divisions. Ms. St. Peter said MAG has been engaged in Title VI or Environmental Justice work for a number of years. This work regards communities of concern or populations that may not have equal access to the transportation system.

MAG undertakes the analysis as part of transportation planning to ensure all groups are receiving the same benefit and no group is shouldering more burden than any other group. MAG has conducted extensive public involvement in the transportation plan and has conducted a lot of outreach to communities of concern through different community events. Like many areas across the county, MAG is considering a more in-depth approach to identifying the transportation needs of Title VI populations and reflecting an impact on the planning process based on input from Title VI communities. Nationally, the goal is to enhance and incorporate people's feedback in a meaningful way and identify transportation needs without assuming or inferring what those needs may be.

Ms. St. Peter said the MAG Human Services Division may be considered to take a greater role in this activity which would fall under the purview of the HSTC. Ms. St. Peter asked Committee members to provide input on initial steps that can be taken, pending approval of the work by the MAG Regional Council. This activity is included as a goal in the work plan for next fiscal year. She asked for input on the best ways to access and gain input from communities of concern, such as through focus groups, interviews or surveys, and how to meaningfully use the feedback in the planning process.

Vice Chair Matthews suggested working with municipal commissions and/or commissions on human relations. He suggested offering presentations to each city. Mr. Knaut asked for information regarding time frame. Ms. St. Peter advised the work plan would potentially be approved in May with activities beginning in July. Mr. Knaut said the Area Agency on Aging Advisory Council has recently completed a needs assessment and transportation is listed as a significant concern. Ms. Sherer suggested meeting with the three parent groups facilitated through the Division of Development Disabilities and noted one is specifically for Spanish speaking families. Other recommendations included Headstart stakeholder groups, school districts, and the use of AZ Links to share information.

Carl Morgan, Town of Gilbert, asked if the Area Agency on Aging Advisory Committee membership reflects the senior centers. Mr. Knaut advised both groups are not necessarily made up of the same people however transportation is identified as the number one item on the focus groups needs assessment. A copy of the needs assessment results was requested by Ms. St. Peter.

Steve MacFarlane, City of Phoenix, said there are many nonprofit agencies that work closely with isolated populations such as Chicanos por la Causa, Valle del Sol, and Jewish Family Services. They also have a rich history of the type of reports that will be needed since the reports are required by federal grants. Mr. MacFarlane suggested tapping into these resources and not necessarily starting from scratch. He said this information will also shed light on some of the approaches to gathering information and assessment tools used in the past.

Paul Ludwick, City of Scottsdale, asked if ADA Coordinators have been contacted. Ms. St. Peter said they could be contacted. She welcomed Mr. Ludwick and confirmed individuals on audio conference were: Paul Ludwick, City of Scottsdale, Linda Dillard, City of Goodyear, and Joy McClain, City of Tolleson. Vice Chair Matthews said there are numerous interfaith organizations throughout the valley that assist the effort.

Ms. St. Peter confirmed the direction given by the Committee. She asked for further input regarding surveys, focus groups or input on what type of vehicle is most effective to collect data. Ms. Guild said in terms of data quality, focus groups would be most effective. Vice Chair Matthews agreed but also noted more people are reached through surveys. Ms. St. Peter advised the Communications Division is responsible for distribution of the MAG awareness survey. She said there may be an opportunity to include a needs survey as well. She recapped direction from the Committee to use existing data sources, conduct outreach, hold focus groups as the preferred format, and to supplement with surveys.

Vice Chair Matthews suggested utilizing the various forms of transportation such as the Trolley, the Dash, and Orbit as a means to distribute surveys. This would assist in getting information out to clients. Hearing no further comments, Vice Chair Matthews asked for a motion to recommend approval of the techniques discussed. Ms. St. Peter said the three main techniques discussed by the Committee include tapping into existing data sources; conducting outreach with a variety of municipal commissions and faith based groups through focus groups as the preferred format and supplementing with surveys. Ms. St. Peter noted interest in a survey process on transit and on-line. Mr. Morgan made a motion to recommend approval of the techniques outlined to evaluate the transportation needs of Title VI Communities. Ms. Sherer seconded the motion. The motion passed unanimously.

7. Funding Reduction Impact Study

Vice Chair Matthews said the FY 2011 Unified Planning Work Program contains a project that proposes to evaluate the impact of funding reductions on municipal human services programs. Pending approval, HSTC will be responsible for implementing the Funding Reduction Impact Study. MAG staff is also in the process of securing an intern with the Arizona State University's CARE program to assist in the process. The Committee is being asked to identify the key elements in the project design so the intern may work on the project. Recommendations made will be

forwarded to the Human Services Coordinating Committee in April for action. The project proposes to identify changes in services and to quantify the scope of reductions made and the corresponding impact to residents. Additionally, it will identify if costs are shifted to other departments such as fire and police and offer a better understanding about the impact of the recession on service delivery and the effect on municipalities.

Vice Chair Matthews asked for input on what Committee members would find most useful in their municipality. He noted information related to funding cuts and sources of those funds including Community Development Block Grant, private donation dollars, and water utility donations. This type of information would indicate increases or decreases in the amount of resources distributed to nonprofits and whether or not service levels have decreased. For example, a community cutting back on youth services might focus more on homeless prevention. He asked for further input from the Committee.

Mr. Morgan said he is interested in seeing what services have actually been reduced. He said some organizations suffer budget cuts yet manage to maintain some services. This may make administrative functions like reporting more difficult to complete.

Mr. MacFarlane recommended having a single point of contact from each municipality. He said this would ensure the same data elements are reported consistently from one municipality to the next. Mr. MacFarlane said he is well acquainted with the funding and service reductions that the City of Phoenix has implemented. He is interested in knowing what other cities have experienced. He noted that having regional data would be useful when advocating for funding in targeted areas.

Vice Chair Matthews echoed Mr. MacFarlane's comments noting it would be beneficial to have some standardized questions and ensuring those data points can be addressed across the cities. He noted that service delivery and funding varies from one municipality to another. Having a standardized approach across the Valley would provide a regional picture rather than having individual city snapshots. Vice Chair Matthews said that information would prove to be a powerful piece of data. When coupled with the impact of county and state cuts, the data can give a very powerful picture to decisions makers.

Ms. St. Peter said the catalyst for the project was former Councilmember Rob Antoniak, City of Goodyear, who used to serve on HSCC. He had seen an increase in the number of calls to the fire department and believed this to be a result of human services cuts. The funding cuts taking place at the human services level impact individuals who are unable to maintain stability and are then accessing emergency services at a higher cost. Ms. St. Peter said the original intent is that the Committee would be able to demonstrate the extent and impact of cost shifting that is occurring as well as the need to maintain human services so as to not increase costs in other areas.

Ms. St. Peter said at least one city is reporting crime is down significantly across the board, therefore the project would not necessarily address law enforcement. She asked for input on the types of human services cuts that would result in someone calling the fire department. Ms. Sherer asked if the source of revenue, whether primarily federally supported, local dollars, or state dollars, would be addressed in the study. She noted a decrease in overall population may also be a factor. Ms. St. Peter advised other reports indicate a decrease in the number of people relocating to Arizona as opposed to people leaving the state.

Ms. St. Peter said the goal is to ensure the project is manageable, meaningful, and clear about the most useful data. She suggested the following options:

- Using the score board concept which consists of collecting concise data from each city and town.
- Choosing one issue and researching what cuts were made to that service and then drilling down further to determine the impact.
- Conducting a pilot project with a smaller number of cities and towns.

She asked Committee members which option would yield the most benefit. They expressed interest in the score board concept focusing on a smaller set of questions, but ensuring participation from each city and town. Mr. Knaut said the AHCCCS cuts will affect hospitals, emergency rooms, fire departments, and daily welfare checks with the biggest impact yet to come. Mr. Morgan noted the study will provide a baseline, revealing the true impact of the cuts.

Mr. MacFarlane said in reviewing the handouts, a reoccurring theme was that cuts will impact local government and each cut places more responsibility on the doorstep of local government. He said it would be worthwhile to track the impact to emergency rooms, the volume of police calls and fire department calls, and how often an ambulance is called out. Many of these statistics are already being reported, therefore making contact with the research bureau of each city would be beneficial. Additionally, he said, the data may identify spikes in service related to specific budget reductions. He noted behavioral health providers are busier than ever due to the stress of people becoming jobless and losing medical care benefits. He expressed concern that drastic secondary impacts will be seen after the State budget has been passed.

Vice Chair Matthews recommended including in the score board calls for service from fire and paramedic services. He said many fire departments are already considering additional changes to their service delivery models. He also noted fire and police department calls are coded thereby providing very precise data on the types of calls. Vice Chair Matthews said by narrowing the focus of the study, it may be easier to obtain precise data and then allow for the Committee and MAG staff to do a pilot project. He asked for input on whether the pilot should include the urban core, rural areas, or a combination. Another option would be the light rail route and

use of census tract data. Mr. Morgan noted his request to include rural areas such as the Town of Gilbert in the study.

Ms. Guild asked if other groups are doing similar studies. Ms. St. Peter advised the Hospital Association is looking at the increase in number of visits to the emergency room related to cuts in service. However, she was unaware of any other groups conducting research at the municipal level. Ms. St. Peter offered to check further. Vice Chair Matthews suggested St. Luke's Health Initiative for possible assistance with funding.

Ms. St. Peter summarized the direction given by the Committees:

- Conduct research to determine if any other group is also studying the impact of service cuts or if anyone else may have done something similar that would help inform this process.
- Develop an initial survey and then pilot the survey with two to three different cities.
- Obtain participation from as many cities and towns in the region to complete the survey.
- Review the data and establish a regional score card.

Having no further input, Vice Chair Matthews asked for a motion. Mr. Knaut made a motion to approve the key elements in project design for the Funding Reduction Impact Study. Ms. Guild seconded the motion. The motion passed unanimously.

8. Request for Future Agenda Items

Committee members were given an opportunity to suggest topics or issues of interest they would like to have considered for discussion at a future meeting. Vice Chair Matthews requested a legislative update as well as an update on Committee goals.

Mr. Morgan requested an update on the future of the MAG Human Services division. Ms. St. Peter said depending on funding, MAG Human Services may need to restructure Committees, staff and work flow. She advised the division has applied for a grant that would support domestic violence work activities. Pending outcome of the application, the committee structure may or may not need to change. However, should funding from the Social Services Block Grant be eliminated, significant restructuring may be required. Additionally, Title VI activities would present new work opportunities. An update will be included on a future agenda. Mr. Morgan requested Ms. St. Peter also provide an update on how projects such as the funding reduction impact study will be affected moving forward.

9. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events.

Mr. Knaut referenced the legislative update and noted no information regarding potential reductions to state shared revenues. Ms. St. Peter advised this topic is being discussed and cities and towns are aggressively opposing reductions. Mr. Knaut questioned if state shared revenue reductions are proposed in the budget for next year and if so, to what level. Ms. St. Peter advised estimates are \$20 million.

Vice Chair Matthews suggested checking with the Arizona League of Cities and Towns because they have been aggressively fighting reductions and have been doing a good job of marketing information on why the cuts should be opposed. Ms. St. Peter said an update would be included in the legislative update at the next meeting and provided to Committee members if information is received sooner.

Mr. Morgan advised a Homeless Prevention event is taking place in Glendale. He recommended looking at the Home Now Web Site for further information on locations of the event.

Ms. St. Peter referred Committee members to handouts on the AmeriCorps and AmeriCorps NCCC programs. She provided an overview of each program noting the AmeriCorps program has volunteers who work for one year and receive a small stipend. She said MAG has worked with the AmeriCorps program and it provides a great opportunity to increase capacity without having to add paid staff. The AmeriCorps NCCC program is a National program that involves teams of people who volunteer for one year. Often they will work on four different projects within the given timeframe with each project lasting approximately two months. Ms. St. Peter said the national program completes projects in five different categories with the largest being urban and rural development. Ms. St. Peter said utilizing the AmeriCorps programs may be a way of supplementing services due to funding cuts occurring across the region.

10. Adjourn

The meeting adjourned at 2:30 p.m. The next Human Services Technical Committee meeting is scheduled for April 8, 2010, at 1:00 p.m. at the MAG offices, second floor, Ocotillo Room. Vice Chair Matthews encouraged everyone to attend the meeting and reminded them to RSVP.