

**REVISED MEETING MINUTES OF THE MARICOPA ASSOCIATION OF  
GOVERNMENTS REGIONAL CONTINUUM OF CARE COMMITTEE ON  
HOMELESSNESS  
November 24, 2003**

MEMBERS ATTENDING:

\*Jan Brewer, Secretary of State  
Dennis Cahill, City of Tempe,  
Councilmember  
Ernie Calderón (Chairman), Jennings, Strouss &  
Salmon, PLC  
Tom Canasi, City of Tempe, Planning  
Subcommittee Chair  
Linda Snidecor for James Cavanaugh, City of  
Goodyear, Councilmember  
Mary Jo Swartz for Rex Critchfield, Department  
of Economic Security  
Jacquie Lader for Sandra Dowling, Maricopa  
County Schools  
\*Ken Einbeinder, US Department of Housing  
and Urban Development  
Rose Cancellienri for Mike Franczak, Arizona  
Department of Health Services  
Steve Frate, City of Glendale, Councilmember  
Mary Jo Swartz for Rex Critchfield, AZ  
Department of Economic Security  
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  
Don Keuth, Phoenix Community Alliance  
Riann Balch for Doug Lingner, City of Phoenix  
Ann Lipp, Area Agency on Aging, HIV Care  
\* Dan Lundberg, City of Surprise  
Marvin Martin, Phoenix Revitalization  
Corporation  
Meggan Medina, Arizona Coalition to End  
Homelessness  
Guy Mikkelsen, Foundation for Senior Living  
Sara Moya, Homeless Trust Fund  
Crucita Nunez-Ochoa, Chicanos Por La Causa  
David Ortega, City of Scottsdale,  
Councilmember

\*Suzanne Quigley, AZ Community  
Foundation  
\*Frank Scarpati, Community Bridges  
Joyce Lopez-Powell for Brian Spicker,  
Valley of the Sun United Way  
Jesse Madrano for Larry Spurgeon, Arizona  
Department of Corrections  
Louisa Stark, Community Housing  
Partnership  
Annette Stein, Health Care for the Homeless  
Margaret Trujillo, Value Options  
Mike Whalen, City of Mesa  
\*Mary Rose Wilcox, Maricopa County  
Jannah Scott for Barbara Williams, AZ  
Housing Commission/ Collaboration  
for a New Century  
Terry Wogan, Governors Office, C Y & F  
Diana Yazzie Devine, Native American  
Connections

OTHERS PRESENT

Deborah Forbes Baker, Salvation Army  
Debbra Determan, MAG  
Gregg Donnell, Project HOPE  
Erica Ferguson, SBH  
Charlene Moran Flaherty, MAG Staff  
Teresa Franquiz, MAG  
DeDe Gaisthea, MAG  
Connie James, City of Scottsdale  
Elizabeth Morales, AZ Behavioral Health  
Corporation  
Ms. Mohamed, Phoenix Revitalization  
Corporation  
Darlene Newsom, United Methodist  
Outreach Ministries

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

1. Call to Order and Introductions

Chairman Ernest Calderón called the meeting to order at 1:35 p.m. and introductions ensued.

2. Approval of the June 26, 2003 Meeting Minutes

A motion to approve the minutes was made by Councilmember David Ortega and seconded by Ms. Sara Moya. The minutes were unanimously approved.

3. Planning Subcommittee Report

Chairman Calderón introduced Mr. Tom Canasi, Chairman of the Planning Subcommittee. Mr. Canasi reported on the Planning Subcommittee meeting of November 17, 2003. Discussion at the meeting involved Program Evaluation, Consumer Focus Groups, HUD direction and faith-based involvement.

Mr. Canasi commented that a lot of people worked towards making the meeting happen and he would like to thank them. He raised the question of how do we involve consumers who are using provider services and mentioned that AmeriCorps volunteers from US Vets presented to the Planning Committee on their ideas for consumer focus groups.

Teresa Franquiz, MAG, stated that the first consumer focus group would meet in January, which will pull together homeless vets. She added that the volunteers hope that the first focus group would serve as a blueprint for other provider agencies to follow later with consumer focus groups of their own

Mr. Canasi stated that providers have used this brochure website (?). The next meeting of the Planning Subcommittee will be January 19 at the Tempe Library, 2<sup>nd</sup> floor. Chairman Calderón requested a summary for the next Continuum meeting on the Planning Subcommittee work.

Ms. Devine, Native American Connections, stated that she would like to be a part of the focus group to see that Native Americans were represented. Mr. Canasi agreed stating that is exactly the type of group to look for. Joyce Lopez-Powell, VSUW, also stated that her organization would like to help

4. Faith-Based Initiative

Guy Mikkelsen, Foundation for Senior Living, reported on the Faith-Based Initiative luncheon held on November 18. 24 guests of several faiths attended. There were also representatives from cities, the state, and from HUD. It was suggested that faith based organizations could use a tool kit on how to become more proactively involved in helping with issues of homelessness. Mr. Mikkelsen contacted Ken Einbinder, HUD, to see if there were technical assistance grants available for planning models. Some of the goals would be to determine the costs of a faith based project, roles of faith based organizations, to identify best practices and actions plans, and to come up with good resources to take to the community.

## 5. Human Services Campus Report

Mr. Mark Holleran, Managing Director of the Human Services Campus, reported on the Campus' continuing progress. He began by stating that they are 2-3 weeks to the end of the excavation phase and are hoping to get done by Christmas. Then, they will begin the next phase of construction. Mr. Holleran stated they were missing a few dollars for funding but has requests out in the community

Mr. Holleran continued with an update of the Day Resource Center, stating that the pilot outreach program will open at 10<sup>th</sup> Avenue and Jefferson in the Downtown Learning Center building. They have signed a lease and have been meeting on refocusing the attention of programs.

Ms. Stein continued, commenting that they have looked at the process of coordination, the hours the center would be open, and how to bring clients in. The group is working on mapping out a floor plan and recruiting for staff. The job description for the DRC Director is now available. She also stated that they have a Jesuit volunteer who is helping with staffing and working closely with the organizations to keep the process going. They are looking to open by January 15 with just the necessities.

Mr. Holleran acknowledged Mr. Michael McQuaid, a developer from the private sector, who has been active in the program and has been meeting with various neighborhoods. He introduced Marvin Martin, Phoenix Revitalization Corporation, who stated that his organization has been working on a proposal to take to area neighborhood communities in order to achieve their buy-in for the DRC project.

The committee asked what type of services would be offered, if job referrals would be offered, and if transition of ex-offenders be addressed. Ms. Stein stated that there will be a full range of services available including mental health, health care and substance abuse. CASS and St. Joe the Worker will address employment services. They are also working with the Maricopa County Department of Adult Probation but not with transition of ex-offenders. She stated that the main focus is to engage the chronically homeless, those that cannot access services.

Fred Karnas, Governor's Office, reiterated that this is a pilot program, which will, out of necessity, offer fewer services than the main program when it opens on the campus. Ms. Stein agreed, stating that they are working out the kinks at this point. Ms. Trujillo stated that the focus of the pilot would be on developing and integrating services that can be very difficult to navigate. This is the first opportunity to streamline the process and avoid duplication; through this we should be able to spring board to the campus.

Mr. Calderón asked Mr. Holleran for a two-page information sheet about the DRC that can be presented to the Continuum in January. The MAG staff will distribute the information to the committee.

## 6. Program Evaluation Report

Chairman Calderón commented that in the past there has not been a good measurement of outcomes and that HUD has provided a grant to help with technical assistance. Chairman Calderón then introduced Meggan Medina, ACEH, who reported on the progress of the HUD sponsored statewide Program Evaluation project and next steps.

Ms. Medina referred to the psychometric evaluation of the UMOM self sufficiency matrix and the survey handouts. Both were prepared with the help of John Epler, a consultant contracted by HUD, and Wayne Parker. She stated that all three continuums across the state have a need for a common type of tool to evaluate program performance. She stated that the self-sufficiency matrix is a tool that many agencies are currently using, however they are often slightly different. In order to effectively evaluate the performance of a single agency relative to similar agencies, they must all be using the same tool.

The committee asked how this evaluation works among dissimilar service providers. Ms Medina stated that Mr. Epler and Mr. Parker are sending out a survey to all providers to gather their feedback on which scale areas are most relevant to their organizations. Once they have this feedback from the survey, they will be better prepared to determine if we may need slightly different matrixes for providers that serve different populations.

Charlene Moran Flaherty, MAG, stated that there will be a forum for service providers in January for Maricopa County. The evaluation tool will be presented to them, as well as the results from the survey they have all filled out. At this stage, their feedback will again be elicited. A message regarding the date and time of the forum will be sent out to the committee. She also informed the continuum that the Steering Committee is currently looking for a few programs to volunteer for a pilot test of the evaluation tool. The next Steering Committee meeting will be December 8 at 10 am, here at MAG and all Continuum members are invited to attend.

The committee asked if domestic violence would be at the table. Ms. Flaherty responded that Chrysalis has shown an interest in participating and that they would like to continue talks. The committee also asked how the matrix was developed and for more background on the selection of the UMOM matrix. Ms. Flaherty stated that there was a number of tools collected that were similar among several organizations. Chairman Calderón asked Ms. Medina for a summary of the origin of the matrix and where they are in the process.

## 7. Announcements

Chairman Calderón began by stating that now we are done with the planning process, the next step is where do we go from here. He urged the committee to think about the membership issue that was discussed at the retreat. For example, do we need to include business representatives? He also suggested that each member ask themselves

if his/her organization necessary to this committee. He also noted that this is the only MAG committee not chaired by a mayor and wondered if we should we have a mayor chairing this committee. These are some organizational questions we need to address.

Ms. Terri Wogan, Governor's Office, thanked Ms. Flaherty for all the hard work she has done while at MAG and congratulated her on her new position with the state.

Ms. Sara Moya, Homeless Trust Fund, stated at their recent meeting the committee felt it important to reach out to the state for a representative to sit on the continuum. Chairman Calderón asked for information of what is needed from the representative and discussion will continue on this matter.

Ms. Louisa Stark, Community Housing Partnership, announced on November 23, Andre House will have a candlelight vigil at Potter's Field. Please call 602-253-6905 for more information.

Councilmember David Ortega commented that he had received a phone call from a construction company in Scottsdale that has doublewide trailers that had been used as offices. The company would like to donate them and wondered if there was a central way to put them to the best use. Chairman Calderón recommended that he collaborate with Mr. Holleran for use of these trailers, and that this is a commodity that should not go to waste.

Mr. Karnas announced he received word that two Representatives have agreed to sign a letter for ELHSI and send it to congress. He will get the information to MAG staff to get to the committee members to sign off on the letter too.

Ms. Elizabeth Morales, AZ Behavioral Health Corporation, announced that they were awarded an additional 50 Section 8 vouchers to service disabled families. They were received from HUD.

8. Adjourn

The meeting was adjourned at 2:35 p.m. The December Regional Continuum of Care Committee will be cancelled; the next meeting will be January 22, 2004.