

Minutes of the  
MAG Human Services Technical Committee  
December 12, 2019  
MAG Office Building, Chaparral Room  
Phoenix, Arizona

MEMBERS ATTENDING

\*Melanie Dykstra, Town of Gilbert  
#Naomi Farrell, City of Tempe  
#Autumn Grooms, City of El Mirage  
Laura Guild, DES  
#Susan Hallet, City of Phoenix  
Mary Lynn Kasunic, Area Agency on  
Aging  
Jacqueline Edwards, Maricopa County,  
Vice Chair

^Chris Lopez, City of Avondale [Edith  
Baltierrez]  
Christina Panaitescu, City of Goodyear, Chair  
Debbie Pearson, City of Peoria  
#Leah Powell, City of Chandler  
\*Cindy Saverino, DES  
\*Stephanie Small, City of Glendale

\*Neither present nor represented by  
proxy  
#Attended by telephone conference call  
+Attended by videoconference.  
^Attended by proxy

OTHERS PRESENT

Shawn Pierce, Area Agency on Aging

MAG STAFF

Brande Mead  
Maria Piña

1. Call to Order and Introductions

Christina Panaitescu, City of Goodyear, Chair of the Human Services Technical  
Committee (HSTC), called the meeting to order at 1:33 p.m. Introductions ensued.

2. Call to the Audience

No public comments were made.

### 3. Approval of the Consent Agenda

Mary Lynn Kasunic, Area Agency on Aging (AAA), clarified information from her presentation in the last meeting, noting that her agency's target population is individuals over the age of 60. Last year, 127,000 people were served. This year, the number increased to 1.1 million – a record number for the agency. Debbie Pearson, City of Peoria, moved to approve the minutes with Ms. Kasunic's clarification. Ms. Kasunic seconded the motion. The motion passed unanimously.

### 4. FY 2021 Social Services Block Grant Service (SSBG) Area Expert Presentations Discussion and Funding Allocation Recommendations

Ms. Kasunic clarified that slide two on her agency's PPT from the last meeting has been updated to include how many people are served by municipality, and how many are on the waitlist for all home and community based services.

Slide three shows by municipality the number of people receiving adult day health care services and those waitlisted for service. Municipalities not on the list either don't have an adult day care, or there is no waitlist for services.

Page four shows by municipality the number of people receiving and waiting for attendant care – a new service this fiscal year. People can now receive combined services such as bathing, laundry, and grocery shopping.

Slide five indicates there is no waitlist for home delivered meals for any municipality. Money is not allocated by municipality; rather, services are provided to whomever requests it.

Page six shows no waitlist by municipality for home health aid, which is full-on help with bathing.

Homemaking services (grocery shopping, laundry, changing linens, etc.) doesn't have a long waitlist because they are now listed under attendant care. Up until this year, it was a separate service.

Page seven shows by municipality the number of people receiving services, and those waitlisted. AAA does not provide much home nursing services.

Page eight shows by municipality the number of people receiving and waiting for personal care services.

The last page shows by municipality the number of people receiving and waiting for respite care services, which is to give family caregivers a break. During that time, seniors can either go to adult day care or an attendant can go to the home. The agency has also worked hard to cut back on the waitlist for a program called Friends and Neighbors, which pays friends or neighbors minimum wage to provide respite care.

AAA has such high demand for services that people are put on a case management wait list if they are high priority. About 900 people are waitlisted. Case managers typically have a workload of about 145 clients who are initially assessed and visited every six months for a redetermination. Clients are also called once a quarter.

Shawn Pierce, AAA, clarified that the home delivered meals and case management categories needed updating, but the totals won't change. Numbers are run by city, not zip code. The updated numbers for FY 19 and 20 are:

- Avondale: 58 people received home delivered meals; 80 were case managed; 3 are waitlisted for case management;
- Buckeye: 46 people received home delivered meals; 72 were case managed; 7 are waitlisted for case management;
- Carefree: 4 people received home delivered meals; 11 were case managed; 4 are waitlisted;
- Cave Creek: 9 home delivered meals; 11 case managed; 0 waitlisted;
- Chandler: 91 home delivered meals; 157 case managed; 0 waitlisted;
- El Mirage: 18 home delivered meals; 27 case managed; 1 waitlisted;
- Fountain Hills: 9 home delivered meals; 18 case managed; 0 waitlisted;
- Gila Bend: 2 home delivered meals; 3 case managed; 0 waitlisted;
- Gilbert: 40 home delivered meals; 85 case managed; 0 waitlisted;
- Glendale: 286 home delivered meals; 421 case managed; 27 waitlisted;
- Goodyear: 18 home delivered meals; 36 case managed; 1 waitlisted;
- Guadalupe: 6 home delivered meals; 9 case managed; 0 waitlisted;
- Litchfield Park: 8 home delivered meals; 16 case managed; 1 waitlisted;
- Mesa: 364 home delivered meals; 637 case managed; 40 waitlisted;
- Morristown: 1 home delivered meal; 1 case managed; 0 waitlisted;
- New River: 3 home delivered meals; 3 case managed; 0 waitlisted;

- Paradise Valley: 2 home delivered meals; 3 case managed; 0 waitlisted;
- Peoria: 112 home delivered meals; 197 case managed; 14 waitlisted;
- Phoenix: 1,723 home delivered meals; 2,270 case managed; 94 waitlisted;
- Queen Creek: 6 home delivered meals; 21 case managed; 2 waitlisted;
- San Tan Valley: 0 home delivered meals; 0 case managed; 0 waitlisted;
- Scottsdale: 220 home delivered meals; 323 case managed; 10 waitlisted;
- Sun City/West: 123 home delivered meals; 240 case managed; 12 waitlisted;
- Sun Lakes: 4 home delivered meals; 11 case managed; 3 waitlisted;
- Surprise: 4 home delivered meals; 11 case managed; 3 waitlisted;
- Tempe: 121 home delivered meals; 180 case managed; 1 waitlisted;
- Tolleson: 22 home delivered meals; 28 case managed; 0 waitlisted;
- Tonopah: 6 home delivered meals; 8 case managed; 0 waitlisted;
- Waddell: 1 home delivered meal; 5 case managed; 1 waitlisted;
- Wickenburg: 44 home delivered meals; 53 case managed; 1 waitlisted;
- Wittman: 6 home delivered meals; 8 case managed; 0 waitlisted;
- Youngtown: 28 home delivered meals; 33 case managed; 1 waitlisted;

Jacqueline Edwards, Maricopa County, Vice Chair, noted that Human Services staff from her agency provides case management. The caseload varies by staff, who work overtime. The best place for clients is in their own homes, not assisted living or nursing homes. It's difficult to even get state assistance.

Brandee Mead, MAG, noted that Rod Huenemann, DES, provided via email the name and contact information for SSBG contractors by service area in Maricopa County. The list reflects both local planned and state planned funds, and shows the total amount awarded by sub-recipient. The list indicates that CASS was awarded \$347,418. Mr. Huenemann's email will be shared with the Committee.

CASS is listed as receiving \$347,418 for homeless funding. On another line item, CASS is listed at \$339,442 for emergency shelter. A New Leaf is listed as receiving \$81,323 under emergency shelter for domestic violence. U.S. Vets has a line item for \$11,630 for homeless emergency domestic violence. All provide housing support services.

Vice Chair Edwards expressed that the listing does not appear to have all the information found on the Committee's chart.

Ms. Mead added that the funding award includes an increase of about 1% for a total of \$41,324. She noted that Melanie Dykstra, Town of Gilbert, who was unable to attend

today's meeting, supports an increase in funding for homemaking for AAA, the highest area of waitlist. Her decision was based on the presentation emailed to members. Ms. Dykstra also supports the Committee's decision.

Ms. Kasunic requested that information be matched for next year's process so that dollars from different documents line up. Vice Chair Edwards expressed that when doing FY 21 contracts, DES should matching line items. This would allow others to present before the Committee. Ms. Mead will provide Mr. Huenemann with feedback.

Vice Chair Edwards moved to keep the percentages the same as FY 2020. Ms. Kasunic seconded the motion. The motion passed unanimously.

Based on Ms. Dykstra's suggestion, the Elderly section is currently funded at \$397,720.

Ms. Kasunic noted that Mr. Huenemann contacted her to let her know that the \$41,000 from last year was located. An official notice be sent tomorrow stating that last year's allocation will go toward this year's budget, and it must be expended by the end of June. With the waiting list of close to 1,000, this will not present an issue.

Vice Chair Edwards moved to increase AAA's line item for Home Care by \$41,324. In previous years, the line item has been categorized as Home Care, Homemaking, Chore, Home Health, Personal Care, Respite, and Nursing Services. Ms. Kasunic clarified that DES identifies those as the Home Care cluster. Case managers from the County can authorize services if money is needed in different categories. Edith Baltierrez, City of Avondale, seconded the motion. The motion passed unanimously.

Ms. Kasunic mentioned she has a vested interest in funding the elderly homeless.

Ms. Mead clarified that Mr. Huenemann had initially sent additional funding information, but pulled back because it contained funding totals that were outside of the Committee's consideration for funding. Ms. Mead will request that Mr. Huenemann provide line item information to the spreadsheet that the Committee. Even if DES doesn't proceed the Committee's recommendations, this will help determine how it ties with the funding allocation. Ms. Mead will also request additional information on contracted providers.

Ms. Kasunic noted that \$98,665 were missing from the sheet that he provided. She will forward Mr. Huenenmann's response to the Committee.

#### 5. Lightning Round

Ms. Hallett said that the City of Phoenix has seen a 40% engagement rate with individuals participating in case management services for the Eviction Prevention Program, which launched in August. Participants not only learn how to budget money, but they also learn about tenant rights. Ms. Hallett also recently participated in a meeting hosted by Corporation for Supportive Housing and Vitalyst, where participants discussed best practices on eviction prevention, data collection, and how to move the work forward, which will begin in Maricopa County, then branch out statewide. Members will work to inform advocacy and address the lack of affordable housing in Maricopa County. Ms. Mead added that Anne Scott and Shantae Smith, MAG, have been part of the discussions, and are working with housing authorities.

Autumn Grooms, City of El Mirage, expressed that her agency is working with Youngtown, Surprise, and Peoria in launching the Interfaith Homeless Emergency Lodging Program (I-HELP), which has seen success in that area.

Naomi Farrell, City of Tempe, announced that Tempe entered a resolution with the east valley cities to end homelessness and to address the shelter needs for youth and seniors. Members have discussed data collection and resources that can be shared across jurisdictions. The Committee will be informed as the resolution progresses.

Ms. Baltierrez noted that staff is interviewing for a homeless specialist position. Also, the Care First Avondale Resource Center had a successful groundbreaking ceremony on December 2. The center will open around September or October, 2020.

Debbie Pearson, City of Peoria, expressed that her agency now has a fulltime homeless navigator, as well as a housing navigator through CASS in the resource center. Peoria also entered an agreement with CASS to have beds for homeless individuals.

Vice Chair Edwards announced that the County will move into a new workforce facility under WIOA in the West Valley on Monday. A grand opening is slated for January. Veteran services and unemployment services will be available from DES. County staff will provide training to adults, youth, and dislocated workers, and will connect them with supportive services and training providers in the west valley.

Ms. Kasunic noted that using the Older Americans Act funding, AAA will not only purchase a building for Justa Center, who has experiencing financial difficulties, but

also the lot next door. The center will be rebuilt to fit clients' needs. Last year, Justa Center served 500 new homeless seniors, and about 1,000 will be served this year. AAA does not intend to take over the program. Justa Center will run its own program.

Chair Panaitescu expressed that the City of Goodyear now includes a new team member. Also, the Alliance For Innovation Conference is open for registration, and inspires attendees to re-energize and think creatively in government.

Ms. Mead thanked members for attending the Human Services Conference on December 3, which was well attended. Staff received positive feedback on the keynote speaker, Patricia Solís, Executive Director of the Knowledge Exchange for Resilience at ASU, who spoke on how agencies work better together by liberating data. Breakout sessions included trauma-informed care, community paramedicine, affordable housing, and employee recruitment. Also, the January 28 Point-in-Time Count will be led by Sarah Kent, MAG. Members should email Ms. Kent if their municipality has not assigned a coordinator. The mobile app will be used to count the number of homeless individuals encountered. Those who refuse to be interviewed will be observed. Also, MAG is seeking to hire a Human Services Transportation Intern, who will work directly with DeDe Gaisthea, Human Services Planner.

#### 6. Request for Future Agenda Items

Chair Panaitescu noted that the Committee will look at community assessments to determine gaps and initiate filling for data collection. Ms. Mead will follow up with members who have not forward their respective municipalities' reports, which will be posted to the MAG website.

#### 7. Comments from the Committee

Chair Panaitescu requested that community assessments be sent to Ms. Mead. Members should let Ms. Mead know if reports are in progress.

Chair Panaitescu thanked members for their participation, and wished all a happy holiday season.

#### Adjourn

There being no further business, Ms. Pearson made a motion to adjourn the meeting. The motion was seconded by Ms. Baltierrez, and the motion was unanimously approved. The meeting adjourned at 3:00 p.m. The next meeting is scheduled for February 13.