

**MARICOPA ASSOCIATION OF GOVERNMENTS  
CONTINUUM OF CARE REGIONAL COMMITTEE ON HOMELESSNESS  
November 10, 2008 MEETING MINUTES**

MEMBERS ATTENDING:

\*Greg Stanton, Councilmember, City of Phoenix, Chair  
Roberto Armijo, Community Information & Referral Services  
Kim Hohman for David Barnhouse, Governor's Office  
Brad Bridwell, US Vets  
\*Kathryn Brown, AZ Dept of Corrections  
\*Kendra Cea, APS  
Trinity Donovan, Valley of the Sun United Way  
Erik Strunk for Steve Frate, City of Glendale, Councilmember  
\*Joyce Gross, Town of Buckeye  
\*Dina Higgins, City of Mesa  
\*Theresa James, City of Tempe  
Deanna Jonovich, City of Phoenix  
Don Keuth, Phoenix Community Alliance, Co-Vice Chair  
Stephanie Knox, Magellan Health  
Mark Ludwig, AZ Department of Housing  
\*Dan Lundberg, City of Surprise  
Nick Margiotta, Phoenix Police Department  
Carrie Mascaro, Catholic Charities  
Michael McQuaid, Human Services Campus  
Linda Mushkatel, Maricopa County  
Darlene Newsom, UMOM New Day Centers  
\*Joanne Osborne, Councilmember of Goodyear  
Gina Ramos-Montes, City of Avondale  
Brenda Robbins, AZ Dept of Health Services  
\*Laura Skotnicki, Save the Family  
Jacki Taylor, Arizona Coalition to End Homelessness  
\*Margaret Trujillo, MG Trujillo Associates  
\*Mary Rose Wilcox, Maricopa County, Supervisor  
Elizabeth Morales for Ted Williams, Arizona Behavioral Health Corporation  
+Diana Yazzie Devine, Native American Connections

OTHERS PRESENT

+Bob Baratko, City of Surprise  
Greg Boone, Labors Community Service Agency  
Jenny Bickford, Home Base  
Colleen Byron, ASU  
Dorothy Carey, A&A Cottages  
Jennifer Dangremond, Central Arizona Shelter Services  
Geoff Davis, Southwest Behavioral Health  
Chris Debrecheri, Home Base  
Esther Emadi, Southwest Behavioral Health Corporation  
Richard Geasland, Tumbleweed Center for Youth Development  
Andy Hall, Arizona Department of Economic Security  
Katie Hobbs, Sojourner Center  
Mark Holleran, Central Arizona Shelter Services  
Stephanie Knox, Magellan  
Mattie Lord, AZ Department of Economic Security  
Sarah Maloney, Magellan  
Stacy Miller, Recovery Innovations of Arizona  
Cathy Tompkins, Catholic Charities  
Nancy Welch, Morrison Institute

Amy St. Peter, Maricopa Association of Governments  
Brande Mead, Maricopa Association of Governments  
Marlay, Brownson, Maricopa Association of Governments  
Rachel Brito, Maricopa Association of Governments

\*Those members neither present nor represented by proxy.

+Those members present by audio or videoconference.

1. Call to Order and Introductions

Brande Mead, MAG, called the meeting to order at 10:10 a.m. She advised that Co Vice-Chair Donald Keuth had been called away and would be joining the meeting shortly. Ms. Mead welcomed everyone to the meeting and introductions ensued.

2. Call to the Audience

There were no comments from the audience.

3. The Costs of Chronic Homelessness in Context Presentation

Nancy Welch, Associate Director, Morrison Institute for Public Policy, presented results of their study on the costs of chronic homelessness. She thanked Andy Hall and Mattie Lord, both of Arizona Department of Economic Security, for bringing forth this opportunity to present a first look at the costs of homelessness. *Richards Reality – The Costs of Chronic Homelessness in Context* is a PowerPoint presentation used to engage the public and increase public awareness. Ms. Welch said she appreciates the time and effort of those who helped put this report together.

Ms. Welch discussed opportunities to bring public awareness to the issues of homelessness. She said shelters and human service campuses are opening however, homelessness is not on the priority list for the public. Ms. Welch stated that chronic homelessness is a community issue, and a policy issue, and has become more important in today's economy. Therefore, in the context of challenge, we need to take a different look at the issue of homelessness.

Ms. Welch cited an article by Malcolm Gladwell of *The New Yorker* entitled *Million-Dollar Murray*. The article not only put a face to homelessness, but a story behind it. Over the ten years that Murray was homeless and using health services, social services, homeless shelters and health care, the costs for such service reached one million dollars.

Ms. Welch asked, if we have our own Murray's in metro Phoenix. As the study progressed, they started looking at people and developed "Richard", a composite figure. Richard has come to depend on emergency service shelter and food services for basic survival. Ms. Welch said there are five similar characteristics found in stories of homelessness. They include serious health problems, frequent use of the homeless system, limited personal support, multiple problems and fragmented systems of care.

Ms. Welch compared studies from other regions including New York City. She said the big trends they are seeing make a huge difference in context of challenge and context of cost. Some of the trends include a mismatch of supply and demand, economic downturn, converging issues, aging, rising health care costs, increases in chronic disease and a lack of public awareness.

Ms. Welch mentioned individual interviewed during the project. She said each have a number of factors going back to the characteristics of people that are chronically

homeless. In looking at the services these individuals use and why they use them, Ms. Welch asked, who are our next Million Dollar Murray's? The sentiment is that they don't want to be in the situation they are in. The consensus is that housing and jobs will provide a way out.

Ms. Welch reviewed costs to consider such as annual cost of emergency shelter, food and support services, and the average amount of time and cost for hospital stay. She also reviewed consumer costs including median household income and average household spending compared to wages. She said in the context of challenge, it comes back to substantial costs.

Ms. Welch ended the presentation with a brief outline of continuing steps that include data and coordination, follow-up, and a new model for special situations, among other steps. In terms of context being support rather than challenge, the focus becomes housing, job support, health care services and fewer costs.

Co Vice-Chair Don Keuth thanked Ms. Welch for her presentation.

4. Approval of the October 6, 2008 Meeting Minutes

Co Vice-Chair Donald Keuth called for a motion to approve the October 6, 2008 meeting minutes. Roberto Armijo, Community Information and Referral Services, motioned to approve the minutes as presented. Brad Bridwell, US Vets, seconded the motion. The meeting minutes passed unanimously.

5. Continuum of Care Planning Subcommittee

Ms. Mead informed the committee that Theresa James, Chair of the Continuum of Care Planning Subcommittee, was not able to attend the meeting. As such, she would provide an update of the October 20, 2008 Planning Subcommittee meeting and goal recommendations for 2009.

Ms. Mead said the committee discussed plans for the 2009 Appreciation Luncheon and Implementation Summit and are recommending the luncheon and summit take place in February 2009. The day would consist of a half-day implementation workshop in the morning to plan for the next steps with the appreciation luncheon taking place in the afternoon. The committee is also recommending that Amanda Trosten-Bloom be invited to return and give a presentation. The committee is also recommending other location for the summit be considered due to current economic situations.

Ms. Mead said the Planning Subcommittee completed an evaluation process and goal planning discussion for 2009. Accomplishments they were most proud of included:

- The appreciation luncheon and implementation summit.
- Their work on the regional plan and the stakeholder group work.
- The HUD application process.
- Collaboration of the Domestic Violence Council and homeless providers.

- The 2008 heat relief planning.

Ms. Mead said the Planning Subcommittee would like to recommend the following goals for 2009 for approval by the Continuum of Care Committee.

- To develop a timeline for implementation of the regional plan.
- To review the progress at each sub-committee meeting so the committee is continually looking at the progress made on the Regional Plan.
- To focus on quarterly brown bag training based on surveys and feedback.
- To continue Gaps Analysis work throughout the year and continue discussion on a more frequent basis.

Co Vice-Chair Keuth asked for a motion to approve the Planning Subcommittee goals for 2009.

Darlene Newsom, United Methodist Outreach Ministries motioned to approve the goals as presented, Michael McQuaid, Human Services Campus, seconded the motion. The motioned was approved.

#### 6. Magellan Inter-Agency Report

Sarah Maloney, Magellan Chief Administration Officer, provided a report on the work of Magellan's Inter-Agency efforts.

She said one hundred people representing forty agencies attended a series of three workshops and events that were held in July. It was a collaborative effort that provided for networking and exchange of information.

She said when they survey recipients of services, they find that individuals do not just need behavioral health benefits, but also need a place to stay, food and/or clothing. This series of workshops and events was step one to begin collaborating, networking and building relationships with other agencies. By building relationships up front, the agency will already have made a contact which will then save time when providing services and there is a need to refer the individual to another agency.

Ms. Maloney said it is especially important when agencies provide services for a reduced or sliding fee. Agencies need a comprehensive listing of services so they know who to contact and how to access them so they can get the person they are serving the help they need.

The next series will begin November 10, 2008, from 1:00 p.m. – 4:00 p.m. at the City of Phoenix Longview Recreational Center. Sixty agencies will be participating in the event. They will also be featuring a presentation of Magellan Community Exchange which is 60-minute meetings with 60 agencies that will focus on building a partnership profile. The information will be highlighted on the community exchange website that is currently under development. Ms. Maloney said it will bring information together at your fingertips so you know how to access services when you

need them. Ms. Maloney said another event will be held in February 2009 however an agenda has not yet been set.

Nick Margiotta, Phoenix Police Department, complimented Magellan on their efforts. He agreed that we are fractured in our services and said when we deal with someone; we are dealing with the whole person. Therefore, we need the whole community to service their needs. Co Vice-Chair Keuth thanked Ms. Maloney for her presentation.

7. 2008 Evaluation and 2009 Goals

Co Vice-Chair Keuth asked the committee to provide feedback on the sheet provided to them by listing what they thought went well in 2008, what goals they want to set for 2009 and any other comments they wish to make. He asked that committee members complete the form and fax it to Brande Mead, MAG.

Ms. Mead asked that the committee have discussion and feedback on what they would like the Continuum of Care to focus on in 2009.

Mr. Margiotta suggested the committee increase collaboration efforts through Magellan and leverage what has been done in the past.

Jackie Taylor, Arizona Coalition to End Homelessness, said that we have become a body that is very HUD program focused in terms of providers that come and participate. She added that our provider community is so much larger and the committee needs to work on a strategy to increase participation including at the subcommittee levels.

Ms. Newsom said she had attended a town hall meeting for housing at Grand Canyon the week prior. One of the things that emerged from the focus group was that they felt the awareness of homelessness is decreasing and people felt the issue is going away and no longer exists. Ms. Newsom was concerned by this and said we need to step up and educate about who the homeless are and we also need to refocus our efforts on awareness.

Linda Mushkatel asked if we are capitalizing on things like the report from the Morrison Institute with press releases and if so, to whom are they released.

Ms. Welch replied that there is a plan for broad media distribution when they release a report such as *Richards Reality – The Costs of Chronic Homelessness in Context*. She said they have also drafted a piece that will be making its way throughout the state at other speaking engagements. Cross-linking on websites is another avenue for releasing the information.

Co Vice-Chair Keuth said there is a difficult task ahead and the committee may need to have a special session before January to deal with budget issues. The outcome could pose a lot of potential risk. He reminded the committee to complete the forms and return them to Ms. Mead.

8. 2009 Homeless Street Count

Ms. Mead discussed the planning process for the January 27, 2009 Homeless Street Count. She said street count coordinators have been confirmed in 25 cities and towns across Maricopa County. Training is planned for early December. The City of Phoenix will be holding train the trainer sessions in early December as well. Ms. Mead said the City of Phoenix has an extensive process that they use and their model is being looked at as a best practice model. Ms. Mead added that the City of Phoenix is more than willing to share the processes and tools they use and will be joining MAG when trainings are held in the east and west valley to share information with other street count coordinators. Ms. Mead said we are working to improve collaboration among street count coordinators throughout the valley, and trying to make it more of a regional count so everyone is using same process.

Ms. Mead talked about the focus on identifying locations for homeless families and asked the committee for their thoughts and ideas. One suggestion previously made is to contact homeless school liaisons to see where we can go on the night of the count to find homeless families.

Trinity Donovan, Valley of the Sun United Way, said the City of Phoenix has a good process they are using and that it is nice to hear about it is being looked at for best practices. She said we can improve regionally, if we are focused on doing the count at the same time and using the same method. Ms. Donovan asked what kind of support cities can expect to receive from MAG if they are interested in participating on the homeless street count. She also liked that the City of Phoenix will be attending the east and west valley trainings.

Ms. Mead said MAG would be able to provide technical assistance to any coordinators such as with mapping, GIS, or assistance with statistical modeling. Ms. Mead asked for suggestions and/or ideas on how to encourage other cities to participate so we can have a better count.

Amy St. Peter said this is the first year where the City of Phoenix will be going to the east and west valley trainings. She said their model can be promoted in the MAG Human Services newsletter as well as MAG's offer to provide technical assistance to cities who wish to participate in the count.

Gina Ramos Montes, City of Avondale, said they are trying to improve every year. They know there are far more homeless in Avondale than what their counts have shown. She added that they do not have assistance from their police department nor do they have as many non profits in the community to assist them. Ms. Montes said they are trying to address different pieces every year.

Ms. Donovan agreed that other cities do not have as much of a volunteer base and those are things they will have to consider to see if they can go thru the count at the level of what the City of Phoenix is doing.

She said there is a large faith contingent in the east valley that is interested and ready to volunteer. However, in the east valley, they are not able to utilize them in the best way. Ms. Donovan asked if there is a way for MAG to analyze how much more manpower it might take to do the street count in a statistical way.

Ms. St. Peter said that the cities and towns are very different in terms of area, infrastructure and community support. However, with the help of the City of Phoenix, we can outline successful elements and can offer a general comparison.

Ms. Donovan said she supports Ms. Peter's comments and added that one of the successes for the City of Phoenix is having trained and experienced people pair up with people who are not as experienced. She said each year we need experienced people and added that she is interested in seeing how we can increase that regionally.

Erik Strunk, City of Glendale, said the idea of trying to coordinate efforts regionally is what this group is all about. He added that there is concern about using volunteers and liability issues. Ms. Strunk asked how the City of Phoenix addresses this issue. There is interest in seeing potential county participation in the process as well.

Co Vice-Chair Keith suggested using Chair Greg Stanton's television station as an avenue for bring programs together and providing trainings on tape. He suggested that the recorded training programs could be made available for individual cities and departments to look use. Knowing the schedule for presentations on Channel 11 could be timely and helpful to get to a broader audience.

Mr. Armijo said that through the CONTACTS Shelter Hotline, they find some cities lose on the number of calls coming into the hotline, but the overall counts as a region have increased. He said the impact of the problem is ignored when cities look at just their own city.

9. Leadership Transition

Co Vice-Chair Keuth said Chair Greg Stanton will resign his position as Chair of the Continuum of Care on Homelessness Committee. As such, committee members are asked to provide names of individuals, primarily elected officials that they would like to suggest take over as Chair of the committee.

Co Vice-Chair Keuth, referring to his future exit strategy, said that he has been involved with the committee since 1999 and others should have this opportunity as well. The new Chair will need to commit to a multi-year term. Committee members are encouraged to submit names to Brande Mead.

10. Announcements

Mark Holleran, CASS, brought attention to a story in the October 26, 2008 Arizona Republic that talked about the value of properties in the Valley of the Sun. He said by looking at the zip codes, you can determine the top five and bottom five

neighborhoods and their values. In the City of Phoenix, there has been an increase in property value for those homes in zip code 85007, which happens to be the same zip code as the Human Services Campus.

Ms. Taylor reminded the committee about the 2008 Hunger and Homeless Awareness Week Events. She said the Arizona Coalition to End Homelessness will be hosting an Annual Legislative Summit on Thursday, November 20 at the University of Phoenix on Elwood Street. The Summit will take place from 10:00 a.m. to 2:00 p.m.

Ms. Montes said Mayor Marie Lopez Rogers will be hosting a forum on December 11, 2008, from 8:00 a.m. to noon. The topic will be the human side of economy in foreclosure crisis. She said there has been a lot of activity legislatively at the federal level, but as far as human side, there has not been as much. Ms. Montes said members of faith based community came to Mayor Lopez Rogers and asked what more can be done to address this issue. It will be an opportunity for providers working with the community to see what strategies can be supported. Information will be provided for the MAG Newsletter.

Ms. Montes also said the CARE1st Avondale Resource Center is in recruitment mode. They are looking for agencies interested in providing services that are looking for office space.

Michael McQuaid, Human Services Campus, said that in many ways, the perception that homelessness is declining is the effectiveness of everybody in the room. He said people do not see a homeless person as before, because we are doing a great job. But, he points out that the need for housing and supportive services shelters is overflowing.

Ms. Mead encouraged members to attend the Awareness Walk to the Capitol on Monday, November 17, 2008 at 9:00 a.m.

#### 11. Adjourn

The meeting adjourned at 11:21 a.m. The next meeting for the MAG Continuum of Care Regional Committee on Homelessness and the MAG Domestic Violence Council is scheduled for December 4, 2008 at 10:00 a.m. at Arizona Republic, in the tenth floor conference center.

Co Vice-Chair Keuth reminded everyone that as we are coming up on holiday season, and thanksgiving, more and more people do not have a lot to be thankful for. He encouraged everyone to dig deeper and bring comfort to others.