

Maricopa Association of Governments
DRAFT Regional Human Services Plan for FY 2010

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I. Executive Summary

In the past year, the region has witnessed alarming increases in human services demand while funding has become uncertain. In this time of crisis, it is more important than ever to critically examine and strategically allocate the region's resources. This plan reflects efforts to maximize the current capacity to meet these increasing needs in the human services funding areas within MAG's purview. These include locally planned dollars of the Social Services Block Grant, Stuart B. McKinney funds, and the Elderly Individuals and Individuals with Disabilities Transportation Program, or Section 5310. Priorities have shifted in response to regional need and federal direction.

Henry Ford once said, "Coming together is a beginning. Keeping together is progress. Working together is success." This document illustrates the work that can be achieved and the impact that can be made when individuals think regionally and act locally. In tough economic times, hard choices will be made, but vibrant opportunities may also be discovered. Strategic planning and the commitment to ensuring a high quality of life for all people is stronger than any challenge that may lie ahead.

An assessment of the regional landscape affected by the funding sources identified above is offered to put these human services issues in context. MAG extends deep appreciation to the hundreds of people who lifted their voices to give shape to this plan. Their input ensures funding recommendations and related goals are responsive to emerging needs and have the best potential for impact. Teens have shared their insights about dating violence, providers have offered their vision of the future need, homeless people have revealed lessons learned on the streets, and committee members have drawn upon their expertise to make difficult decisions. Without the participation of all these groups and more, this plan would not have been possible.

In summary, this plan strives to accomplish the following funding goals:

- Shift \$22,402 in funding from basic needs to crisis management services for locally planned Social Services Block Grant dollars;
- Increase the Stuart B. McKinney award to \$24.3 million to better support the needs of people experiencing homelessness and domestic violence, and;
- Maximize the current capacity to deliver human services transportation programs by rewarding Section 5310 applicants requesting shared vehicles and by intensifying coordination efforts.

The plan will offer more detail on these efforts. For more information, please contact the MAG Human Services Division at (602) 254-6300 or visit the Web site at <http://www.mag.maricopa.gov/division.cms?item=65>.

II. Introduction

Every day, people reach out for help because they do not know where to turn. All too often, there is no help to be found. Programs are being eliminated, not for lack of effectiveness, but for lack of funding. Agencies who used to provide critical services are now struggling just to keep their doors open. More than ever before, people who have never needed help before join the throngs of those homeless, needing help, or not knowing where to turn. This plan seeks to initiate the dialogue and action required to address these needs.

In the past year, the region has witnessed alarming increases in human services demand while funding has become uncertain. In this time of crisis, it becomes more important than ever to critically examine and strategically allocate the region's resources. This plan reflects efforts to maximize the current capacity to meet these increasing needs in the human services funding areas within MAG's purview. These include locally planned dollars of the Social Services Block Grant, Stuart B. McKinney funds, and the Elderly Individuals and Individuals with Disabilities Transportation Program, or Section 5310. Priorities have shifted in response to regional need and federal direction.

This region, like many others across the nation, is facing hardships on an incredible scale. The region averages 300 to 500 foreclosure listings a day while municipalities are scaling back on personnel and services due to budget shortfalls (Sign 2008). Agencies are caught in the middle as they receive less support yet they are still faced with increasing demand. This plan will offer relevant information on the state of the region's human services delivery system in the context of the current economic downturn.

Next, the plan will highlight proactive strategies for three funding sources supporting these agencies and the people they serve. Services in the areas of human services transportation, vulnerable populations, and homelessness will be addressed specifically. MAG has direct responsibility for recommending funding for locally planned Social Services Block Grant dollars; developing human services transportation coordination plans for Section 5310, 5316 and 5317; and for preparing the consolidated application for Stuart B. McKinney funds for homeless assistance programs. An assessment of gaps and opportunities will be offered with specific action steps for each of the three funding sources.

The region will not survive this economic crisis by maintaining the status quo. New ways of business and interaction must be identified and embraced if needs are to be met effectively. Fortunately, many are already working in this direction. Agencies are joining forces to meet new challenges together. Priorities for funding are shifting to a crisis management mode to ensure the fewest casualties possible. People are reaching across sectors and history to discover new possibilities. There is a role for everyone in this pursuit, whether as a leader, volunteer, or funder.

The next section will offer information about the impact of the economy on human services delivery.

III. Landscape of human services

This section will address the impact of the economy's downturn on human services delivery from five different perspectives. The struggles of individuals will shed light on who is seeking assistance and why. Agencies will be assessed for both their contribution to and their dependence on the community. Information about funders will offer a perspective on the level and areas of support available to meet the need. The efforts of municipalities will be explored as the fourth perspective. Last, data and projections about the region's rapid population growth will be offered.

Individuals

Demographics

The 2005-2007 American Community Survey provides the following estimates for Maricopa County. As will be noted in the chart below, this region's households are slightly larger, younger and more affluent than the national average.

| Social Characteristics - show more >> | Estimate | Percent | U.S. | Margin of Error |
|---|-----------------|----------------|-------------|------------------------|
| Average household size | 2.82 | (X) | 2.60 | +/-0.01 |
| Average family size | 3.45 | (X) | 3.19 | +/-0.02 |
| Population 25 years and over | 2,396,555 | | | +/-151 |
| High school graduate or higher | (X) | 83.7% | 84.0% | (X) |
| Bachelor's degree or higher | (X) | 27.2% | 27.0% | (X) |
| Civilian veterans (civilian population 18 years and over) | 301,112 | 11.0% | 10.4% | +/-4,173 |
| Disability status (population 5 years and over) | 430,395 | 12.6% | 15.1% | +/-6,001 |
| Foreign born | 649,074 | 17.2% | 12.5% | +/-10,070 |
| Male, Now married, except separated (population 15 years and over) | 736,922 | 50.8% | 52.6% | +/-5,998 |
| Female, Now married, except separated (population 15 years and over) | 700,773 | 48.5% | 48.5% | +/-5,253 |
| Speak a language other than English at home (population 5 years and over) | 955,878 | 27.7% | 19.5% | +/-9,879 |
| Household population | 3,724,924 | | | +/-558 |
| Group quarters population | (X) | (X) | (X) | (X) |
| Economic Characteristics - show more >> | Estimate | Percent | U.S. | Margin of Error |
| In labor force (population 16 | 1,876,229 | 66.0% | 64.7% | +/-5,975 |

| | | | | |
|--|--------|-------|--------|--------|
| years and over) | | | | |
| Mean travel time to work in minutes (workers 16 years and over) | 26.4 | (X) | 25.1 | +/-0.2 |
| Median household income (in 2007 inflation-adjusted dollars) | 53,549 | (X) | 50,007 | +/-443 |
| Median family income (in 2007 inflation-adjusted dollars) | 63,425 | (X) | 60,374 | +/-650 |
| Per capita income (in 2007 inflation-adjusted dollars) | 26,510 | (X) | 26,178 | +/-195 |
| Families below poverty level | (X) | 9.0% | 9.8% | (X) |
| Individuals below poverty level | (X) | 12.8% | 13.3% | (X) |

| Housing Characteristics - show more >> | Estimate | Percent | U.S. | Margin of Error |
|---|-----------------|----------------|-------------|------------------------|
| Total housing units | 1,492,572 | | | +/-288 |
| Occupied housing units | 1,318,623 | 88.3% | 88.4% | +/-4,300 |
| Owner-occupied housing units | 900,357 | 68.3% | 67.3% | +/-4,641 |
| Renter-occupied housing units | 418,266 | 31.7% | 32.7% | +/-5,597 |
| Vacant housing units | 173,949 | 11.7% | 11.6% | +/-4,346 |
| Owner-occupied homes | 900,357 | | | +/-4,641 |
| Median value (dollars) | 248,800 | (X) | 181,800 | +/-1,462 |
| Median of selected monthly owner costs | | | | |
| With a mortgage (dollars) | 1,470 | (X) | 1,427 | +/-8 |
| Not mortgaged (dollars) | 361 | (X) | 402 | +/-4 |

| ACS Demographic Estimates - show more >> | Estimate | Percent | U.S. | Margin of Error |
|---|-----------------|----------------|-------------|------------------------|
| Total population | 3,768,449 | | | ***** |
| Male | 1,896,712 | 50.3% | 49.2% | +/-356 |
| Female | 1,871,737 | 49.7% | 50.8% | +/-356 |
| Median age (years) | 33.7 | (X) | 36.4 | +/-0.2 |
| Under 5 years | 314,215 | 8.3% | 6.9% | ***** |
| 18 years and over | 2,738,047 | 72.7% | 75.3% | ***** |
| 65 years and over | 417,451 | 11.1% | 12.5% | +/-106 |
| One race | 3,684,698 | 97.8% | 97.9% | +/-4,118 |
| White | 2,981,563 | 79.1% | 74.1% | +/-11,333 |
| Black or African American | 156,382 | 4.1% | 12.4% | +/-2,521 |
| American Indian and Alaska Native | 66,996 | 1.8% | 0.8% | +/-1,740 |

| | | | | |
|--|-----------|-------|-------|-----------|
| Asian | 107,148 | 2.8% | 4.3% | +/-1,511 |
| Native Hawaiian and Other Pacific Islander | 5,622 | 0.1% | 0.1% | +/-636 |
| Some other race | 366,987 | 9.7% | 6.2% | +/-10,910 |
| Two or more races | 83,751 | 2.2% | 2.1% | +/-4,118 |
| Hispanic or Latino (of any race) | 1,119,135 | 29.7% | 14.7% | ***** |

Source: U.S. Census Bureau, 2005-2007 American Community Survey

Explanation of Symbols:

'****' - The median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.

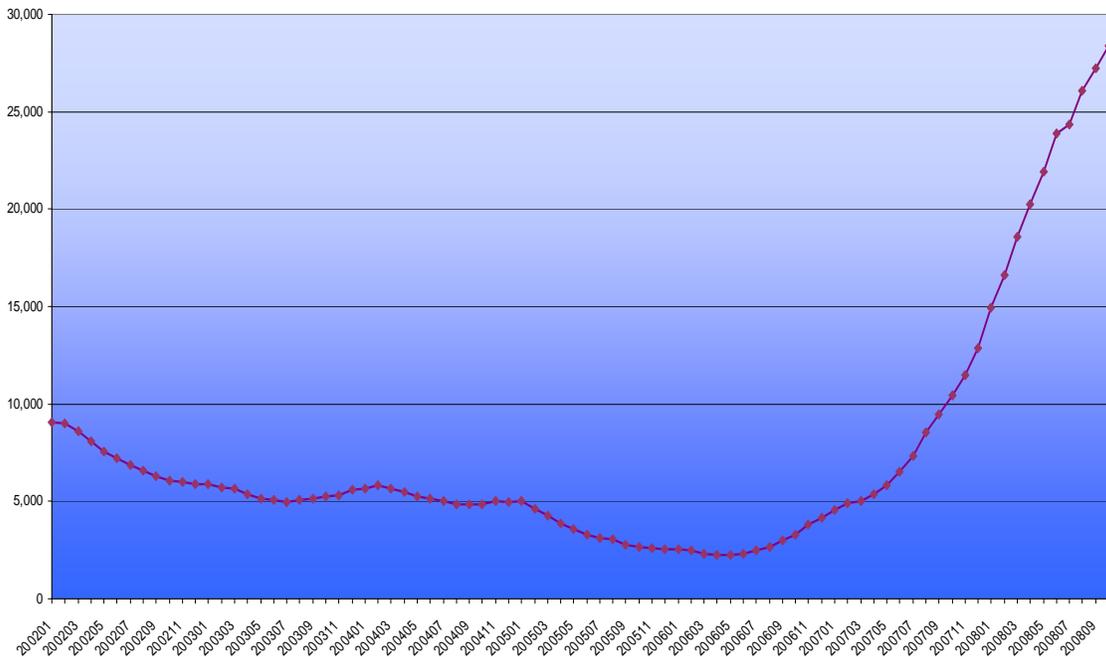
'*****' - The estimate is controlled. A statistical test for sampling variability is not appropriate.

'N' - Data for this geographic area cannot be displayed because the number of sample cases is too small.

'(X)' - The value is not applicable or not available.

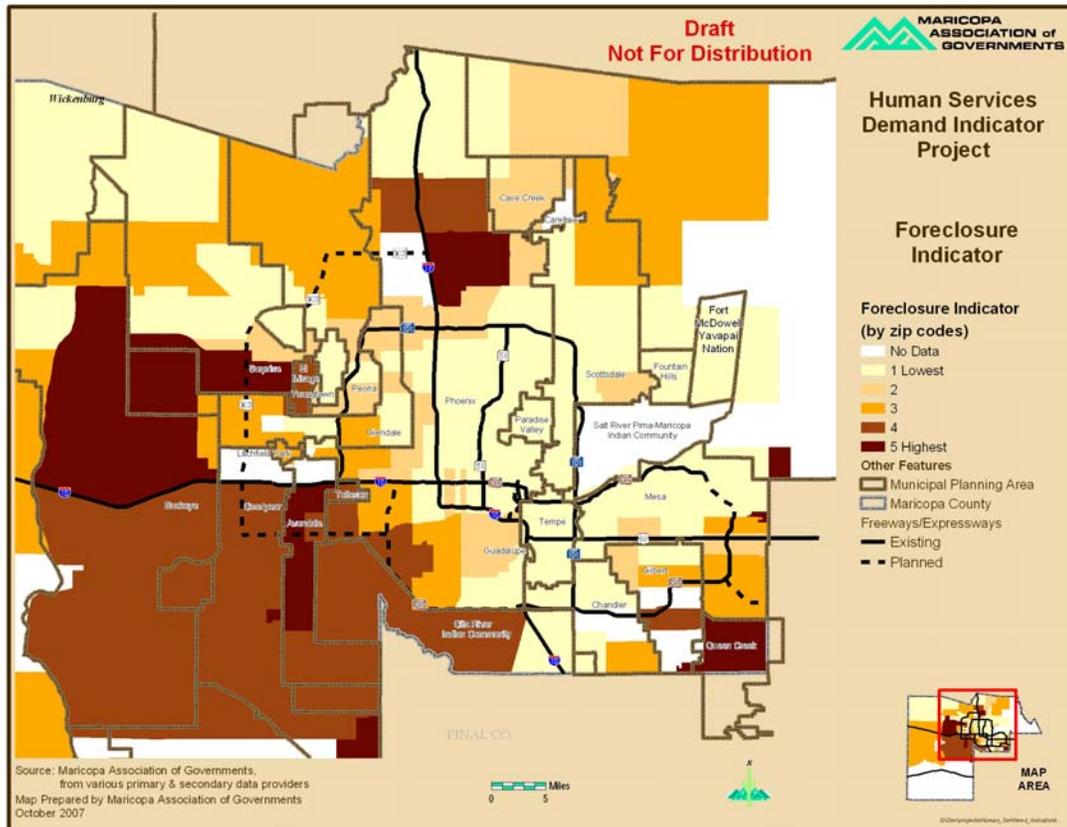
Foreclosure Crisis

Like the rest of the country, the foreclosure crisis has affected the economic stability and social fabric of this region. This event precipitated the current economic downturn. It has been particularly challenging for this region, which had so much of its projected future embedded in increasing home sales. The inventory of foreclosed homes in this region has climbed to unprecedented levels as shown in the following chart created by MAG with data from the Information Market (MAG 2008).

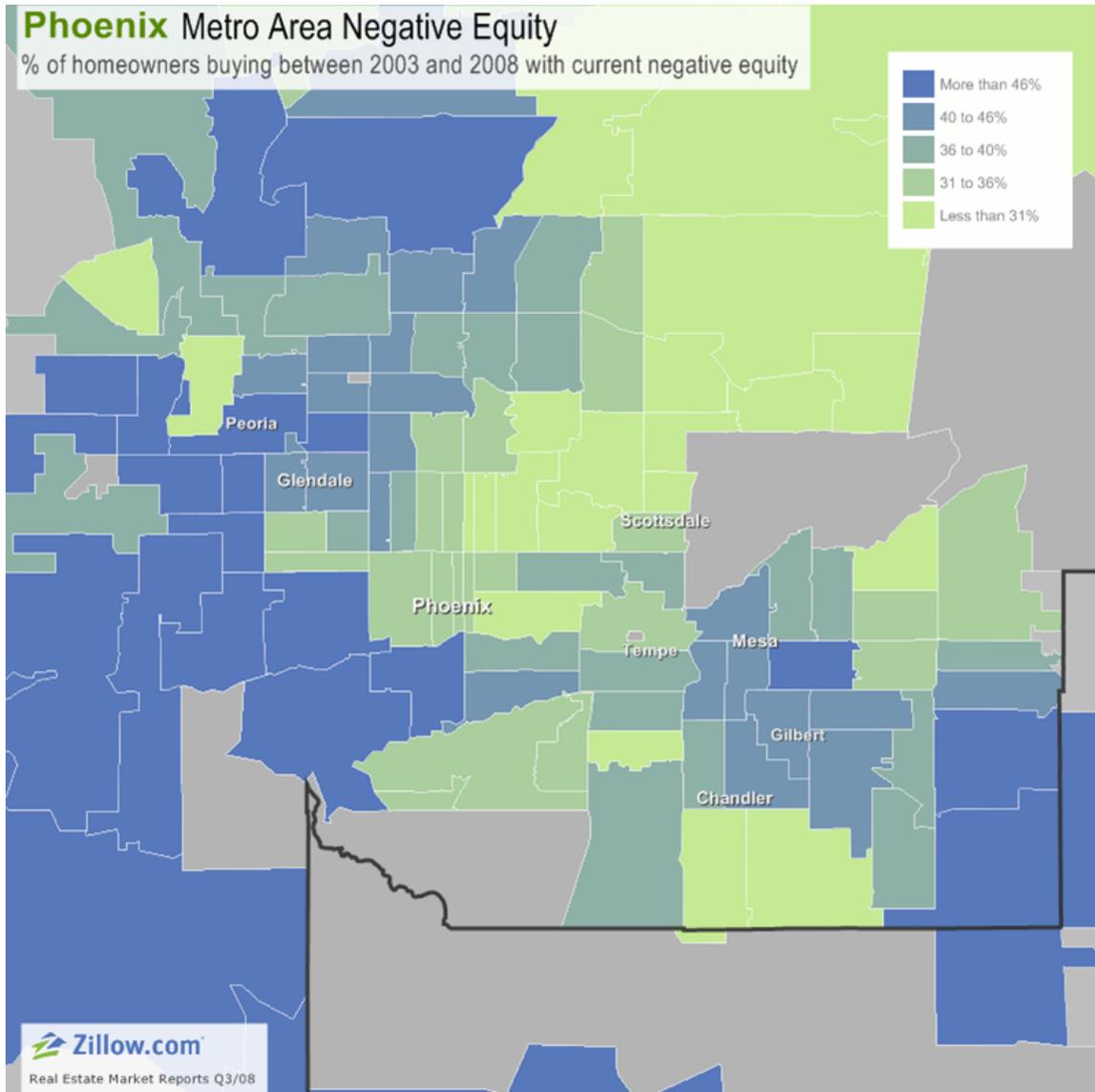


Source: The Information Market.

RealtyTrac reports the number of foreclosures in most zip codes more than doubled during the first six months of 2008 as compared to the same time period in 2007 (RealtyTrac 2008). Some areas, especially those in the outlying areas, have sustained losses much higher than the national average. The 2008 MAG Human Services Resource Assessment Project assessed the locations of foreclosures in the following map. At a glance, it is apparent while the entire region is suffering from the foreclosure crisis, some areas have been hit much harder due to large numbers of homes built within the last five years.

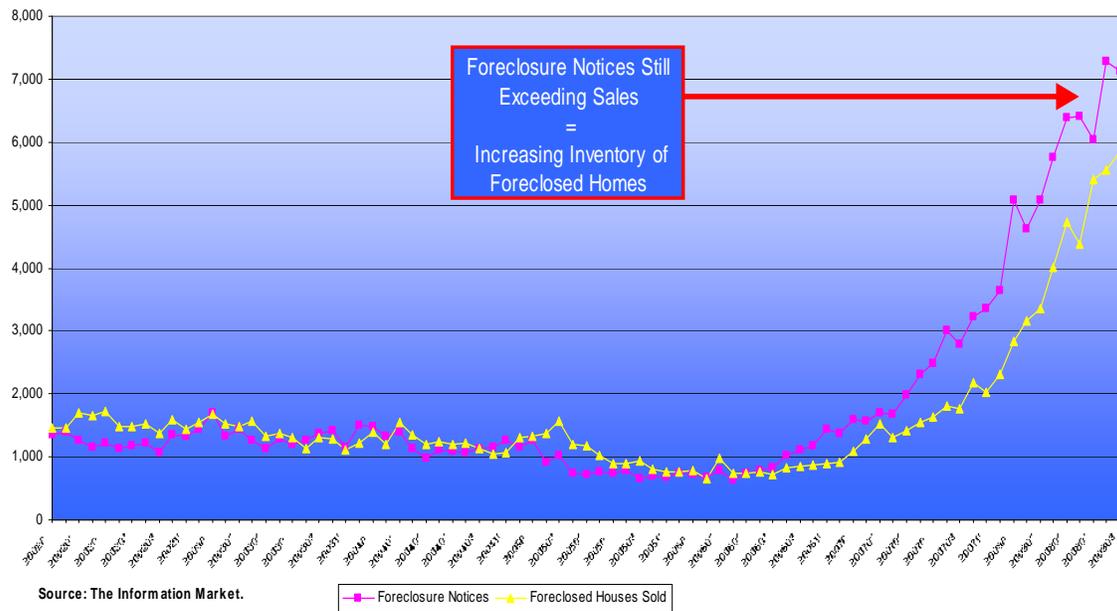


Although the numbers have increased, the picture is much the same. Thousands of homes are being lost to foreclosure. This devastates not just the displaced family, but also places a strain for those left behind. The following chart illustrates the negative equity created for the neighbors of those with foreclosed homes. Negative equity occurs when one's home is worth less than what is owed on the home. People commonly refer to this as being "upside down" on their loan. This means people are paying more than their home is worth and makes refinancing unlikely if not impossible. People in this situation are more likely to walk away from their home and let it slip into foreclosure during difficult financial times.



Some choose to sell their home at a loss rather than face foreclosure or continue to pay more than their home is worth. The following chart compares the number of homes sold in the region at a loss versus the number that foreclose. The second chart created by

MAG with data from the Information Market (MAG 2008) shows the inventory of foreclosed homes continues to increase. Unfortunately, homes are not selling as quickly as they can foreclose (MAG 2008).



Events and assistance are being offered throughout the region to keep homes and neighborhoods intact. The State has established a hotline, 1-877-448-1211, so people can access information at all times. The federal government is considering a stimulus package to spur infrastructure and an economic recovery sooner rather than later. While assistance is ramping up, the charts illustrate not everyone receives help when they need it.

The hidden population left out from this assistance is renters who live in homes being foreclosed. The landlord has no legal responsibility to tell the tenant if they are facing foreclosure. It is legal to continue accepting rent payments, even if the mortgage is not being paid. This places many in jeopardy who may be faithfully paying their rent every month. They may still be without a home because the landlord/homeowner did not pay the mortgage. Many of the agencies who used to provide rental assistance are no longer able to do so because their own funding has been cut. Without an avenue for assistance, many have nowhere to go but to equally burdened families and friends, or the streets.

Benefits Gap

Even when assistance is available, people do not always access it. ACORN estimates benefit gaps for this region in food stamps; child care assistance; Women, Infants and Children (WIC); health insurance; energy assistance; and the Earned Income Tax Credit. In total, this gap results in \$997 million left unclaimed every year with 377,000 people forgoing critical means of assistance.

Contributions of Time and Money

Fortunately, researchers estimate some individuals will continue to donate money, despite their own economic hardships. Boston College's Center on Wealth and Philanthropy reports the country is in a "wealth recession" after suffering three successive quarters involving a decrease in the real value of wealth (Schervish 2008). The last time the country underwent a wealth recession was in 1999 after the dot.com bubble burst. While real wealth plummeted then 20 percent, the highest percent since 1930, people's charitable contributions decreased only by 10 percent a year later. When net wealth began to increase in 2002, private donations increased as well.

A report by Arizona State University's Lodestar Center for Philanthropy and Nonprofit Innovation, "Giving and Volunteering", suggests the biggest reason donors decided to stop giving was when they no longer felt connected to the agency anymore. Personal financial constraints did not come into the picture until number four on the list, after discontinued involvement with the organization and being misled by the organization. People in this region continue to give to organizations, even in the midst of economic hardships.

Typically nonprofit agencies receive 15 percent of their budget from private donations. Despite this relatively small ratio, this can be an important and relatively stable source of support. For example, the wealthiest families in Arizona gave an astounding \$1.4 billion to local charities in 2005. This is significantly more than local foundations, who gave \$350 million in that same time period (Theisen and Portnoy 2008).

Agencies

Economic Role

Many view nonprofit, community based and faith based organizations as an important source of support for people in need. In doing so, they rely on these agencies to create a support system for the most vulnerable within the region. Many people are unaware of

the extent to which these agencies serve as an economic engine and their contributions to the economy.

Greater Phoenix Forward, a recent report by the Morrison Institute, highlights the role nonprofit agencies play in the region's economy. In 2006, there were 10,335 nonprofit agencies on file with the IRS (Morrison Institute for Public Policy 2008). When including agencies too small to file with the IRS, the number of nonprofit agencies in the region swells to 23,000. Of the agencies who did file with the IRS, their collective revenues totaled \$11.5 billion and their assets came to nearly \$20 billion. A work force of paid staff and volunteers of 213,000 people makes human services not just a priority, but big business. The human services ranks exceed other popular employment sectors like restaurants, manufacturing, and finance. More people and money is invested in and through nonprofit agencies than many realize.

If the average overhead of 20 percent holds true for the majority of the agencies in the region, then nonprofit agencies alone are responsible for pumping more than \$9 billion into services for people in need on an annual basis. This figure does not take into account the money saved through intervention. For example, a study in Denver found placing the 513 chronically homeless people in their region directly into housing with supportive services would accrue savings of more than \$16.1 million a year (Perlman and Parvensky 2008). The presence of nonprofit agencies contributes significantly to the region's economy. Their absence would be even more significant but in a devastating way.

Meeting the Need

The 2008 Governor's Survey of Arizona Nonprofit and Faith-Based Communities as presented by Valley of the Sun United Way indicates although 77 percent of agencies report increased demand, 75 percent are experiencing a decline or stagnation in revenues and donations. Behavioral health, substance abuse, food, advocacy and case management agencies reported the biggest declines in support. More than three quarters of all respondents were bracing themselves for even more increases in demand over the next year, despite level or reduced funding.

New innovations like the Housing First model described in relation to Denver above have the potential to reap tremendous benefits in cost effective ways. At the same time, current issues like the foreclosure crisis are making more business for nonprofit agencies and other organizations in the human services sector. The MAG Continuum of Care Regional Committee on Homelessness voted to increase the unmet need by 25 percent despite a 15 percent decrease in the annual street count (MAG 2008). They based the increase in anticipation of increased demand due in part from the foreclosure crisis and the downturn of the economy.

One local shelter reports nearly 200 homeless people sleeping in the parking lot after every bed inside the shelter was full. Some Community Action Program offices are reporting 20 to 30 percent increases in the number of calls received, with an unprecedented number coming from people who have never sought assistance before.

Given these increases, the demand for human services is expected to continue to increase at a time when revenue is already strained.

Funders

The region benefits from a variety of funders dedicated to human services. Valley of the Sun United Way, Mesa United Way, local foundations, individual donors, and governments all play an important role in supporting this work. Generally, nonprofit agencies receive about 60 percent of their funding from local, county, state, and/or federal governments; 25 percent from fees for service; and 15 percent from charitable organizations (Theisen and Portnoy 2008). This section will focus on two important sources of federal funding in flux, as well as local foundations and the shifts in priorities occurring as a result of the economy.

Federal Funding

Although there are a number of federal sources that support regional human services programs, this section will focus on two of them. The first has been a priority of the MAG Regional Council and the MAG Human Services Coordinating Committee (HSCC), while the second brings significant new dollars at a critical time.

Low Income Home Energy Assistance Program

Federal funding, while an important source of support, is not always equally distributed throughout the 50 states. The MAG Regional Council formally advocated in September 2006 and May 2007 for the region to receive its fair share of federal funding for a number of block grant programs, including the Low Income Home Energy Assistance Program (LIHEAP).

LIHEAP assist eligible low-income residents with their heating or cooling bills. Historically, this region has not received its fair share of LIHEAP because the national formula is geared toward cold winter states. Only about five percent of those eligible for LIHEAP in this region actually receive it due to lack of funds. For example, New Hampshire has far fewer people, especially low-income people, than Arizona does. This cold weather state has one fifth of Arizona's population and only a tenth of those with low-incomes, yet they draw down \$48 million in LIHEAP as compared to Arizona's \$29 million. This discrepancy would have been even more pronounced but Arizona's share grew from just \$9 million from 2008 to 2009 (Hansen 2008).

Additional increases from contingency and emergency allocations have brought much needed dollars to the State. For example, Maricopa County's allocation grew from just \$925,641 at the beginning of SFY 2009 to a total of \$3,424,855 as of January 2009. The City of Phoenix receives \$5,070,000 as of January 2009 after an emergency allocation of \$713,306. Last year, 28,000 households received assistance throughout the State. This year, the increased allocation is projected to reach out to an additional 52,000 people. Unfortunately, roughly 620,000 people will go without assistance despite being eligible (Hansen 2008).

These dollars are critical for vulnerable residents. Forty percent of the people who receive the assistance have a family member with a disability in the household and nearly as many have children under the age of five (Hansen 2008). The Applied Public Policy Research Institute for Study and Evaluation reports low-income eligible people in the State spend three times more on residential energy than the national average (MAG 2007). Despite the need based on disability, age and financial burden, the region has yet to receive a truly equitable allocation of LIHEAP.

Additional funding is always needed and appreciated in this area. The influx of additional LIHEAP dollars brings an unintended challenge due to the downturn of the economy. Many municipalities have already or are considering staff reductions in response to budget constraints. This means they will have fewer staff to process applications for assistance, just as the funding and demand are increasing. Valley communities are approaching this challenge differently. Some are training community volunteers while others have management staff working the front lines. The priority is to ensure the assistance reaches the people who need it the most as efficiently as possible. This not only helps the individual, but it also positions the region to receive increases in the future.

Neighborhood Stabilization Program

Assistance in response to the economy’s downturn is coming to the region under Title III of the Housing and Economic Recovery Act of 2008. The U.S. Department of Housing and Urban Development (HUD) is providing states and select municipalities the Neighborhood Stabilization Program. This stimulus is intended to assist communities acquire, rehabilitate, and make foreclosed homes available to residents. The activity is intended to promote redevelopment and reduce the decline of neighborhoods in response to foreclosure. Each recipient community is responsible for developing a plan to allocate dollars awarded to maximum effect. The following chart details the areas receiving NSP funding in this region (HUD 2008).

| Area | NSP Allocation | Local Foreclosure Rate | Local Abandonment Risk |
|-----------------|----------------|------------------------|------------------------|
| AZ State | \$38,370,206 | 5.0% | Low |
| Avondale | \$2,466,039 | 7.2% | Medium |
| Chandler | \$2,415,100 | 4.2% | Low |
| Glendale | \$6,184,112 | 7.0% | High |
| Maricopa County | \$9,974,267 | 5.4% | Low |
| Mesa | \$9,659,665 | 5.8% | Medium |
| Phoenix | \$39,478,096 | 7.1% | High |
| Surprise | \$2,197,786 | 5.5% | Low |

Foundations

The 2008 Arizona Grantmakers Forum Annual Giving Report indicates there are more than 1,100 private, public and support foundations in this region. They define private foundations as those funded entirely by an individual, family, or corporation. Public foundations have a different tax status and include agencies such as the United Way. Support foundations exist to complement the work of a community foundation and are

considered a public foundation due to their close relationship with another publicly supported foundation.

Of the 1,111 foundations in the region, their total assets represent nearly \$5.9 billion with the majority filing as private foundations. Private foundations in this region increased their assets by 33 percent from 2004 to 2006 while those outside this region and Tucson increased by 53 percent. Contributions from all foundations in the region increased 60 percent during this time period. Despite these increases, Arizona foundations still rank in the bottom 10 states with \$645 in assets per capita, compared to the state of Washington, ranked number one, with \$6,797 in assets per capita.

Shifts in Priorities

Foundations and other funders are taking different approaches to the current economic climate. Some such as the Valley of the Sun United Way are keeping their funding formula the same in an attempt to retain some stability for the region's nonprofit agencies. Others are realigning their priorities to meet emerging needs caused by the downturn of the economy. Both the Nina Mason Pulliam Charitable Trust and the Virginia G. Piper Charitable Trust have refocused their efforts on emergency needs such as food and shelter (Scott 2008). Other projects like capital campaigns have been put on hold until the economy improves. This will route millions of dollars, and up to 75 percent of Pulliam's funding, for emergency needs.

The MAG Human Services Coordinating Committee is also recommending changes in response to the economic crisis. As will be discussed later in the report, priorities for the allocation recommendations affecting the locally planned Social Services Block Grant dollars are shifting from basic needs to crisis response services. Programs like emergency shelter will receive a boost in funding while other services will receive a reduction.

Changes are also being implemented to the Section 5310 grant program. Section 5310 is a capital award grant program designed to support agencies transporting older adults and people with disabilities. Agencies with committed agreements to share vehicles will be awarded more favorably than agencies who apply for vans independently. This will increase the rides offered and decrease downtime all within the current capacity of the system. More about this will be presented later in this report.

Municipalities

The recent economic crisis is challenging each city and town to reexamine what it supports in relation to the need to reduce spending. More than ever before, human services programs are competing with other essential services like fire and police.

Consolidated Plans

The U.S. Department of Housing and Urban Development (HUD) requires compliance with a local consolidated housing plan prior to disbursement of funding. The consolidated plans identify needs in the community related to affordable housing, homelessness, special needs, and community development. Priorities are identified for both short- and long-term needs strategies. These five-year plans serve as an investment guide

specifically for the Community Development Block Grant, Emergency Shelter Grants, HOME Investment Partnerships Program, American Dream Downpayment Initiative, and Housing Opportunities for Persons with AIDS. The plan is also consulted prior to any other HUD award made to the region. These plans trigger strategic planning and important funding sources for the municipalities and counties within this region.

Although the individual municipalities or sub-regions develop their plans, there is not a consolidated planning process for the region. Communities approach the planning process differently as well. MAG member agencies may be using local funds, Community Development Block Grants, and other locally controlled resources to address human services needs in their areas. Those local efforts are documented in locally adopted Consolidated Plans and are incorporated by reference in this plan. For a copy of the plans, please contact the community of interest or visit <http://www.hud.gov/offices/cpd/about/conplan/local/index.cfm>.

Budget Reductions

Each municipality in the region is developing a plan for how they will address the needs of their residents. Reductions implemented so far in FY 2009 in human services budgets range, for example, from \$3.6 million to \$52,277. Additional cuts of up to 30 percent are under consideration in some municipalities. Although the scale is dramatically different, the implication is similar. Municipalities are being challenged in their effort to meet the needs of their residents.

Solutions

Municipalities are taking proactive steps to be responsive to residents' needs within their current budget constraints. The following are a few examples of useful practices already occurring throughout the region.

- One city is piloting a revision to their home delivered meals program to reduce travel to four days with frozen meals offered as a substitution for the fifth day. This will reduce fuel cost while continuing to meet the nutritional needs of older adults served by the program.
- Another municipality took their contracted transportation service in-house. This resulted in greater cost efficiency while retaining high quality service.
- Others are reevaluating the services they offer and retaining the ones consistent with their core function and transitioning others to more appropriate agencies.

All this activity will not only save money, it will strengthen the municipalities and increase their capacity to serve.

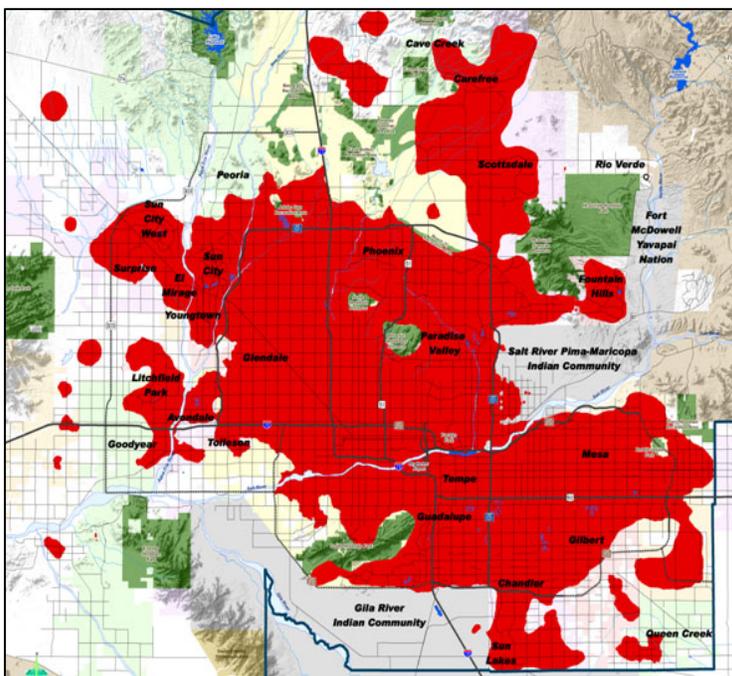
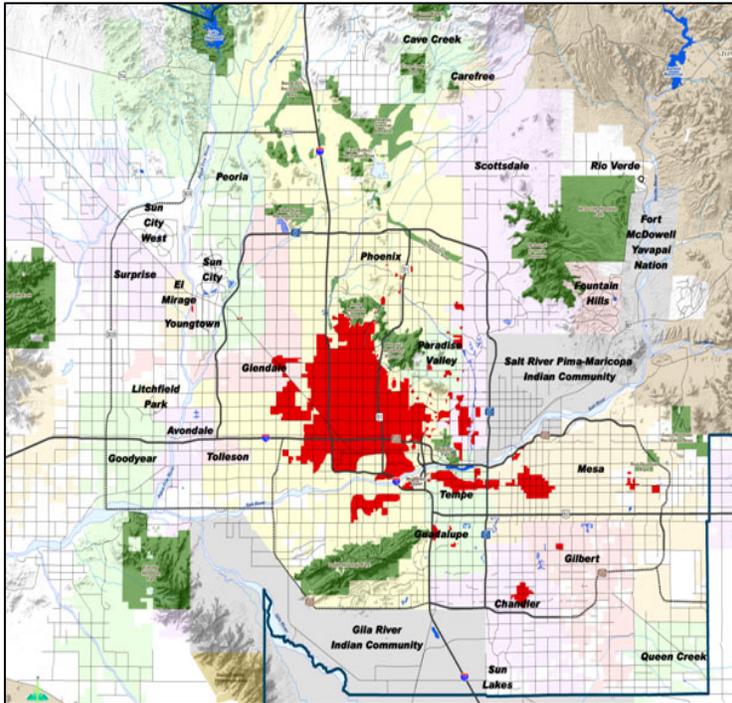
Region

Geography and Population Growth

Geographically speaking, the region is 9,555 square miles. This makes it bigger than eight other states. This is an important consideration not just in terms of size, but in scope and diversity. Parts of the region are very urban, like Phoenix, whereas others retain more of a rural climate, like Wickenburg. Many communities are in transition from rural to

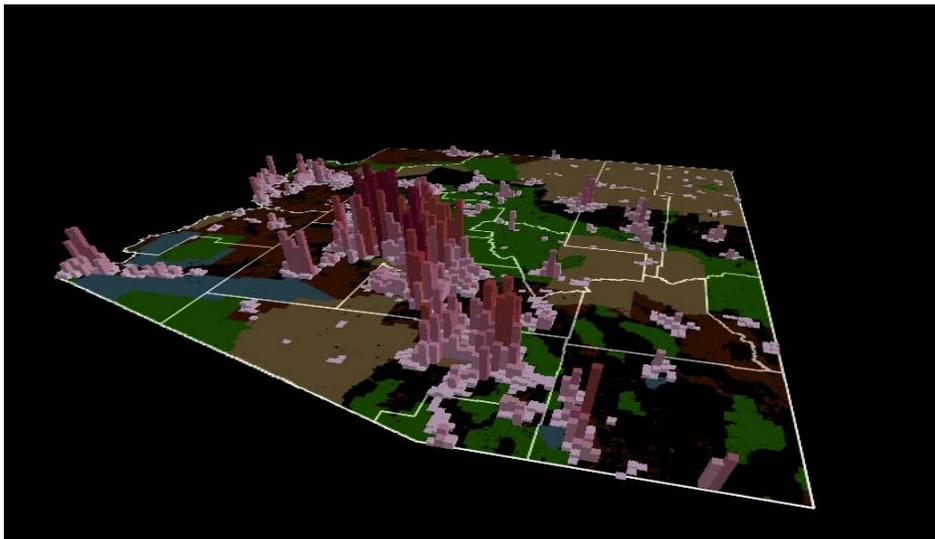
urban and are facing the ensuing culture clash as new people bring new identities and priorities.

The map below depicts the region in 1955 with a population of 470,000 people (MAG 2008). The second map shows a population of 3.1 million people in 2000. The dramatic growth is seen throughout the region (MAG 2008).



The region is no longer considered just an urban area. It is being tracked as one of 20 megapolitan areas in the country. This megapolitan area extends from Tucson, covers this region, and continues north to Flagstaff. This is an important consideration for planning as it demonstrates the need not just for responsible planning here, but the urgency to coordinate with contiguous areas. A conservative estimate of people moving here is 100,000 each year. That trend is expected to continue. Up to two thirds of those coming to the region do not choose to remain here long-term. Retaining a long-term focus with short-term residents can be a struggle. The more people acculturate quickly and remain, the more committed they will be to the region and to its long-term development.

Tremendous growth is estimated to continue throughout the State, but it will be concentrated in the following few counties, Maricopa, Pima, Pinal and Mojave. The following maps dramatically illustrate the density expected to occur as a result of this anticipated growth from 2000 to 2050 (MAG 2008). This influx of new people and increased density will dramatically change the landscape of the region, and correspondingly, human services.



Crisis Management Strategies

This region faces an unusual blend of challenges and opportunities given its rapid population growth, experience with the foreclosure crisis, and historically low levels of federal support in critical areas. The impact of the economy's downturn has placed providers and the public in a crisis mode. Daunting increases in demand force the human services delivery system to adapt or fail at an alarming rate. The Arizona Community Action Association is spearheading efforts to address the crisis statewide. This region is responding in a number of ways to strategically address the crisis. Human Services Committees at MAG have pledged to undertake the following:

- Track human services budget reductions implemented since January 2008 to better understand the scope of need being created;
- Make information on unit cost available to local foundations as requested so they can better estimate the impact of their dollars;
- Disseminate local information about useful practices in meeting needs regionally to increase capacity and replicate successes;
- Maximize limited resources by rewarding agencies that request shared vehicles through the Section 5310 application process;
- Develop a mechanism to better utilize Section 5310 vehicles by matching agencies with underutilized capacity with agencies needing transportation for their clients;
- Prepare for increased rates of homelessness by reporting an increase of 25 percent in the unmet need to the U.S. Department of Housing and Urban Development; and
- Shift \$22,402 from basic needs to crisis management services for locally planned SSBG dollars.

These strategies will better position the region to directly address the needs. Continued communication and commitment to making a difference will result in the development of additional strategies to make a positive impact on the region.

IV. Funding Recommendations and Goals

Funding is always a critical component of human services delivery, but the careful assignment of funding to achieve the most impact during tough economic times becomes a matter of survival. MAG is responsible for more than \$26 million of human services funding in three areas. These areas affect a wide range of people including those experiencing homelessness, domestic violence, disabilities, and advanced years. It is critical to ensure funding is reaching those most in need to have the most positive impact possible. This section will offer recommendations and goals for each of the three areas affected by MAG's regional human services funding planning activities.

Social Services Block Grant

History

MAG has been under contract with the Arizona Department of Economic Security (DES) to develop allocation recommendations for SSBG for more than 30 years. When the

funding increased or decreased significantly in the past, the allocation recommendations changed to make best use of the available dollars. Although a change in SSBG funding is not expected at this time, adjustments have been proposed in response to the increased need for specific services and reductions of other funding sources.

Each year, MAG recommends allocations for \$4.1 million in SSBG funding to support services for four main target groups; adults, families and children; elderly; persons with disabilities; and persons with developmental disabilities. The MAG Human Services Coordinating Committee (HSCC), with the assistance of the MAG Human Services Technical Committee (HSTC), has the main responsibility for developing these allocations with final approval from the MAG Regional Council.

DES contracts with nonprofit agencies and local government to provide services in the four target group areas. The allocation recommendations from MAG affect only the locally planned portion of SSBG dollars received from the federal government through the State of Arizona. The entire State receives \$31.5 million each year. All the councils of governments in Arizona hold contracts with DES to recommend the services most responsive to the needs of their particular region.

Methodology

HSTC and HSCC have completed an extensive survey of the need for services in each of the four target groups. This assessment included reports on demographics, wait lists, the impact of services, and the number of people estimated to be eligible for services. Assessments for each of the target groups are included at the end of this section. In addition, exercises like zero-based budgeting and the ranking of each service provided different perspectives on how the allocation recommendations could be developed. Ultimately, a funding formula was developed on the basis of the service rankings.

All services supported by SSBG were ranked and split into five groups. Services that ranked the lowest, or Group E, received a 20 percent reduction proportional to their last allocation. Services in Group D received a 10 percent reduction proportional to their last allocation. The reductions totaled \$22,402. Services in Group C were held harmless and did not receive any reductions or increases in funding. Services in Group B received one third of the \$22,402 increase proportional to their last allocation. Services ranked the highest in Group A received two thirds of the \$22,402 increase proportional to their last allocation. Please refer to the excel spreadsheet following this section.

Five services within the Persons with Disabilities Target Group and Persons with Developmental Disabilities Target Group were reduced while nine services in the Adults, Families and Children Target Group; three services in the Elderly Target Group; one service in the Persons with Developmental Disabilities Target Group; and two services in the Persons with Disabilities Target Group were increased. Although most of the previous allocation recommendations are still responsive to the region's needs, moderate shifting of funds will help meet emerging needs brought on by the downturn of the economy.

The allocation recommendations were last changed in 2002 when funding was reduced at the federal level. At that time, the services were prioritized to reflect basic needs. Although services like speech therapy were considered important, they were not funded so other services more critical to basic needs could continue to be offered. In this latest revision of allocation recommendations, services have been prioritized further to respond to reflect crisis management strategies. A crisis is being experienced by many as the economy continues to place more people in need while agencies receive less support from funders facing incredible budget shortfalls.

Local programs report not only increased demand for services, but also greater demand from people who have never requested assistance before. As a result, services such as shelter, case management, and home delivered meals have received recommendations for the highest increases in SSBG. The allocation recommendation revisions are part of an evolving effort to ensure SSBG funding is maximized to the fullest extent possible. SSBG is a flexible and important funding source. As such, it can be used in innovative ways to assist those in greatest need.

Public comment was received on the proposed changes. Additional opportunities will be made available at the Committee meetings related to the allocation recommendations. All comments received to date have been favorable toward the change and supported the reprioritization from basic needs to crisis management services. Members of the public, as well as committee members, did express support for increased analysis of outcome measures. Data on outcome measures are not yet available from DES who holds the contracts with the agencies performing these services. Committee members did recognize standardized outcome measures for all four target groups would be difficult to achieve considering the vast differences in needs and services available to meet these needs.

Target Group Need Assessment

The committee undertook an assessment of the four target groups affected by locally planned SSBG funding. These target groups include Adults, Families and Children; Elderly; Persons with Disabilities; and Persons with Developmental Disabilities. The design for the assessment was approved by the MAG Human Services Coordinating Committee. The following information was approved by the MAG Human Services Technical Committee.

Adults, Families and Children

1. Purpose Statement

Help adults, families and youth in crisis stabilize and attain self-sufficiency.

2. Demographics

The following data represent a compilation from sources that focus on homelessness, domestic violence and unaccompanied youth.

~ Arizona Department of Education point in time count 2008

* Homeless Management Information System FY 2008

Calls to CONTACTS FY 2008 as reported by the Arizona Department of Economic Security
+ MAG Annual Homeless Street Count FY 2008

| Demographic | Homeless | Domestic Violence | Youth |
|--|---|--|--|
| Population | 2,426 on streets+ 14,095 in shelter* <u>6,096 doubled up~</u> 22,617 total | 6,052 served in 11 domestic violence shelters within Maricopa County for FY08# | 3,664 in shelters with family* 111 in shelters without family* 4,572 doubled up~ <u>58 on streets+</u> 8,405 total |
| Age | | | |
| 0-5 years | 1,576 or 11%* | 26%# | Please refer to homeless data |
| 6-8 years | 626 or 5% | 16.6% | |
| 9-12 years | 674 or 5% | | |
| 13-15 years | 393 or 3% | 5% | |
| 16-17 years | 458 or 2% | | |
| 18-24 years | 1,120 or 8% | (18-29 yrs) 18.5% | |
| 25-34 years | 2,168 or 15% | (30-44 yrs) 22.6% | |
| 35-44 years | 2,721 or 20% | | |
| 45-61 years | 3,880 or 28% | (45-61 yrs) 11% | |
| 61+ years | 431 or 3% | 4.05% | |
| Unknown | 48 or 0% | N/A | |
| Race/ethnicity | | | |
| American Indian/Alaskan Native | 659 or 5%* | 5%# | 172 or 5%* |
| American Indian/Alaskan/Black | 87 or 1% | | 32 or 1% |
| American Indian/Alaskan Native/White | 140 or 1% | | 35 or 1% |
| Asian | 55 or 0% | .6% | 10 or 0% |
| Asian/Black | 473 or 3% | | 99 or 3% |
| Asian/White | 14 or 0% | | 4 or 0% |
| Black/African American | 3,008 or 21% | 17.8% | 831 or 22% |
| Black/White | 212 or 2% | | 117 or 3% |
| Native Hawaiian/Other Pacific Islander | 67 or 0% | N/A | 19 or 1% |
| White | 8,701 or 63% | 35% | 1,787 or 47% |
| Other Multi-Racial | 629 or 4% | 5% | 246 or 7% |
| Unknown | 50 or 0% | N/A | 375 or 10% |

| | | | |
|-----------------------------|--|-----------------------------------|---------------|
| Hispanic | 2,909 or 21% | 37% | 66 or 32% |
| Gender | | | |
| Female | 6,003 or 43%* | Adults – 52%# Children – 21.8% | 1,650 or 44%* |
| Male | 8,041 or 57% | Adults - .2% Children – 26% | 1,702 or 46% |
| Unknown | N/A | N/A | 375 or 10% |
| Income (Monthly) | | | |
| \$0 | 191 or 1%* | (0-500) 72%# | 5 or 0%* |
| 1-49 | 68 or 0% | | 0 or 0% |
| 50-99 | 90 or 1% | | 1 or 0% |
| 100-149 | 127 or 1% | | 3 or 0% |
| 150-199 | 123 or 1% | | 1 or 0% |
| 200-249 | 125 or 1% | | 2 or 0% |
| 250-299 | 134 or 1% | | 1 or 0% |
| 300-499 | 359 or 3% | | 7 or 0% |
| 500-749 | 1,036 or 7% | (501-833) 14% | 17 or 0% |
| 750-999 | 453 or 3% | | 5 or 0% |
| 1,000-1499 | 648 or 5% | (834-1500) 10% | 9 or 0% |
| 1,500-1,999 | 375 or 3% | | 3 or 0% |
| 2,000+ | 771 or 5% | 1.15% | 2 or 0% |
| Employment | | | |
| Employed | 2,007 or 19% of people in shelter * | N/A# | N/A |
| Unemployed | 5,687 or 55% | N/A | |
| Unknown | 2,626 or 26% | N/A | |
| Assistance levels | | | |
| Shelter | 14,095 in shelter* | 6,052 # | 3,775* |
| Disability rates | | | |
| None | 1,723 or 12%* | N/A# | 116 or 3%* |
| Alcohol Abuse | 805 or 6% | 169 | 3 or 0% |
| Alzhiemers/Dementia | 8 or 0% | N/A | 0 |
| Developmental | 88 or 1% | N/A | 27 or 1% |
| Drug Abuse | 1,163 or 8% | 307 | 7 or 0% |
| Dual Diagnosis | 99 or 1% | N/A | 0 |
| Hearing Impaired | 82 or 1% | N/A | 4 or 0% |
| HIV/AIDS | 136 or 1% | N/A | 0 |
| Mental Handicap/Injury | 104 or 1% | N/A | 1 or 0% |
| Mental Illness | 3,111 or 22% | N/A | 59 or 2% |
| Physical/Medical | 1,129 or 8% | N/A | 40 or 1% |
| Physical/Mobility Limits | 417 or 3% | N/A | 8 or 0% |
| Vision Impaired | 57 or 0% | N/A | 2 or 0% |
| Other | 134 or 1% | N/A | 9 or 0% |

| | | | |
|-----------------------|-----------|------|--|
| Other: Cognitive | 11 or 0% | N/A | 0 |
| Other: Hepatitis C | 184 or 1% | N/A | 2 or 0% |
| Other: Learning | 130 or 1% | N/A | 9 or 0% |
| Other: Speech | 18 or 0% | N/A | 4 or 0% |
| Family status | | | |
| Two parents & kids | 484* | N/A | Households are not tracked because unaccompanied youth are counted with the rest of youth in the homeless count. |
| Single parent & kids | 1,516 | 22%* | |
| Non custodial | 3 | N/A | |
| Grandparent & kids | 14 | N/A | |
| Couple, no kids | 30 | N/A | |
| Parent, partner, kids | 125 | N/A | |
| Extended family | 25 | N/A | |
| Other | 139 | N/A | |

3. Gaps and Impact

a. Wait list data:

Domestic Violence: CONTACS reports an average of 85 percent of calls for domestic violence shelter resulted in victims obtaining shelter for FY 2008. This leaves an estimated 15 percent who went without shelter. Since 2006, a total of 329 new beds have been opened for a total of 648 beds in the region. In this same time period, requests for shelter have decreased by 8.9 percent to 10,218.

Homeless: CONTACS reported 60 percent of callers were connected with shelter in FY 2008. This leaves a gap of 14,160 calls or 40 percent. When the duplicate calls are removed, the number drops to 3,115. As of January 2008, there were 8,522 homeless people living on the streets and in doubled up conditions throughout this region. It is anticipated these people would be eligible for services.

Youth: In January 2008, there were 4,630 youth living on the streets and doubled up with and without their families. It is anticipated these youth would be eligible for services.

b. Number of people estimated to be eligible for services:

Homeless: There are a total of 22,617 homeless people in shelters, on the streets and doubled up in this region. CONTACS reports 35,400 calls were connected to shelters in FY 2008.

Youth: Cumulatively, there are 8,405 homeless youth in this region living in shelters, on the streets, and doubled up.

Domestic Violence: Although the U.S. Department of Justice noted a decline since the 1990's, many states continue to report rates of domestic violence to be high. In 2005, MAG commissioned a survey indicating 40 percent of residents personally knew someone or had experienced domestic violence

themselves. MAG focus groups conducted in 2006 reported 51 percent of teens personally knew someone or had experienced dating violence themselves.

Research indicates one in five women will experience domestic violence. The 2006 American Community Survey reports a population of 1,369,579 of women age 18 and over in this region. If the research holds true, then 273,915 women would experience domestic violence and be eligible for services.

c. Global impact of services

Youth: Homeless youth service providers indicate the numbers are increasing and homeless youth report being victims of domestic violence and abuse. They also report poor physical health, substance abuse issues, and are pregnant or parenting. They struggle with education, and 19 percent report attempted suicide. The services rendered by locally planned SSBG assist youth by placing them in safe, constructive settings with services to help them stabilize. Research also indicates at-risk teens are more likely to miss school, have lower grades, and higher drop out rates.

Homelessness: With rising mortgage foreclosures, increasing numbers of unsold homes, and the median sale price of a home decreasing significantly, it is likely more people will be experiencing homelessness for the first time. This will increase the burden on the region. Research indicates homeless people utilize expensive emergency services like jails and hospitals much more than the average housed person. Even when factoring in the cost of supportive services, it is still less expensive than having a person living on the streets. The services funded by locally planned SSBG assist homeless people in moving more quickly and effectively from the streets to self-sufficiency.

Domestic Violence: This issue has broad ramifications because domestic violence carries over into the workplace and has regularly been cited as a top business concern. Businesses forfeit \$100 million in lost wages, sick leave, absenteeism, and non-productivity. Nationally, medical expenses from domestic violence total at least \$5 to \$10 billion annually. A MAG study in 2006 reported the average cost to arrest, book and prosecute batterers, across the region would at a minimum likely range between \$18 and \$26 million per year. The services supported by this funding source helps to reduce these costs by offering survivors the tools they need to be safe, stabilize, and break the cycle of domestic violence.

Elderly

1. Purpose Statement

Assist older adults and persons with disabilities aged 18-59 with services designed to help them to live as independently as possible.

2. Demographics

The following data represent older adults living in Maricopa County at the time of the 2006 American Community Survey.

| Subject | Total | Margin of Error | 60 years and over | Margin of Error |
|--|------------------|------------------------|--------------------------|------------------------|
| Total population | 3,768,123 | ***** | 569,213 | +/-4,153 |
| SEX AND AGE | | | | |
| Male | 50.3% | +/-0.1 | 44.6% | +/-0.4 |
| Female | 49.7% | +/-0.1 | 55.4% | +/-0.4 |
| Median age (years) | 33.6 | +/-0.1 | 70.8 | +/-0.2 |
| RACE AND HISPANIC OR LATINO ORIGIN | | | | |
| One race | 97.8% | +/-0.2 | 99.5% | +/-0.2 |
| White | 80.1% | +/-0.5 | 91.2% | +/-0.4 |
| Black or African American | 4.1% | +/-0.1 | 2.3% | +/-0.1 |
| American Indian and Alaska Native | 1.7% | +/-0.1 | 0.7% | +/-0.1 |
| Asian | 2.9% | +/-0.1 | 1.9% | +/-0.1 |
| Native Hawaiian and Other Pacific Islander | 0.2% | +/-0.1 | 0.0% | +/-0.1 |
| Some other race | 8.9% | +/-0.4 | 3.3% | +/-0.4 |
| Two or more races | 2.2% | +/-0.2 | 0.5% | +/-0.2 |
| Hispanic or Latino origin (of any race) | 30.0% | ***** | 9.5% | +/-0.3 |
| White alone, not Hispanic or Latino | 60.2% | +/-0.1 | 85.1% | +/-0.4 |
| INCOME IN THE PAST 12 MONTHS (IN 2006 INFLATION-ADJUSTED DOLLARS) | | | | |
| Households | 1,322,104 | +/-8,389 | 327,951 | +/-4,244 |
| With earnings | 81.9% | +/-0.4 | 41.7% | +/-1.2 |
| Mean earnings (dollars) | 71,406 | +/-991 | 53,972 | +/-2,695 |
| With Social Security income | 24.7% | +/-0.4 | 80.8% | +/-1.0 |
| Mean Social Security income (dollars) | 14,873 | +/-192 | 15,809 | +/-191 |
| With Supplemental Security Income | 2.5% | +/-0.2 | 4.1% | +/-0.5 |
| Mean Supplemental Security Income (dollars) | 7,864 | +/-375 | 7,436 | +/-669 |
| With cash public | 1.5% | +/-0.2 | 1.0% | +/-0.2 |

| Subject | Total | <u>Margin of Error</u> | 60 years and over | <u>Margin of Error</u> |
|---|------------------|-------------------------------|--------------------------|-------------------------------|
| assistance income | | | | |
| Mean cash public assistance income (dollars) | 3,086 | +/-366 | 4,941 | +/-1,521 |
| With retirement income | 16.1% | +/-0.4 | 47.7% | +/-1.1 |
| Mean retirement income (dollars) | 21,189 | +/-777 | 21,862 | +/-985 |
| With Food Stamp benefits | 5.2% | +/-0.3 | 3.0% | +/-0.4 |
| POVERTY STATUS IN THE PAST 12 MONTHS | | | | |
| Population for whom poverty status is determined | 3,721,868 | +/-4,904 | 561,550 | +/-4,187 |
| Below 100 percent of the poverty level | 12.5% | +/-0.5 | 7.4% | +/-0.6 |
| 100 to 149 percent of the poverty level | 9.1% | +/-0.4 | 8.0% | +/-0.6 |
| At or above 150 percent of the poverty level | 78.4% | +/-0.6 | 84.6% | +/-0.8 |
| EMPLOYMENT STATUS | | | | |
| Population 16 years and over | 2,844,389 | +/-2,964 | 569,213 | +/-4,153 |
| In labor force | 66.3% | +/-0.4 | 22.7% | +/-0.9 |
| Civilian labor force | 66.1% | +/-0.4 | 22.7% | +/-0.9 |
| Employed | 63.3% | +/-0.4 | 22.1% | +/-0.9 |
| Unemployed | 2.8% | +/-0.2 | 0.5% | +/-0.1 |
| Percent of civilian labor force | 4.2% | +/-0.3 | 2.4% | +/-0.6 |
| Armed forces | 0.1% | +/-0.1 | 0.0% | +/-0.1 |
| Not in labor force | 33.7% | +/-0.4 | 77.3% | +/-0.9 |
| DISABILITY STATUS | | | | |
| Civilian population 5 years and over | 3,431,163 | +/-991 | 561,550 | +/-4,187 |
| With any disability | 12.5% | +/-0.3 | 33.2% | +/-0.9 |
| No disability | 87.5% | +/-0.3 | 66.8% | +/-0.9 |
| HOUSEHOLDS BY TYPE | | | | |
| Households | 1,322,104 | +/-8,389 | 327,951 | +/-4,244 |
| Family households | 66.2% | +/-0.6 | 58.0% | +/-1.0 |
| Married-couple families | 49.6% | +/-0.6 | 50.0% | +/-1.0 |
| Female householder, no husband present | 11.2% | +/-0.4 | 5.9% | +/-0.6 |
| Nonfamily households | 33.8% | +/-0.6 | 42.0% | +/-1.0 |

| Subject | Total | Margin of Error | 60 years and over | Margin of Error |
|-------------------------------------|------------------|-----------------|-------------------|-----------------|
| Householder living alone | 26.6% | +/-0.6 | 38.6% | +/-1.1 |
| MARITAL STATUS | | | | |
| Population 15 years and over | 2,899,712 | +/-285 | 569,213 | +/-4,153 |
| Now married, except separated | 49.8% | +/-0.7 | 59.3% | +/-1.1 |
| Widowed | 5.5% | +/-0.2 | 23.6% | +/-0.8 |
| Divorced | 11.9% | +/-0.4 | 12.6% | +/-0.7 |
| Separated | 2.1% | +/-0.2 | 1.0% | +/-0.3 |
| Never married | 30.7% | +/-0.5 | 3.5% | +/-0.5 |

The following data were reported from the Area Agency on Agency for Fiscal Year 2008 for unduplicated people served through their programs funded by locally planned SSBG. There may be duplication between services.

| Service | Number People Served | Units of Service |
|--|----------------------|------------------|
| Transportation | 3,183 | 199,391 |
| Case Management | 5,274 | 37,819 |
| Home Care (nursing, bathing, housekeeping) | 3,656 | 193,418 |
| Adult Day Health Care | 703 | 112,341 |
| Counseling/program development | 1,849 | 13,478 |
| Home Delivered Meals | 6,056 | 799,763 |

4. Gaps and Impact

a. Wait list data

Transportation numbers are not available for the wait list because the funds are not targeted to one specific program.

- i. Adult day health care: 35
- ii. Home delivered meals: 10
- iii. Home care: 527
- iv. Counseling: 12

b. Number of people estimated to be eligible for services

According to the 2006 American Community Survey, there are 569,213 people age 60 over in this region. Just over 41,550 older adults, or 7.4 percent, are living at 100 percent of the federal poverty level. Some programs serve any older adult in the region while others restrict eligibility to those with lower incomes.

c. Global impact of services

Services funded by locally planned SSBG dollars assist older adults and persons with disabilities age 18-59 to live in their homes as independently as they can. Without this support, many would need to move into an assisted living facility or nursing homes at a much higher cost. For example, these facilities can cost \$4,000-\$5,000 a month.

The monthly cost for home delivered meals for one person is \$150 and the monthly charge for a person to receive bathing services is \$200. Even when a person needs more than one service on a monthly basis, the cost is generally significantly lower than if they needed to move into a nursing home or an assisted living facility.

Persons with Disabilities

1. Purpose Statement

Assist persons with disabilities with services designed to help them to live as independently as possible.

2. Demographics

The following demographics on persons with disabilities were retrieved from the 2006 American Community Survey for Maricopa County.

| Subject | Total | Margin of Error | Male | Margin of Error | Female | Margin of Error |
|--|------------------|-----------------|------------------|-----------------|------------------|-----------------|
| Population 5 years and over | 3,431,163 | +/-991 | 1,723,471 | +/-1,311 | 1,707,692 | +/-978 |
| Without any disability | 87.5% | +/-0.3 | 88.3% | +/-0.4 | 86.8% | +/-0.4 |
| With one type of disability | 5.8% | +/-0.2 | 5.9% | +/-0.3 | 5.7% | +/-0.3 |
| With two or more types of disabilities | 6.7% | +/-0.2 | 5.8% | +/-0.3 | 7.5% | +/-0.3 |
| Population 5 to 15 years | 611,139 | +/-2,975 | 312,778 | +/-2,225 | 298,361 | +/-2,411 |
| With any disability | 5.2% | +/-0.5 | 7.0% | +/-0.8 | 3.4% | +/-0.5 |
| With a sensory disability | 1.2% | +/-0.2 | 1.7% | +/-0.4 | 0.8% | +/-0.3 |
| With a physical disability | 1.1% | +/-0.3 | 1.3% | +/-0.3 | 1.0% | +/-0.3 |
| With a mental disability | 4.2% | +/-0.4 | 5.8% | +/-0.7 | 2.6% | +/-0.4 |
| With a self-care disability | 0.9% | +/-0.2 | 0.9% | +/-0.3 | 0.8% | +/-0.3 |
| Population 16 to 64 years | 2,409,736 | +/-3,180 | 1,230,703 | +/-2,406 | 1,179,033 | +/-2,296 |
| With any disability | 10.2% | +/-0.4 | 9.6% | +/-0.5 | 10.7% | +/-0.5 |
| With a sensory disability | 2.3% | +/-0.2 | 2.4% | +/-0.3 | 2.2% | +/-0.2 |
| With a physical disability | 6.0% | +/-0.3 | 5.3% | +/-0.4 | 6.8% | +/-0.4 |
| With a mental disability | 3.8% | +/-0.2 | 3.7% | +/-0.3 | 3.9% | +/-0.3 |
| With a self-care disability | 1.7% | +/-0.1 | 1.5% | +/-0.2 | 1.9% | +/-0.2 |
| With a go-outside-home disability | 2.7% | +/-0.2 | 2.3% | +/-0.2 | 3.1% | +/-0.2 |
| With an employment disability | 5.8% | +/-0.2 | 5.4% | +/-0.3 | 6.1% | +/-0.4 |
| Population 65 years and over | 410,288 | +/-607 | 179,990 | +/-566 | 230,298 | +/-718 |
| With any disability | 37.0% | +/-1.0 | 34.8% | +/-1.5 | 38.7% | +/-1.6 |
| With a sensory disability | 15.4% | +/-0.9 | 16.4% | +/-1.2 | 14.7% | +/-1.2 |
| With a physical disability | 28.1% | +/-0.9 | 24.3% | +/-1.5 | 31.1% | +/-1.6 |
| With a mental disability | 10.4% | +/-0.8 | 9.1% | +/-1.0 | 11.4% | +/-1.1 |
| With a self-care disability | 8.3% | +/-0.8 | 6.1% | +/-1.1 | 10.0% | +/-1.1 |
| With a go-outside-home disability | 15.3% | +/-0.8 | 10.5% | +/-1.0 | 19.1% | +/-1.4 |
| EMPLOYMENT STATUS | | | | | | |
| Population 16 to 64 years | 2,409,736 | +/-3,180 | 1,230,703 | +/-2,406 | 1,179,033 | +/-2,296 |
| With any disability | 244,595 | +/-9,094 | 117,950 | +/-5,902 | 126,645 | +/-5,409 |
| Employed | 39.3% | +/-1.4 | 44.7% | +/-2.4 | 34.2% | +/-2.0 |
| With a sensory disability | 56,025 | +/-4,554 | 30,007 | +/-3,254 | 26,018 | +/-2,883 |
| Employed | 49.0% | +/-3.8 | 57.4% | +/-4.8 | 39.2% | +/-5.2 |
| With a physical disability | 145,752 | +/-6,951 | 65,188 | +/-4,583 | 80,564 | +/-4,370 |

| Subject | Total | Margin of Error | Male | Margin of Error | Female | Margin of Error |
|---|------------------|------------------|------------------|-----------------|------------------|------------------|
| Employed | 32.5% | +/-1.8 | 35.7% | +/-3.2 | 29.9% | +/-2.6 |
| With a mental disability | 91,772 | +/-5,342 | 45,702 | +/-4,219 | 46,070 | +/-3,039 |
| Employed | 29.8% | +/-2.2 | 34.3% | +/-3.5 | 25.3% | +/-2.7 |
| With a self-care disability | 40,964 | +/-3,379 | 18,296 | +/-2,377 | 22,668 | +/-2,440 |
| Employed | 16.5% | +/-3.2 | 19.5% | +/-5.2 | 14.1% | +/-4.1 |
| With a go-outside-home disability | 63,967 | +/-4,082 | 28,004 | +/-2,607 | 35,963 | +/-2,761 |
| Employed | 17.6% | +/-2.3 | 20.6% | +/-4.1 | 15.1% | +/-2.5 |
| With an employment disability | 138,720 | +/-5,980 | 66,407 | +/-3,928 | 72,313 | +/-4,271 |
| Employed | 19.1% | +/-1.5 | 23.3% | +/-3.0 | 15.3% | +/-2.0 |
| No disability | 2,165,141 | +/-9,665 | 1,112,753 | +/-6,347 | 1,052,388 | +/-5,805 |
| Employed | 76.3% | +/-0.5 | 83.8% | +/-0.6 | 68.3% | +/-0.9 |
| POVERTY STATUS | | | | | | |
| Population 5 years and over for whom a poverty status is determined | 3,412,006 | +/-5,120 | 1,712,717 | +/-2,990 | 1,699,289 | +/-2,949 |
| With any disability | 427,069 | +/-11,221 | 201,520 | +/-7,407 | 225,549 | +/-6,714 |
| Below poverty level | 17.6% | +/-1.2 | 16.6% | +/-1.4 | 18.5% | +/-1.5 |
| With a sensory disability | 126,664 | +/-5,742 | 64,564 | +/-4,109 | 62,100 | +/-3,695 |
| Below poverty level | 15.0% | +/-1.9 | 13.5% | +/-2.7 | 16.7% | +/-3.0 |
| With a physical disability | 267,794 | +/-8,603 | 112,760 | +/-5,433 | 155,034 | +/-6,104 |
| Below poverty level | 17.8% | +/-1.6 | 16.9% | +/-2.1 | 18.5% | +/-1.9 |
| With a mental disability | 158,915 | +/-7,598 | 79,293 | +/-5,582 | 79,622 | +/-4,155 |
| Below poverty level | 22.0% | +/-2.1 | 21.0% | +/-2.4 | 23.1% | +/-2.9 |
| With a self-care disability | 80,060 | +/-5,322 | 31,854 | +/-3,132 | 48,206 | +/-3,871 |
| Below poverty level | 20.2% | +/-2.6 | 20.7% | +/-4.5 | 19.8% | +/-3.6 |
| No disability | 2,984,937 | +/-12,320 | 1,511,197 | +/-7,905 | 1,473,740 | +/-7,172 |
| Below poverty level | 11.0% | +/-0.5 | 10.0% | +/-0.6 | 12.1% | +/-0.6 |
| Population 16 years and over for whom a poverty status is determined | | | | | | |
| | 2,811,363 | +/-5,865 | 1,406,247 | +/-3,736 | 1,405,116 | +/-3,314 |
| With a go-outside-home disability | 126,782 | +/-5,844 | 46,903 | +/-3,379 | 79,879 | +/-4,361 |
| Below poverty level | 18.4% | +/-2.1 | 18.2% | +/-3.2 | 18.4% | +/-2.5 |
| Population 16 to 64 years for whom a poverty status is determined | | | | | | |
| | 2,401,075 | +/-5,907 | 1,226,257 | +/-3,690 | 1,174,818 | +/-3,310 |
| With an employment disability | 138,661 | +/-5,989 | 66,348 | +/-3,918 | 72,313 | +/-4,271 |
| Below poverty level | 25.9% | +/-2.3 | 22.9% | +/-3.0 | 28.7% | +/-2.7 |
| PERCENT IMPUTED | | | | | | |
| With any disability | 4.0% | (X) | (X) | | | (X) |
| With a sensory disability | 2.3% | (X) | (X) | | | (X) |
| With a physical disability | 2.8% | (X) | (X) | | | (X) |
| With a mental disability | 2.0% | (X) | (X) | | | (X) |
| With a self-care disability | 2.1% | (X) | (X) | | | (X) |
| With a go-outside-home disability | 2.2% | (X) | (X) | | | (X) |
| With an employment disability | 2.2% | (X) | (X) | | | (X) |
| EARNINGS IN PAST 12 MONTHS (IN 2006 INFLATION ADJUSTED DOLLARS) | | | | | | |
| Population Age 16 and over with earnings | 1,994,591 | +/-11,829 | 132,316 | +/-5,665 | 1,862,275 | +/-13,728 |
| \$1 to \$9,999 or loss | 17.0% | +/-0.4 | 30.1% | +/-2.3 | 16.0% | +/-0.4 |
| \$10,000 to \$14,999 | 8.2% | +/-0.4 | 10.5% | +/-1.6 | 8.0% | +/-0.4 |
| \$15,000 to \$24,999 | 16.8% | +/-0.5 | 17.3% | +/-2.0 | 16.7% | +/-0.5 |
| \$25,000 to \$34,999 | 15.8% | +/-0.5 | 14.7% | +/-1.7 | 15.9% | +/-0.5 |
| \$35,000 to \$49,999 | 16.6% | +/-0.5 | 13.2% | +/-1.4 | 16.8% | +/-0.5 |
| \$50,000 to \$74,999 | 13.6% | +/-0.4 | 8.7% | +/-1.1 | 14.0% | +/-0.4 |

| Subject | Total | Margin of Error | Male | Margin of Error | Female | Margin of Error |
|------------------|--------|-----------------|--------|-----------------|--------|-----------------|
| \$75,000 or more | 12.1% | +/-0.4 | 5.6% | +/-0.9 | 12.5% | +/-0.4 |
| Median Earnings | 30,193 | +/-250 | 20,586 | +/-1,192 | 30,676 | +/-246 |

Assistance Levels

In FY 2008, 795 clients were served in the region.

Race and Family Status

It does not appear the American Community Survey reports data about race and household status for people with disabilities.

3. Gaps and Impact

- a. Wait list data: There are approximately 300 clients waiting for services at this time in Maricopa County.
- b. Number of people estimated to be eligible for services: According to the Rehabilitation Services Administration of the Arizona Department of Economic Security, the estimated need is more than six times the current level. About 63 percent of all traumatic brain injuries (TBI) occur in teenagers and adults aged 15-64 years, the primary working population. An estimated 5.3 million Americans are living with disabilities resulting from TBIs, according to the Centers for Disease Control and Prevention. According to the Army Institute of Surgical Research, 22 percent of wounded soldiers from the Iraq and Afganistan conflicts who have passed through the military's Landstuhl Regional Medical Center in Germany had injuries to the head, face, or neck. This percentage can serve as a rough estimate of the fraction who have TBI. The Department of Veterans Affairs is now planning for the large influx of veterans with TBIs from the current conflicts who will need continuing care during the coming years.
- c. Global impact of services: There are substantial differences in government health services and independent living services for people with selected disabilities. According to the Rehabilitation Services Administration of the Arizona Department of Economic Security, Deaf-Blind, Blind, and Deaf persons do not get selected services made available to other persons with disabilities under Title XIX and Medicare. The supported employment concept assumes all persons, regardless of the degree of their disability, have the capacity and should be afforded the opportunity to engage in competitive employment with appropriate support services. The scope of supported employment services varies based on the amount, intensity, and kind of support needed by each individual. Supported employment offers more than just the assistance needed to obtain employment. It provides the necessary support for up to 120 days to help an individual maintain employment. According to a recent review, the most promising development in the vocational rehabilitation field during

the past decade has been the supported employment (SE) movement. SE emphasizes competitive jobs in integrated work settings with follow-along supports.

Persons with Developmental Disabilities

1. Purpose Statement

Assist people with developmental disabilities to live as independently as possible.

2. Demographics

The American Community Survey and the US Census report on disabilities but do not offer data the way the State of Arizona defines developmental disabilities. As a result, data for persons with developmental disabilities not receiving services already from the Arizona Department of Economic Security’s Division for Developmental Disabilities is not available. These data were reported by DES for July 2008. Of the 18,300 people described below, 330 receive services directly funded by locally planned SSBG.

a. Age

| | |
|-------------------------------|--------|
| Birth to three years of age | 2,563 |
| 3.1 years to 18 years of age | 8,379 |
| 18.1 years to 50 years of age | 5,861 |
| 50.1 years to 89 years of age | 1,497 |
| Total | 18,300 |

b. Race/ethnicity

| | |
|---------------------------|--------|
| Alaska/American Indian | 460 |
| Asian/Pacific Island | 364 |
| Black or African American | 1,217 |
| Hispanic or Latino | 5,095 |
| White not Hispanic | 9,508 |
| Other | 391 |
| Unknown | 1,265 |
| Total | 18,300 |

c. Gender

| | |
|--------|--------|
| Male | 11,285 |
| Female | 7,015 |
| Total | 18,300 |

d. Income

| | |
|----------------------------|--------|
| Eligible for Title XIX | 13,021 |
| Not Eligible for Title XIX | 5,279 |
| Total | 18,300 |

e. Employment

| | |
|-------------------------|-------|
| Eligible for Employment | 2,647 |
| Employed | 906 |
| Wait listed | 141 |

Total 3,694

f. Assistance levels: See Income

g. Disability rates

| | |
|----------------------|--------|
| Cognitive Disability | 7,192 |
| Autism | 2,345 |
| Cerebral Palsy | 1,534 |
| Epilepsy | 614 |
| Other | 8,606 |
| Total | 18,300 |

h. Family status

| | |
|--------------------------------|--------|
| Living at home or on their own | 15,047 |
| Group quarters | 3,253 |
| Total | 18,300 |

3. Gaps and Impact

a. Wait list data

| | |
|------------------|-------|
| Employment | 141 |
| Overall services | 4,622 |
| Total | 4,763 |

b. Number of people estimated to be eligible for services

18,300 are currently enrolled and eligible for services.

c. Global impact of services

People with developmental disabilities have much higher rates of unemployment. According to the DES Division for Developmental Disabilities, the state's unemployment rate as of August 1, 2008 was 5.7 percent whereas the unemployment rate for persons with developmental disabilities was 70.2 percent. Unemployment rates, combined with the effects of the economy, are expected to increase the numbers of people on the wait list for services.

When persons with developmental disabilities are employed, their salary tends to be much lower than the average for persons without developmental disabilities. The Division supplied the following statistics for people receiving services:

| Developmental Disability | % Employed | Average Annual Wage |
|---------------------------------|-------------------|----------------------------|
| Cognitive Disability | 29.5% | \$7,545 |
| Epilepsy | 32.3% | \$13,079 |
| Cerebral Palsy | 23.3% | \$22,178 |

The impact of this funding allows persons with developmental disabilities to receive assistance enabling them to work, live as independently as possible and depend less on the community to provide for their care.

For example, according to the Division, the average employed person with developmental disabilities pays \$1,207 in taxes, no longer needs or qualifies for \$49,608 in state and local services, and receives only half of the Social Security Income benefit at \$2,432. This saves tax payers \$53,247 per person every year. This computes to a savings of \$32.71 for every SSBG dollar allocated to this target group.

The following table contains the allocation recommendations showing the funding that was moved from basic needs to crisis management services.

| Target Group | Rank | Unit of Change | Service Title & Service Ranking Across Target Group | FY2009 Funding | | % of Total | \$ Amount of Change | FY2010 Funding |
|--------------|------|----------------|--|-----------------------|------------------|------------|---------------------|----------------|
| AFC | A | ++ | SHELTER: Homeless Families and Individuals | \$82,739.50 | | 4% | \$548.82 | \$83,288.32 |
| AFC | A | ++ | SHELTER: Transitional Housing for the Homeless who are Elderly & Disabled | \$82,739.50 | | 4% | \$548.82 | \$83,288.32 |
| AFC | A | ++ | CASE MANAGEMENT: Basic Needs | \$976,672.00 | | 43% | \$6,478.35 | \$983,150.35 |
| AFC | A | ++ | CASE MANAGEMENT: Homeless, Emergency Shelter | \$173,059.00 | | 8% | \$1,147.92 | \$174,206.92 |
| AFC | A | ++ | CASE MANAGEMENT: Homeless, Transitional Housing | \$64,376.00 | | 3% | \$427.01 | \$64,803.01 |
| AFC | A | ++ | CRISIS SHELTER SERVICES: Domestic Violence | \$334,136.00 | | 15% | \$2,216.35 | \$336,352.35 |
| AFC | A | ++ | CRISIS SHELTER SERVICES: Children and Runaway Children | \$69,217.00 | | 3% | \$459.12 | \$69,676.12 |
| AFC | A | ++ | CASE MANAGEMENT: Pregnant/Parenting Youth | \$38,283.00 | | 2% | \$253.93 | \$38,536.93 |
| ELD | A | ++ | HOME DELIVERED MEALS | \$411,214.00 | | 18% | \$2,727.62 | \$413,941.62 |
| PwD | A | ++ | HOME DELIVERED MEALS | \$19,104.00 | | 2/3 | 1% | \$126.72 |
| | | | | \$2,251,540.00 | 14,934.67 | | | |
| AFC | B | + | TRANSPORTATION: Homeless/Unemployed | \$15,736.00 | | 6% | \$431.07 | \$16,167.07 |
| ELD | B | + | HOME CARE: Housekeeping/Homemaker, Chore, Home Health Aid, Personal Care, Respite and Nursing Services | \$159,604.00 | | 59% | \$4,372.21 | \$163,976.21 |
| ELD | B | + | TRANSPORTATION | \$34,581.00 | | 13% | \$947.32 | \$35,528.32 |
| DD | B | + | TRANSPORTATION SERVICE | \$25,350.00 | | 9% | \$694.44 | \$26,044.44 |
| PwD | B | + | HOME CARE | \$37,318.00 | | 1/3 | 14% | \$1,022.29 |
| | | | | \$272,589.00 | 7,467.33 | | | |
| AFC | C | 0 | SUPPORTIVE INTERVENTION/GUIDANCE COUNSELING: Outpatient Domestic Violence Victims | \$40,332.00 | | | \$0.00 | \$40,332.00 |
| AFC | C | 0 | SUPPORTIVE INTERVENTION/GUIDANCE COUNSELING: High Risk Children | \$47,021.00 | | | \$0.00 | \$47,021.00 |
| ELD | C | 0 | ADULT DAY CARE/ADULT DAY HEALTH CARE: Homeless, Emergency Shelter | \$203,322.00 | | | \$0.00 | \$203,322.00 |
| ELD | C | 0 | SUPPORTIVE INTERVENTION/GUIDANCE COUNSELING | \$177,775.00 | | | \$0.00 | \$177,775.00 |
| DD | C | 0 | EXT SUPPORTED EMPL SRVCS: Individuals with developmental disabilities in need of work training opportunities | \$336,435.00 | | | | \$336,435.00 |
| DD | C | 0 | EXT SUPPORTED EMPL SRVCS: Individuals with developmental disabilities, reside in their family home, and need of work training opportunities | \$74,761.00 | | | \$0.00 | \$74,761.00 |
| PwD | C | 0 | SUPPORTED EMPLOYMENT, EXTENDED | \$239,452.00 | | | \$0.00 | \$239,452.00 |
| PwD | C | 0 | CONGREGATE MEALS | \$13,425.00 | | | \$0.00 | \$13,425.00 |
| PwD | C | 0 | ADULT DAY CARE/ADULT DAY HEALTH CARE | \$13,425.00 | | | \$0.00 | \$13,425.00 |
| PwD | C | 0 | SUPPORTIVE INTERVENTION/GUIDANCE COUNSELING | \$22,540.00 | | | \$0.00 | \$22,540.00 |
| DD | D | - | RESPIRE SERVICE: | \$36,229.00 | | -10% | -\$3,622.90 | \$32,606.10 |
| DD | D | - | HABILITATION SERVICES: | \$35,671.00 | | -10% | -\$3,567.10 | \$32,103.90 |
| DD | E | -- | ATTENDANT CARE SERVICES: | \$35,330.00 | | -20% | -\$7,066.00 | \$28,264.00 |
| PwD | E | -- | ADAPTIVE AIDS AND DEVICES | \$19,692.00 | | -20% | -\$3,938.40 | \$15,753.60 |
| PwD | E | -- | REHABILITATION INSTRUCTIONAL SERVICES | \$21,040.00 | | -20% | -\$4,208.00 | \$16,832.00 |

\$3,840,579.00

-\$0.40

\$3,840,578.60

34

Shifted **\$22,402.00**

Stuart B. McKinney Funds

Overview of funding source and process

When the Continuum of Care Regional Committee on Homelessness was established at MAG in 1999 after being hosted elsewhere, MAG accepted the responsibility of preparing the consolidated Stuart B. McKinney application to the U.S. Department of Housing and Urban Development (HUD). This funding source supports homeless assistance programs offering transitional housing, permanent supportive housing, and supportive services. Subpopulations of homelessness per this funding source include but are not limited to victims of domestic violence, veterans, chronically homeless individuals, and youth on their own. Chronically homeless individuals are defined as those who have been homeless for an extended period of time and who have a qualifying disability.

In transitional housing, homeless people may stay for a period of up to twenty-four months. During this time, clients receive case management and other tools to help them stabilize and prepare for re-entry back into mainstream housing. In permanent supportive housing, eligibility is restricted to homeless people who have a qualifying disability. Tenure in the program is permanent barring any major infractions of the rules. Supportive services give people the assistance they need to stabilize and may include employment programs, case management, and day care.

In recent years, HUD has shifted funding priorities in significant ways. Applications now are ranked more favorably if they request fewer dollars for supportive services. The competition nationally increases every year, so many Continuums of Care, including the one in this region, are attempting to shift as many supportive service dollars into other funding sources as possible. This region has been able to shift money and now has a 60/40 split between housing and service dollars.

HUD has also reprioritized all new funding opportunities to assist chronically homeless individuals and the rapid re-housing of homeless families. For three years, HUD restricted new grants strictly to permanent supportive housing programs serving chronically homeless individuals. This shift was made after research indicated chronically homeless people, though a small percent of the total homeless population, actually use a significant portion of the resources. Their frequent utilization of high dollar emergency services creates a burden on the rest of the service delivery system. Research indicates early and permanent housing placement with supportive services is more effective for the client and more cost efficient for the system. The regional Continuum of Care has competed successfully for one new grant under this category in each of the last three years, bringing in \$4,133,153 in new funding to create 257 new beds.

In FY 2009, HUD added new funding opportunities for programs helping to rapidly re-house homeless families. This shift was based on research indicating that homeless families were more often homeless due to the lack of affordable housing. Investment in placing families more quickly into housing would reduce time spent in shelters and open up beds for people with more intensive needs. In the FY 2009 application process, the Continuum of Care recommended one new project in this category. If funded, the project

will add 780 new beds and serve 240 families. Please refer to the list of funding recommendations approved by the MAG Continuum of Care Regional Committee on Homelessness at the end of this section.

All applications for new funding are evaluated and recommended for funding by the Ranking and Review Committee staffed by Valley of the Sun United Way. This relationship provides the benefit of having a third party rank the applications. MAG staff reviews the renewal applications for outcome measure achievement, compliance with the Homeless Management Information System, and support of Continuum of Care activities. Agencies with low performance are placed on probation and receive technical assistance throughout the year. If they resolve the areas of concern, they are taken off probation in the next application cycle. If issues remain unresolved, they risk losing funding per the vote of the Continuum of Care.

This region must remain competitive on a national scale to retain current and to compete for new funding. Last year, seven percent of Continuums of Care across the country were not funded. To date, this region has been extremely successful in competing for funding. Each year, the Continuum of Care's application scores high enough to receive more than \$7,000,000 above and beyond the pro-rata renewal amount. This results in record funding awards for each application. Last year, HUD awarded \$21.4 million to 50 agencies in this region.

Homeless Planning

The MAG Continuum of Care Regional Committee on Homelessness launched efforts to develop a new Regional Plan to End Homelessness in January 2008. The committee used Appreciative Inquiry as a tool to identify the strengths of the Continuum of Care and areas of focus for the plan. Appreciative Inquiry is a strength-based model that studies human systems when they are at their best. The model draws strength from the positive and rests on the belief people learn more from their successes than their mistakes.

The plan proposed action steps in five areas of focus. These areas include leadership and community support; community awareness and collaboration; prevention; housing and services; and education, training and employment. Although the Continuum of Care will take the lead on many of the steps, the plan draws support from community leadership and activities as well. The plan is available for review at the following link: <http://www.mag.maricopa.gov/detail.cms?item=9791>.

In total, 63 interviews were conducted with formerly homeless people, and people currently experiencing homelessness. Over 70 interviews were conducted among members of the Continuum of Care and practitioners. The process helped to energize people as they shared stories of success. This product offers compelling insights into what it takes to end homelessness and how that happens every day in the region, one person at a time. Following are excerpts from a sampling of the interviews.

“I worked with an individual that everyone had given up on. Now he works in the system helping others.” - *Continuum of Care Stakeholder*

“We save lives and make a real difference.” – *Continuum of Care Member*

“Homelessness is a very lonely world. You don’t trust anybody. You’re afraid to ask for help and eventually it becomes a habit.” – *Person experiencing homelessness*

“Don’t give up on people when they are struggling.” – *Person experiencing homelessness*

“Someone gave me a chance to do something different with my life.” – *Person experiencing homelessness*

“The most important thing is being treated like real people.” – *Person experiencing homelessness*

“I want to give back what they freely gave to me. Not only am I able to help somebody else, but I’m helping myself.” – *Person experiencing homelessness*

Domestic Violence Planning

Domestic violence shelters receive funding through the Stuart B. McKinney application, as well as through a variety of other funding sources operating independently of MAG. Currently, seven domestic violence programs receive funding through this source. Although considered a subpopulation of homelessness for the purpose of the grant, domestic violence policy is addressed at MAG through a committee focused exclusively on this issue.

The MAG Regional Domestic Violence Council was formed at MAG in 1999 after the issue was identified as a priority of the MAG Regional Council. A Regional Plan to End Domestic Violence was developed in 1999 and updated in 2004. The first two plans address 42 recommendations in the areas of prevention, early intervention, crisis intervention, transitional response, system coordination and evaluation, and long-term response. It is anticipated that the Council will develop a new plan in FY 2010.

In the past, the Regional Domestic Violence Council has developed training for groups such as first responders of fire and police departments, physicians, and employers. Screening tools were researched and distributed in the region’s emergency departments at hospitals. Most recently, the Council has focused on teen dating violence through the Youth Empowerment Project. The Innovative Domestic Violence Prevention Grant Program has been a generous supporter of this project since its inception.

The Youth Empowerment Project launched in 2006 as an intervention tool to give teens the resources they need to end dating violence. The impetus for the project came from teens themselves who reported in focus groups around the Valley the prevalence of teen dating violence and a preference to turn to friends before adults for assistance. The project offers resources and teen testimonials about their experiences with dating violence on the project’s Web site, www.WebofFriends.org. In FY 2006, the site had 1,100 visitors. By FY 2008, the number had grown to 11,000. These numbers speak not

just to the success of the project, but to the prevalence of teen dating violence here in the region.

Annual public service announcement competitions engage teens in developing messages promoting healthy relationships and the end of teen dating violence. Three years of competitions have resulted in video and radio PSA's being produced and distributed throughout the region. These PSA's have helped to raise awareness about the issue, as well as drive people to the Web site so they can access resources. The final PSA's as well as the original entries may be viewed here: http://weboffriends.org/html/ad_contest.html.

The project is in the final year of a three year grant. Contingent upon new funding being secured, the Council has plans to expand the project and Web site to address abusers more directly. Teens in recent focus groups indicated the need to talk to the abusers in order to end dating violence. The main focus has been helping teens prevent or safely escape dating violence. The future focus will be on stopping abuse before it starts by engaging those at risk of abusing to develop healthier coping mechanisms. Assessment tools will be added to the Web site so victims and abusers may better self-identify and access resources appropriately.

Joint Activity

The Continuum of Care and Regional Domestic Violence Council began partnering in December 2007 in order to better address the needs of domestic violence victims in homeless shelters. Since then, the two committees have jointly developed an eligibility matrix and revised screening questions to place people in the shelter most appropriate for them more quickly.

Community Information and Referral has piloted the new screening questions through their CONTACTS hotline. Refinements will be made on the basis of the feedback received. The initial question is phrased, "CONTACTS Shelter Hotline, are you calling because you are being abused?" Depending on how the question is answered, it is followed by "are you calling because you are homeless?" CONTACTS staff will also ask if the caller is in a safe place to talk.

The eligibility matrix offers criteria specific to each emergency and domestic violence shelter in the region. The matrix has been approved by the Continuum of Care. Once it has been approved by the Regional Domestic Violence Council, providers will complete the information pertinent to them and the matrix will be distributed. The matrix may be accessed here: <http://www.mag.maricopa.gov/detail.cms?item=9797>.

The two committees will continue to work on improvements to the service delivery system through an ongoing work group meeting as needed throughout the year and a joint committee meeting in December.

Funding recommendations

The following funding recommendations were submitted to HUD as part of the Stuart B. McKinney application approved by the Continuum of Care.

| Applicant | Project Sponsor | Project Name | Project Type | New/ Renewal | Funding Request |
|---------------------------------------|---------------------------------------|---|---------------------|-------------------------|------------------------|
| Area Agency on Aging Region One | Area Agency on Aging Region One | HIV Case Management at Scattered Sites | Permanent Housing | Renewal | \$126,575 |
| Area Agency on Aging Region One | Area Agency on Aging Region One | HIV Case Management at Stepping Stone | Permanent Housing | Renewal | \$60,735 |
| Area Agency on Aging Region One | Area Agency on Aging Region One | HIV Case Management at Congregate Living Houses | Permanent Housing | Renewal | \$63,064 |
| Arizona Behavioral Health Corporation | Arizona Behavioral Health Corporation | PSH 2009 | Permanent Housing | New | \$1,393,358 |
| Arizona Behavioral Health Corporation | Arizona Behavioral Health Corporation | PSH3106 | Permanent Housing | Renewal | \$685,755 |
| Arizona Behavioral Health Corporation | Arizona Behavioral Health Corporation | Casa de Paz | Permanent Housing | Renewal | \$373,993 |
| Arizona Behavioral Health Corporation | Arizona Behavioral Health Corporation | HUD 3084 | Permanent Housing | Renewal | \$938,788 |
| Arizona Behavioral Health Corporation | Arizona Behavioral Health Corporation | HUD 3024 | Permanent Housing | Renewal | \$499,972 |
| Arizona Behavioral Health Corporation | Arizona Behavioral Health Corporation | Village | Permanent Housing | Renewal | \$1,735,423 |
| Arizona Behavioral Health Corporation | Arizona Behavioral Health Corporation | Casa Mia | Permanent Housing | Renewal | \$687,028 |

| | | | | | |
|---------------------------------------|---|---|----------------------|---------|-------------|
| Arizona Behavioral Health Corporation | Arizona Department of Housing | Shelter Plus Care 293 | Shelter Plus Care | Renewal | \$2,824,704 |
| Arizona Behavioral Health Corporation | Arizona Department of Housing | Shelter Plus Care 151 | Shelter Plus Care | Renewal | \$1,450,560 |
| Arizona Behavioral Health Corporation | Arizona Department of Housing | Shelter Plus Care 189 | Shelter Plus Care | Renewal | \$1,830,336 |
| Arizona Behavioral Health Corporation | Arizona Housing Inc. | Phoenix Shanti Supportive Housing Program | Permanent Housing | Renewal | \$70,456 |
| Arizona Behavioral Health Corporation | House of Refuge East | House of Refuge East | Transitional Housing | Renewal | \$903,424 |
| Arizona Behavioral Health Corporation | Nova Safe Haven | Nova Safe Haven | Safe Haven | Renewal | \$1,114,796 |
| Arizona Behavioral Health Corporation | Southwest Behavioral Health Corporation | Permanent Housing for Persons with HIV/AIDS | Permanent Housing | Renewal | \$20,775 |
| Arizona Behavioral Health Corporation | Southwest Behavioral Health Corporation | Brookside | Permanent Housing | Renewal | \$202,031 |
| Arizona Housing Inc. | Arizona Housing Inc. | Vista Commons | Permanent Housing | New | \$523,810 |
| Arizona Housing Inc. | Arizona Housing Inc. | Horace Steele Commons | Permanent Housing | Renewal | \$58,025 |
| Arizona Housing Inc. | Arizona Housing Inc. | Steele Commons | Permanent Housing | Renewal | \$78,663 |

| | | | | | |
|--|--|---|--------------------------|---------|-----------|
| Catholic Charities | Catholic Charities | EI Mirage/Surprise Transitional Housing | Transitional Housing | Renewal | \$24,039 |
| Chicanos Por La Causa | Chicanos Por La Causa | DeColores Domestic Violence Shelter | Transitional Housing | Renewal | \$101,737 |
| Chrysalis Shelter for Victims of Domestic Violence | Chrysalis Shelter for Victims of Domestic Violence | Chrysalis Transitional Shelter Program | Transitional Housing | Renewal | \$24,269 |
| Community Bridges | Community Bridges | Center for Hope | Transitional Housing | Renewal | \$344,610 |
| Community Information and Referral | Community Information and Referral | CONTACTS Shelter Hotline | Supportive Services Only | Renewal | \$176,753 |
| Community Information and Referral | Community Information and Referral | HMIS | HMIS | Renewal | \$400,921 |
| HomeBase Youth Services | HomeBase Youth Services | Transitional Living Program | Transitional Housing | Renewal | \$333,371 |
| Homeward Bound | Homeward Bound | Thunderbirds Family Village | Transitional Housing | Renewal | \$313,761 |
| Homeward Bound | Homeward Bound | Scattered Sites | Transitional Housing | Renewal | \$26,250 |
| Labor's Community Service Agency | Labor's Community Service Agency | Transitional Housing | Transitional Housing | Renewal | \$279,594 |
| Mesa Community Action Network | Mesa Community Action Network | East Valley Men's Center | Transitional Housing | Renewal | \$58,878 |

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| National Advocacy and Training Network | National Advocacy and Training Network | Support, Education, Empowerment and Direction | Permanent Housing | New | \$514,497 |
| Native American Connections | Native American Connections | Sunrise Circle | Permanent Housing | Renewal | \$35,000 |
| Native American Connections | Native American Connections | Stepping Stone | Permanent Housing | Renewal | \$91,043 |
| Native American Connections | Native American Connections | Catherine Arms | Permanent Housing | Renewal | \$163,178 |
| Phoenix Shanti | Phoenix Shanti | Self-Determination Project | Supportive Services Only | Renewal | \$34,600 |
| Prehab of Arizona | Prehab of Arizona | Faith House Transition Program | Transitional Housing | Renewal | \$510,688 |
| Recovery Innovations of Arizona | Recovery Innovations of Arizona | Another Chance | Permanent Housing | Renewal | \$971,972 |
| Save the Family | Save the Family | Transitional Housing and Supportive Services | Transitional Housing | Renewal | \$211,412 |
| Save the Family | Save the Family | Transitional Housing for Victims of Domestic Violence | Transitional Housing | Renewal | \$411,726 |
| Sojourner Center | Sojourner Center | Transitional Housing and Supportive Services for Victims of Domestic Violence | Transitional Housing | Renewal | \$417,763 |
| Southwest Behavioral Health Services | Southwest Behavioral Health Corporation | Homeless Haven | Transitional Housing | Renewal | \$205,977 |

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| The Salvation Army | The Salvation Army | Project Hope | Supportive Services Only | Renewal | \$73,080 |
| The Salvation Army | The Salvation Army | Kaiser Family Center | Supportive Services Only | Renewal | \$45,360 |
| Tumbleweed Center for Youth Development | Tumbleweed Center for Youth Development | Transitional Housing Continuum for Homeless Youth | Transitional Housing | Renewal | \$437,698 |
| Tumbleweed Center for Youth Development | Tumbleweed Center for Youth Development | Tempe Youth Resource Center | Supportive Services Only | Renewal | \$214,429 |
| Tumbleweed Center for Youth Development | Tumbleweed Center for Youth Development | Pappas Place Drop In Center | Supportive Services Only | Renewal | \$318,730 |
| U.S. Veterans Initiative | U.S. Veterans Initiative | AZ Veterans in Progress | Transitional Housing | Renewal | \$496,557 |
| UMOM New Day Center | UMOM New Day Center | Next Step Housing | Transitional Housing | New | \$1,985,571 |
| UMOM New Day Center | UMOM New Day Center | Nurture Care | Supportive Services Only | Renewal | \$187,584 |
| UMOM New Day Center | UMOM New Day Center | Lamplighter | Permanent Housing | Renewal | \$80,126 |
| Women In New Recovery | Women In New Recovery | WINR Achievers | Permanent Housing | Renewal | \$46,862 |
| YWCA of Maricopa County | YWCA of Maricopa County | Haven House | Transitional Housing | Renewal | \$201,671 |

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| Total Renewal Projects Requested | \$20,763,071 |
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| Total New Funding Available | \$3,394,970 |
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Section 5310 and Coordination Planning

Overview of process and plans

Section 5310, Elderly Persons and Persons with Disabilities Transportation Program, is a capital award grant program designed to assist agencies transporting older adults and people with disabilities. The program provides vehicles, software, related equipment such as radios, and funding for mobility management staff each year. The State of Arizona receives \$3.3 million with approximately \$1 million coming to this region each year. The MAG Elderly and Persons with Disabilities Transportation Program Committee reviews all applications and develops a priority listing of applications to be forwarded to the Arizona Department of Transportation.

In 2006, the reauthorization of SAFETEA-LU included a requirement for any applicants of Section 5310, 5316 and 5317 to be in compliance with a locally derived coordination plan for human services transportation. Section 5316, or Job Access and Reverse Commute, supports agencies transporting low-income workers. Section 5317, or New Freedom, is a relatively new funding source designed to provide assistance beyond the Americans with Disabilities Act. SAFETEA-LU authorizes the federal surface transportation programs for highways, highway safety, and transit. This new requirement was the catalyst for developing the region's first Human Services Coordination Transportation Plan in 2007 and on an annual basis thereafter.

The first plan, available here, <http://www.mag.maricopa.gov/detail.cms?item=7467>, focused on improving communication among the stakeholders in human services transportation as a precursor to improved coordination. This plan was celebrated as a national model with presentations across the country. The second plan, available here, <http://www.mag.maricopa.gov/detail.cms?item=8111>, built on the success of the first plan by focusing on standardizing operations between the agencies. The third plan, to be released in 2009, will focus on maximizing the capacity of the current system by encouraging shared use of vehicles and coordinated mobility management.

Priorities and goals for FY 2010 competition

The specific goals for the 2009 plan update include the following:

- Maximize resources and reduce unused capacity by rewarding Section 5310 applicants who request shared vehicles. Applications will be evaluated on their confirmed commitment to coordinate services and operations.

- Complete an inventory of travel training programs in the region. The inventory will lead to a better understanding of the availability of programs, better coordination, and the development of new programs to fill gaps in service.
- Develop a mechanism for matching agencies with the capacity to offer more trips with agencies needing transportation for their clients as well as people in need from the community. The impact will be more people are transported within the current capacity of the human services transportation delivery system.
- Encourage and award applicants that have supported the development and implementation of the MAG Human Services Coordination Transportation Plans as evidenced by their inclusion in the plans participant lists, as well as those projects that promote the United We Ride goals. The goals include the following:
 - Provide more rides for the same target population for the same or fewer resources (efficiency),
 - Simplify customer access to transportation (effectiveness), and
 - Increase customer satisfaction (quality).

The success of each plan will provide the catalyst and energy for the next plan as the strategies necessarily become more intensive. The federal government expects greater impact from coordination strategies in the aforementioned three areas. In light of the economy, coordination activities have a tremendous potential of meeting people's needs in a cost efficient, effective manner.

V. Conclusion

Realistically, the calls for help will continue to increase for the near to mid-term future. Not everyone will receive the help they need. Many though will connect with valuable resources and the impact of this cannot be underestimated. Much more is needed than any one entity can provide, but in times like these, it is critical for each person to do what is within their capacity. By working together, this capacity can be increased and maximized. Henry Ford once said, "Coming together is a beginning. Keeping together is progress. Working together is success." This document illustrates the some of the work to be achieved and the impact to be made when individuals think regionally and act locally.

In tough economic times, hard choices will be made, but vibrant opportunities may also be discovered. Strategic planning and the commitment to ensuring a high quality of life for all people is stronger than any challenge which may lie ahead. MAG extends a deep appreciation for all committed to this goal. To become involved with the regional human services planning process at MAG, please contact (602) 254-6300, humanservices@mag.maricopa.gov or visit <http://www.mag.maricopa.gov/division.cms?item=65> for more information. Thank you for supporting this work!

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Acknowledgements

MAG Human Services Coordinating Committee Members

Councilmember Trinity Donovan, Chandler, Chair
Vice Mayor Rob Antoniak, Goodyear
Councilmember Dave Crozier, Gilbert
Lance Cypert, Tempe Community Council
Susan Hallett, Arizona Department of Economic Security
Kathleen Hemmingsen, Scottsdale Human Services Commission
Councilmember Dennis Kavanaugh, Mesa
Mayor Marie Lopez Rogers, Avondale
Vice Mayor Manuel Martinez, Glendale
Carol McCormack, Mesa United Way
Councilmember Michael Nowakowski, Phoenix, Vice Chair
Councilmember Onnie Shekerjian, Tempe
Supervisor Mary Rose Wilcox, Maricopa County

MAG Human Services Technical Committee Members

Carl Harris-Morgan, Town of Gilbert, Chairman
Bob Baratko, City of Surprise
Kathy Berzins, City of Tempe
Kyle Bogdon, DES/ACYF
Patti Evans, City of Goodyear
Stefanie Garcia, City of Chandler
Paige Garrett, Quality of Life Community Services, Inc
Laura Guild, DES/CPIP
Jeffery Jamison, City of Phoenix
Deanna Jonovich, City of Phoenix
Jim Knaut, Area Agency on Aging
Margarita Leyvas, Maricopa County
Joyce Lopez-Powell, Valley of the Sun United Way
Paul Ludwick, City of Scottsdale
Steven MacFarlane, City of Phoenix
Doris Marshall, City of Phoenix
Jayson Matthews, Tempe Community Council
Joy McClain, City of Tolleson
Sylvia Sheffield, City of Avondale, Vice Chair
Carol Sherer, DES/DDD