

FINAL MINUTES

**CITY OF GLENDALE
COMMUNITY DEVELOPMENT ADVISORY COMMITTEE
GLENDALE MUNICIPAL OFFICE COMPLEX - ROOM B-3
5850 W. GLENDALE AVENUE
GLENDALE, ARIZONA
Thursday, April 21, 2016
6:00 p.m.**

MEMBERS PRESENT: Matthew Versluis, Chair
Dorlisa Dvorak, Vice Chair
Cathy Cheshier
Sharyn Nesbitt
Dennise Rogers
Denise Flynn
Karissa Ann Ramirez
Chuck Jared
Leslee Miele
Daniel Tapia

MEMBERS ABSENT: Mickie Nunez
Ronald Jauregui
Belinda Allen

STAFF PRESENT: Gilbert Lopez, Revitalization Manager
Rebecca Daniel, Community Action Program Manager
Erik Strunk, Community Services Director
Tim Barnard, Assistant Director
Stephanie Miller, Senior Management Assistant

- I. Call to Order and Introductions
Chair Versluis called the meeting to order at 6:00 p.m.
- II. Roll Call
Chair Versluis conducted Roll Call.
- III. Minutes
Committee-member Cheshier motioned to approve the March 17, 2016 meeting minutes as written. Committee-member Jared made the second. The motion passed 9 – 0. [Committee-member Ramirez was not yet present.]
- IV. Business from the Floor
None.
- V. Recognition of Committee Member Cherie Hudson
Mr. Strunk announced that Committee-member Hudson was unable to attend the meeting. The recognition was postponed.

VI. Assessment of Glendale's Homeless Strategy by ASU Morrison Institute

Ms. Miller introduced Professor Chris Hayter and the graduate students from the ASU Morrison Institute for Public Policy who were in attendance to present the findings and recommendations from their "Assessment of Glendale's Homeless Strategy". The full report was distributed to the Commissioners.

Mr. Reed thanked the Commission and staff as well as Professor Hayter for their support during the preparation of the analysis. Mr. Reed announced the team of graduate students as follows:

- Liza Gashi, in attendance
- TJ Reed, in attendance
- Yesenia Castaneda, in attendance
- Thaddeus Gassie, in attendance
- Avanti Haque, in attendance
- Martha Franquemont, unable to attend this evening
- Fatemah Bernard, unable to attend this evening

Mr. Reed's presentation included the following:

- Objectives – Review, Research, Interview
 - Current Practices
 - Nationally recognized programs and approaches
 - Emerging Practices
 - Innovative programs and approaches
 - Partnerships
 - Strategic collaboration and coordination
 - Capacity
 - Review Glendale's current state to guide implementation recommendations
- Defining Homelessness
 - Consensus among key stakeholders that there is a large homeless need locally.
 - Glendale church groups, small businesses, law enforcement, and park staff frequently encounter homeless persons.
 - Majority of unsheltered homeless persons are single adult males, but Glendale has homeless families, adult women, and youth as well.
 - Bonsall Park is a regular gathering place for homeless persons, resulting in safety concerns, increased park maintenance, and reduction in public use and enjoyment of the park.
 - Park rangers and law enforcement report a high number of incidents involving homeless individuals.
 - 2016 Glendale count of unsheltered homeless: 43, an increase of 20 over the 2015 count
 - 2016 Maricopa County count of unsheltered homeless: 1,289, an increase of 236 over the 2014-15 count
- Current Efforts
 - Focus: Prevention
 - Perception: Chronic homeless do not want help
 - Public: Resistance to shelter
 - Collaboration: Modest but increasing
 - Needs: Treatment for mental illness and drug abuse
 - Key Stakeholders

- Community Services – Coordinate
 - Community Revitalization – Manage funding
 - Community Housing – Housing
 - CAP - Prevention
 - Advisory Committee - Allocate
 - Parks and Recreation - Interact
 - Police Department – Enforce and Protect
 - Neighbor Alliance - Serve
 - Local Non-Profits - Providers
 - Maricopa Continuum of Care (CoC)
- Regional Best Practices
 - A map of the United States with percent in changes in overall homelessness by state for 2013-2014 was displayed.
 - It was noted that there are over 550,000 homeless individuals in the U.S., which has decreased by 12% since 2007.
 - Portland, Maine
 - In 2015, Maine’s unsheltered homeless population reached the lowest of any state in America
 - Consistent information sharing
 - Inclusive strategies
 - Collaborative efforts
 - Prioritization of services and housing
 - Chicago, Illinois
 - Increased involvement in CoC’s 20 stakeholder committees
 - Advocates and providers created Plan 2.0 in 2012
 - Positive progress in each of its seven strategic priorities
 - Los Angeles, CA
 - Coordinating efforts for the first time
 - Potential in the roles of smaller cities
 - End “revolving doors”
 - Significant increase in funding – recently put together a \$2.0 billion plan
 - Houston, Texas
 - Houston’s homeless population dropped 46% over the last four years
 - The key was “The Way Home” collaborative model
 - Data driven
 - Homeless liaison from the Mayor’s office
 - Recruitment from businesses and faith-based organizations
 - Salt Lake City, UT
 - Salt Lake City’s chronically homeless population has been dropped by 90% between 2005 and 2015
 - Utah’s National Taskforce: Champions, Collaboration, Compassion
 - Uses political, business, faith-based, and housing leaders
- Recommendations
 - Strategic Vision
 - Gap: Strategic Vision toward homelessness
 - Recommendation:
 - Define role through regional input
 - Create a living document

- Steps: Establish stakeholder committee from Glendale and Maricopa County to discuss regional vision
- Communication
 - Gap:
 - Consensus and understanding among Glendale stakeholders
 - Capability to address the homelessness problem
 - Recommendation:
 - Increase public awareness and training
 - Partner with specialized organizations
 - Steps:
 - Identify key players
 - Connect with 211, UMOM, No Wrong Door
- Engagement
 - Gap: Homeless services in Glendale
 - Recommendation:
 - Partner with faith-based organizations and non-profits to provide emergency shelter, permanent supportive housing, and assessments
 - Steps: Reach out to Lutheran Social Services of the Southwest (IHELP), A New leaf, UMOM, Lodestar Day Resource Center
- Regional Strategy
 - Gap:
 - Political will
 - Public support
 - Recommendation:
 - Engage regional stakeholders
 - Connect with state policymakers
 - Steps:
 - Engage in CoC activities and committees
 - Join United Way's Collective Impact
 - Connect policymakers, i.e. Mr. Michael Traylor, Director of Arizona Department of Housing

Mr. Reed opened the floor for questions or comments.

Committee-member Cheshier thanked the ASU students for their in-depth report. Committee-member Cheshier asked where the information for Glendale homeless was determined. Mr. Reed answered that the Point in Time Count was utilized. Committee-member Cheshier noted that there are some homeless individuals who are mentally ill and some who choose to be homeless and wondered if there were statistics for those distinctions. Mr. Reed stated that the analysis did not go to that depth. Mr. Reed added that some homeless people do not answer questions when asked and/or want their privacy. Ms. Miller noted that in the last Point in Time count, only 19 of 43 homeless individuals answered questions. Others were observed sleeping or chose not to respond. Ms. Miller stated that the count is only accurate for the time it is conducted since homeless individuals are very transient.

Chair Versluis inquired about other ways the homeless are identified or tracked. Ms. Miller replied that the police keep track of crime data, include crimes committed by homeless individual.

Ms. Miller stated that the fire department does not track the homeless, but will assist when necessary and the park rangers record incidents which occur in parks and facilities.

Committee-member Flynn commented on issues with coordination and sharing of data by organizations, for example in the SPDAT system. Committee-member Flynn stated that not every organization enters all information into the SPDAT system as some are concerned with privacy. Committee-member Flynn asked if some of the cities in the analysis were more willing to share data. Mr. Gassie replied that most cities' agencies know that it is everyone's best interest to input and share as much data as possible.

Committee-member Flynn inquired if there is talk of increased funding for improving HMIS. Committee-member Flynn explained that it is hard to obtain drilled-down information from HMIS and sometimes difficult to put information into the system. Mr. Reed replied that the City of Houston received funds to revamp its system and the system is very streamlined now.

Vice Chair Dvorak stressed that the importance of collaboration between city, county, and state partners really stands out in the analysis.

Ms. Miller stated that the analysis and recommendations will be shared with internal City departments, such as police and fire, as well as external partners, such as faith-based and non-profits. Ms. Miller announced that a formal strategic vision and internal plan will be developed. Ms. Miller added that it will be a long process; however, goals and achievements will be benchmarked to track successes.

Committee-member Flynn commented that feedback from individual citizens is necessary and wondered how individual citizens could participate in the process. Ms. Miller replied that staff is working with faith-based groups and the Neighbor Alliance to connect with individuals.

Mr. Strunk explained that tonight's presentation is another step of the process. In August, staff will go before Council when discussing CDAC priorities to obtain further direction. Mr. Strunk stressed that addressing the homelessness issue will necessitate a comprehensive approach with various partners.

Mr. Lopez noted that CDAC allocates over \$300,000 in CDBG and ESG funds toward homelessness issues. Mr. Lopez stated that staff attends MAG committee meetings to discuss homelessness, HMIS issues and is working toward increased data sharing.

Committee-member Nesbitt thought that the City already had a strategic vision regarding homelessness. Mr. Lopez replied in the positive, but added that it will be expanded and further defined.

Committee-member Flynn commented that she recently completed Glendale University 101 and learned that some of the Glendale police officers are taking No Wrong Door training. Mr. Lopez noted that some of the CAT team members are doing the same.

Professor Hayter stated that over the years, the approach to homelessness has changed. Professor Hayter noted that homelessness is not just a local or regional issue, but national, as some individuals move from state to state depending on the weather.

Committee-member Flynn stressed the need for wrap-around services for the homeless.

Committee-member Ramirez noted that some homeless individuals leave shelters without wrap-around services and some individuals who were incarcerated leave jail or prison without any where to go so they too become homeless. Mr. Reed agreed that this population is a gap because it can be very challenging to obtain a job or rental housing with a felony record.

Committee-member Ramirez stated that public education on mental illness is very important.

Mr. Strunk announced that unfortunately, Glendale Judge Elizabeth Flynn was unable to attend tonight's meeting. Mr. Strunk explained that Judge Flynn presides over homeless and mental illness court cases and in the future will give a presentation to CDAC.

Chair Versluis agreed that a joint effort is needed to tackle the homelessness issue because individuals are homeless for many different reasons. Chair Versluis thanked the ASU students for a great job on the analysis and presentation.

VII. CAP Needs Assessment Report

Ms. Daniel stated that as required by the Department of Economic Security, CAP must complete a CAP Needs Assessment report every three years as mandated by the Community Service Block Grant Act. The CAP Needs Assessment was provided to the CDAC members prior to the meeting for review.

Ms. Daniel announced that, as part of the City of Glendale's Five Year Consolidated Plan FY2015-19, the City's objectives are to provide: decent affordable housing, a suitable living environment and, create expanded economic opportunities.

Ms. Daniel noted that Mayor and Council have provided CDAC with direction on funding priorities as follows:

- Keeping people in their homes
- Assisting with core needs such as food, utilities, and shelter
- Supporting home delivery of meals and shelter services programs
- Providing emergency home repair
- Housing rehabilitation programs
- Demolishing and clearing blighted structures
- Emphasizing revitalization of Centerline/Redevelopment Area

Ms. Daniel reported the following from the 2010-2014 U.S. Census Bureau American Community Survey Five Year Profiles:

- Arizona had the fourth highest poverty rate among the United States with 18.2% of the state's population living below the poverty line. Roughly 1 in 5 Arizonans or 1.26 million people are living in poverty conditions.
- The median household income in Arizona is \$49,928.00.
- 16.3% in Arizona do not have health insurance coverage.

Ms. Daniel announced that according to the U.S. Department of Labor, Bureau of Labor Statistics, as of December 2015, the Arizona unemployment rate was 5.9% and the U.S. rate was 5.0%.

Ms. Daniel also reported the following:

- More than 1 million people in Arizona are on SNAP Food-stamp benefits.
- 1 out of 4 are working poor in Arizona.
- 1 out of 7 seniors are hungry.

Ms. Daniel provided highlights of the City of Glendale CAP 2015 Agency Survey report to the Commissioners.

Committee-member Nesbitt wondered why there are so many uninsured in Arizona. Ms. Daniel replied that some people choose not to purchase health insurance, some people do not qualify, and some people are confused by all of the insurance choices. Committee-member Nesbitt commented that some of these people may be covered by AHCCCS. Ms. Daniel confirmed that children are covered by AHCCCS, but sometimes, not all parents can qualify.

Committee-member Flynn motioned to approve the CAP Needs Assessment Report as presented. Committee-member Ramirez made the second. The motion passed 10 – 0.

VIII. Community Action Program Update

Ms. Daniel provided the Committee with an update of department activities and accomplishments.

Direct service funding balances as of March 31, 2016:

○ Low Income Home Energy Assistance Program:	\$127,509
○ Temporary Assistance to Needy Families:	\$ 10,611
○ Neighbors Helping Neighbors:	\$ 93
○ Community Services Block Grant	\$ 13,428
○ Arizona Community Action Association:	\$ 34,654
○ Community Block Development Grant:	<u>\$ 21,643</u>
Total:	\$207,938

January through March Activities:

- 341 resident calls/appointments were scheduled on the CAP appointment line.
- 15 residents were scheduled with a special medical accommodation and/or home visit.
- 250 Households received Energy Conservation education.
- 232 Households assisted with Utility Assistance Programs - \$97,760 expended
- 56 Households assisted with Rent/Mortgage Programs - \$40,453 expended

A total of \$138,213 in direct service funding was provided to Glendale residents during the months of January, February, and March 2016 for emergency services, utility, and rent/mortgage assistance.

Department of Economic Security:

- Amendment No. 4 to the Intergovernmental Agreement for CAP funding and operations is currently in legal review. This amendment will implement the new fiscal year CAP funding within the state contract for July 1, 2016. The item will go before City Council prior to June 30, 2016.
- CAP is currently partnering with the Department of Veterans' Administration. A social worker who is a veteran is stationed bi-monthly at the CAP office to handle veteran

services/claims. The social worker may soon increase to weekly onsite availability. CAP is also working with Arizona Safe Baby Haven to educate residents on the importance of baby havens in the area. CAP office space is also being utilized for this outreach.

Upcoming CAP Event:

- The Arizona Community Action Association (ACAA) Annual Conference will be held on May 12th and 13th, 2016. Interested Committee-members were encouraged to contact Ms. Daniel for further information.

Chair Versluis thanked Ms. Daniel for the update.

IX. Committee-member Comments and Suggestions

Committee-member Cheshier announced that her term expires in June and she has enjoyed serving on CDAC and has found it very interesting and eye-opening. Committee-member Cheshier expressed appreciation for all excellent job done by staff.

Committee-member Jared stated that his term expires in July, however, he has volunteered to work with the CAP office. Committee-member Jared has enjoyed working on the CDAC because of the good work achieved and also the participation of the staff members.

Ms. Miller announced that this Saturday, the Glendale Empowerment Expo will be held at the Civic Center from 9:00 a.m. to noon. Ms. Miller explained that there will be 26 service providers offering information with a primary focus on persons with disabilities.

Mr. Lopez commented that the Annual Action Plan will go before Council this Tuesday night.

X. Adjournment

Committee-member Rogers motioned to adjourn the meeting at 7:38 p.m. Committee-member Cheshier made the second. The motion passed 10 – 0.

Respectfully Submitted,
Denise Kazmierczak