

FINAL MINUTES

**CITY OF GLENDALE
COMMUNITY DEVELOPMENT ADVISORY COMMITTEE
GLENDALE MUNICIPAL OFFICE COMPLEX - ROOM B-3
5850 W. GLENDALE AVENUE
GLENDALE, ARIZONA
Thursday, June 16, 2016
6:00 p.m.**

MEMBERS PRESENT: Matthew Versluis, Chair
Dorlisa Dvorak, Vice Chair
Chuck Jared
Sharyn Nesbitt
Denise Flynn
Ronald Jauregui
Cathy Cheshier

MEMBERS ABSENT: Mickie Nunez
Dennise Rogers
Karissa Ann Ramirez
Daniel Tapia
Belinda Allen
Leslee Miele

STAFF PRESENT: Gilbert Lopez, Revitalization Manager
Elaine Adamczyk, Community Housing Manager
Stephanie Miller, Senior Management Assistant

- I. Call to Order and Introductions
Chair Versluis called the meeting to order at 6:04 p.m.
- II. Roll Call
Chair Versluis conducted Roll Call.
- III. Minutes
Committee-member Flynn motioned to approve the May 19, 2016 meeting minutes as written. Committee-member Jared made the second. The motion passed 7 – 0.
- IV. Business from the Floor
Two new Committee-members, Valentina Imig and Kevin Loera, who will formally sit on the Committee in July were introduced. Both gave a brief background of themselves.
- V. Recognition of Committee Members Cathy Cheshier, Ronald Jauregui and Chuck Jared
Committee-member Cheshier, Jauregui and Jared were recognized for their years of service on the Committee.
- VI. Update on Section 8 Housing Choice Voucher “Family Self-Sufficiency” Participant

Ms. Adamczyk provided information on the Family Self Sufficiency Program, which included the following information:

- The purpose of the program is to assist families achieve economic independence on welfare, Section 8 rental assistance, and/or other government subsidies.
- After successful completion of a 12-month lease in the Section 8 Housing Choice Voucher Program, a family can request participation in FSS.
- The family must remain program and lease compliant and develop and maintain compliance with a Contract of Participation, including an Individual Service Plan (ISP), which sets forth the family's goals and objects through FSS.
- The FSS program allows a family to build an escrow account, based on future increases in earned income. As the household income increases, the family pays a larger portion of the monthly rent. The difference between the original rent payment and the newly calculated rent payment is deposited into an escrow account.
- FSS contracts must be completed within 5 years, with the possibility of a 2 year extension.
- If a client drops out of the FSS program, the escrow money stays within the program.
- HUD allocates a certain number of FSS program slots for each city. There are about 13 slots used, out of a total of 38 for Glendale. Once a slot is used, it is not re-opened as HUD is looking to end the program.

Ms. Adamczyk introduced Ms. Latrice Ratcliff who was enrolled in the program and has successfully met the program goals, one of which is homeownership. Ms. Ratcliff will receive her escrow account payout, which will assist in achievement of her goal.

Ms. Ratcliff was in attendance and shared her experience with the Family Self Sufficiency Program. Ms. Ratcliff transferred with the program from California to Glendale and has recently completed a nursing program. Ms. Ratcliff was grateful for the existence of the program and has been working with a realtor toward the purchase of a single family home. Ms. Ratcliff commented that she has had some challenge with a recent negotiation on a house, but is hopeful that she will soon solidify a contract on a house.

Committee-member Flynn inquired as to the hardest part of the program. Ms. Ratcliff stated that it was difficult to stay within the City boundaries when looking for houses. Ms. Adamczyk noted that there are a lot of rules and regulations as part of the program, however, Ms. Ratcliff has moved through the program quite well.

Chair Versluis congratulated Ms. Ratcliff, wished her well in the future and thanked her for attending the meeting.

VII. New Development Agreement with Habitat for Humanity

Mr. Lopez announced that in 2015, the Maricopa County HOME Consortium announced that it was seeking proposals to reallocate HOME funds being returned to the Consortium by the City of Scottsdale and Maricopa County. The City of Glendale in partnership with Habitat for Humanity applied for \$200,000 of these funds to supplement four housing units that are currently under contract and environmentally cleared. The use of these funds by Habitat for Humanity will continue into FY16-17 and it is necessary to extend the terms of the original agreement for an additional one-year period, with an administrative option to renew up to two additional years.

Mr. Lopez explained that an extension amendment was initially going to be utilized; however, the City's Attorney's Office advised that a new agreement needed to be drafted.

Committee-member Flynn inquired as to the reason that Habitat for Humanity was receiving the additional funds, instead of revisiting all of the grants. Mr. Lopez explained that these funds were received mid-year and were not available during the grant hearings. Mr. Lopez added that Habitat for Humanity has projects ready to go whereby the funds can be quickly utilized.

Committee-member Cheshier inquired if Habitat for Humanity has specific projects for which these funds will be used. Mr. Lopez replied in the positive and clarified that the projects are in the City of Glendale.

Committee-member Jared motioned to recommend City Council approval of the City of Glendale application for \$200,000 from the Maricopa County HOME Consortium in partnership with Habitat for Humanity and the one-year extension of the City's original agreement with Habitat for Humanity with an administrative option to renew up to two additional years. Vice Chair Dvorak made the second. The motion passed 7 – 0.

VIII. Staff Update on Glendale's Homelessness Assessment

Ms. Miller gave a presentation on the Homelessness Study and next steps for the project. Highlights include the following:

- Who Are the Homeless?
 - Causes
 - Economic Instability
 - Chronic Substance Abuse
 - Severe Mental Illness (SMI)
 - Domestic Violence
 - HIV/AIDS
 - Affects – Populations
 - Single males and females
 - Veterans
 - Families
 - Unaccompanied Youth
- Definitions of Homelessness – The ability to assist the homeless varies based on the funding definition used. All below vary somewhat:
 - Community Revitalization
 - Glendale Section 8 and Public Housing
 - Community Action program
 - Schools: McKinney-Vento Act Definition
- The Issue: What Does Homelessness in Glendale Look Like?
 - Point In Time Count
 - 2016: 43
 - 2015: 23
 - 2014: 39
 - 2013: 19
 - 2012: Not conducted
 - 2011: 42
 - 2010: 28

- Homelessness by the Numbers
 - A chart exhibiting the department/organization, timeframe, measurement, and number of homeless persons counted was displayed.
- Known Locations of Unsheltered Homeless Persons as Reported by Glendale Police Department and Park Rangers
 - A map of Glendale was displayed highlighting areas of known locations.
- What is Glendale Currently Doing
 - Homeless Interactions
 - Park Rangers: enforcement
 - Police: enforcement
 - Fire: medical response
 - Court: Homeless Court and Mental Health Court
 - Non-Profit Service Providers: support
 - Libraries: public space
 - Schools: McKinley-Vento
 - Faith-Based Communities: support
 - Businesses
 - Citizens
 - Homeless Assistance
 - Fund non-profits that benefit Glendale residents through CDBG and ESG funding
 - CAP provided homeless assistance through DES and ACAA funding
 - Educational Outreach (Police, Fire, Park Rangers)
 - Faith-based organizations provide resources
 - City building relationships with non-profit organizations
 - Schools provide transportation for homeless students to and from school and basic and supplies
 - Homeless Prevention
 - Eviction prevention services (CAP) = \$111,521 spent in FY15-16
 - Long-term rental assistance: 155 public housing units and 1,054 Section 8 vouchers
 - Community Revitalization: assisted 846 Glendale residents in FY14-15 with \$172,881
 - Annual funding process: collaboration with Maricopa Association of Governments (MAG)
- Recommendations
 - Identify Funds for a Dedicated Homeless Liaison
 - Create a Unified Team
 - Improve Communication
 - Improve Data Collection
 - Annual Review of Efforts
- Areas of Improvement: Dedicated Homeless Liaison
 - City Departments and External Organizations: Need a Point of Contact to educate fellow CGO employees and external partners about homelessness in Glendale and appropriate responses to homeless encounters.
 - City Departments and External Organizations: Need a Point of Contact to collect homeless data across departments and from external partners on a quarterly basis and coordinate communication efforts.

- City Departments: Need a Point of Contact to conduct outreach and provide onsite assistance to first responders who may be working with homeless persons.
- External Organizations: Need an internal Point of Contact for local non-profits, faith-based organizations, schools, and businesses. Encourage future partnerships and assistance programs.
- Recommendation #1: Establish a dedicated Homeless Liaison who can manage homeless efforts across departments and with external agencies. Identify appropriate funding sources.
- Dedicated Homeless Liaison Potential Responsibilities:
 - Referral management
 - Thorough understanding of City services/interactions and homeless needs
 - Management of interdepartmental homeless data
 - Assist with questions/interactions during homeless encounters (Police, Fire, Park Rangers, Court)
 - Organize efforts between non-profits, faith-based organizations, businesses and other West Valley entities
 - Educating the public around homelessness and “approved” homeless assistance
 - Drive potential assistance programs (Establish West Valley coordinated point of entry, hotel vouchers for families in need, coordinate supply drives, provide transportation from office to shelters)
- Below are suggestions of how the Homeless Liaison can engage with external groups and bring additional homeless assistance to Glendale:
 - Faith-Based Communities
 - Assist with the coordination of efforts among faith-based groups
 - Host rotating shelters or services within the community
 - Foster partnership with the City to encourage collaboration/unified approach
 - Glendale Schools
 - Link schools with other homeless resources (faith-based communities, non-profits)
 - Understand issues that are specific to homeless students/families
 - Non-profit Organizations
 - Identify services that are most in need in Glendale, work with corresponding service providers
 - Potentially establish satellite services for West Valley residents (similar to set-up at CAP)
 - Work with non-profits to identify subpopulation that is most in need in Glendale
 - Business Community
 - Understand homeless issues that impact Glendale businesses
 - Medical Community
 - Work with Mental Health Court to ensure that court and caseworkers are knowledgeable of resources that may be available to clients
- Areas of Improvement: Creation of a Unified Team
 - City Departments:
 - Misconceptions of homeless persons in Glendale

- Lack of departmental knowledge of homeless problem and resources
 - Lack of one contact person per department who is knowledgeable about homeless efforts
 - External Organizations: Lack of coordination between City and faith-based organizations, schools and non-profits
 - Recommendation #2: Need to address homelessness as a cohesive unit and create a network of homeless champions both internally and externally.
- Creating a Unified Team
 - Establish that addressing homelessness in Glendale is a priority.
 - COG Internal Processes
 - Identify one homeless contact per department who is knowledgeable of homeless resources and processes
 - Educate entire department on homeless resources and processes
 - Encourage inter-departmental collaboration and support
 - External Processes
 - Engage faith-based organizations, non-profits, businesses and schools in conversation and provide referrals to persons in need
 - Connect potential partners
- Areas of Improvement: Communication
 - City Departments:
 - Lack of a single homeless resource list that details shelter or support services, eligibility requirements, contact information, etc.
 - Not all employees who may have homeless encounters have access to complete list of resources
 - Lack of interdepartmental communication around homelessness encounters or issues
 - Public: Difficult to find homeless resources online or otherwise
 - Recommendation #3a: Create single resource that lists shelters and service providers, a description of services offered and eligibility requirements.
 - Recommendation #3b: Encourage homeless liaison/outreach workers to call Crisis Response Network (1-800-631-1314).
 - Ways to Improve Communication
 - Post on City website
 - Share resources across departments
 - Share resources externally
 - Post information in public places (similar to PSA's)
 - Utilize crisis line
- Areas of Improvement: Data Collection
 - City Departments:
 - In some cases, lack of homeless data
 - Data captured varies from department to department
 - Outreach efforts are not tracked
 - Difficult to compile and analyze homeless information across departments due to lack of a standard template
 - City Departments and Non-Profit Organizations: Difficult to understand number of homeless in Glendale due to varying tracking methods
 - Recommendation #4a: Determine beneficial data points and collect information across departments.

- Recommendation #4b: Create internal database to share confidential information across departments.
- Additional Suggestions:
 - Track homeless data over an extended period of time (years)
 - Create a standard report form and/or database for homeless interactions
 - If report forms are already in use, add a “homeless checkbox” and follow-up questions that will help identify subpopulations
 - Report homeless outreach and/or educational efforts to other city departments and outside partners
 - Compare and share data across departments and with external partners (schools, non-profits, etc.)
- Next Steps
 - Phase 1 – 3 Months
 - Standardize homeless resource list
 - Establish homeless data points
 - Standardize procedures for homeless encounters (in terms of education/referrals)
 - Phase 2 – 6 Months
 - Identify Homeless Liaison
 - Create homeless campaign across departments
 - Educate employees on homeless encounters and resources
 - Begin homeless communication efforts
 - Phase 3 – Ongoing
 - Evaluate new data collected to identify potential areas of service
 - Evaluate implementation of new resource list, data tracking systems and procedures
 - Work with external organizations to identify new potential programs
 - Annual review of efforts

Ms. Miller commented that this Saturday from 10:00 a.m. to 5:00 p.m., there will be 8 heat-relief/hydration stations in the City at which free bottled water will be available. Ms. Miller also announced that Project Connect will have a Mobile Homeless Unit on site at St. John’s Lutheran Church one day a week, geared toward homeless persons aged 12-25 years old. A caseworker will be on site and laundry services will also be available at the mobile unit. This is a pilot location and may be changed based on demand.

Chair Versluis inquired as to how some of the homeless population migrates across country. Ms. Miller replied that some people drive to the valley and cannot find employment and/or affordable housing. Mr. Lopez explained that homelessness is a regional issue and many of the homeless move around in the area.

Committee-member Jared suggested converting a vacant store into a homeless shelter.

Committee-member Flynn inquired if the Homeless Liaison would be a new position. Ms. Miller replied in the positive and added that the funding has not been identified in the budget as of yet. Ms. Miller stated that it would be optimal if the Homeless Liaison was a full-time position. Committee-member Flynn asked for further clarification of the unified team approach. Ms. Miller explained that there would be one Homeless Liaison, but there would be specific homeless Points of Contact within each department who would work with the Homeless Liaison.

Committee-member Flynn stated that different City departments use different forms/formats and it would be great if all of the departments used the same reporting forms for best practices to disseminate information to each other. Ms. Adamczyk commented that centralized homeless information would be beneficial.

Ms. Miller stated that her presentation this evening was a draft presentation and she is developing a narrative as well for Council and all City departments. Ms. Miller anticipated giving the presentation to Council within the next few months. Ms. Miller commented that continuing action on this issue demonstrates that homelessness is a priority in the City of Glendale.

Chair Versluis thanked Ms. Miller for the presentation.

IX. Selection of Retreat Date and Topics

Ms. Adamczyk facilitated a discussion on the CDAC summer retreat topics and dates.

Vice Chair Dvorak motioned for the CDAC summer retreat to be held in July 2016, with proposed agenda items as follows: review and final recommendation of homeless strategies, a presentation and discussion on the use of Section 8 vouchers for project-based development, a discussion on CDBG priorities in preparation for an August Council workshop presentation, the creation of an annual work plan, and the review and approval of the FY16-17 CDAC meeting calendar. Committee-member Jared made the second. The motion passed 7 – 0.

Committee-member Cheshier motioned for the CDAC summer retreat to be held on July 9, 2016. Committee-member Jared made the second. The motion passed 7 – 0.

X. Committee-member Comments and Suggestions

Committee-member Flynn inquired as to how, in the final allocation of the CDBG grant funds, some of the agencies received more funding than recommended by CDAC. Mr. Lopez explained that CDBG funds granted are initially based on an estimated amount to be received from the federal government. Mr. Lopez noted that once the final figure is received from HUD, the funds are allocated pro-rata in accordance with the final CDAC recommendations and Council approval. Mr. Lopez stated that sometimes, the actual amount received is lower and sometimes it is higher. Committee-member Flynn suggested that the final announcements state that the grant funding was the Council's decision along with the recommendation of CDAC. Mr. Lopez stressed that at the beginning of the hearings, it is announced that actual funding grants could and will change proportionally based on the actual amount received from the federal government.

Committee-member Cheshier commented that she has enjoyed her time on CDAC. Committee-member Cheshier suggested more helpful information for new Committee-members in regards to review of the grant applications. Chair Versluis commented that there is much repetition in the grant application pages. Mr. Lopez stated that he is working to streamline the applications. Vice Chair Dvorak stated that the detailed grant applications are important, however, it might be beneficial to have short notes on each application. Committee-member Cheshier felt that it would be helpful to give new Committee-members basic information on how to interpret the

applications. Ms. Adamczyk suggested reviewing sample applications as a group at the upcoming retreat.

Committee-members and Staff agreed to add a presentation regarding the CDBG grant applications to the retreat agenda.

XI. Adjournment

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

Respectfully Submitted,
Denise Kazmierczak