

HOUSING & HUMAN SERVICES ADVISORY BOARD  
CITY OF MESA  
MESA CITY COUNCIL CHAMBERS  
57 EAST 1<sup>ST</sup> STREET, LOWER LEVEL  
January 23, 2003  
-MINUTES-

MEMBERS

Mr. Greg Holtz, Chairperson  
Ms. Teresa Cotton (Absent)  
Mr. Bob Hisserich  
Mr. Len Locke (Excused)  
Ms. Susan Klecka  
Ms. Elaine Nelson  
Mr. Ken Salas  
Dr. Carlos Vallejo

GUESTS

Anita Mapes, Mesa Fire Department  
Alex Moreno, DES Community Services  
Administration

STAFF

Ms. Debbra Determan, Office of Human  
Services  
Ms. Nichole Wamble, Office of Human  
Services  
Bryan Raines, Neighborhood Services  
Ms. Ruth Anne Norris, Housing Services  
Ms. Deborah Cooke, Housing Services  
Ms. Lisa Wilson, Neighborhood Services

WELCOME AND INTRODUCTIONS

Greg Holtz called the meeting to order at 6:05 p.m. Members of the audience were introduced. A motion was taken to approve the October 24, 2002 meeting minutes which could not be approved at the last meeting due to lack of a quorum. The October 24, 2002 minutes were approved.

REVIEW OF NOVEMBER 20, 2002 MEETING MINUTES

November 20, 2002 minutes were approved.

REVIEW OF HOUSING MONTHLY REPORTS

Ruth Anne Norris gave a detailed summary of the Monthly Housing Report. The Housing Rehabilitation Program is still ongoing. Three units were completed this month and 35 year-to-date.

The Section 8 funds are being used at 100% for the Affordable Housing Program. HUD provides a set number of vouchers as well as a set budget to provide affordable housing. There has been an increase in the rental rates in the area, which makes it difficult to use all of the vouchers. Funds are being used at 100% but vouchers are being used less due to a lack of funds. There will be an internal effort to reduce cost and allow more funds to be available. HUD looks at utilization as using 95% or more of the vouchers or funding. As of now Housing Services is using all of the funding available as well as some reserves.

More than \$819,000 monthly has been provided to pay for housing assistance to 600 private sector landlords.

Ruth Anne stated that a landlord could there could be landlords that provide multiple housing units. But for reporting purposes they are only counted once. This measure looks at landlords, not the number of vouchers.

Section two includes occupancy rates, portable vouchers and the waiting list. There are currently 1459 vouchers under lease. Portable vouchers, are Section 8 vouchers that originate in another jurisdiction total 205. There are 942 individuals on the Section 8 waiting list, which remains closed and will not open until later in the year.

The area of Special Programs includes the Family Self-Sufficiency Program. These families have Section 8 vouchers but are monitored by case managers in an effort to move them toward self-sufficiency. There are 85 participants, which is less than the previous report. Presently, there are families on the list that are not meeting the commitment of their contract. This makes it necessary to remove them from the list and allow families who are willing to meet the commitment required to participate in the program, which would explain the decrease in numbers.

HUD requires Housing Quality Standards Inspections (HQS) before a property is leased and annually after they are leased. In December there were 278 inspections completed which included 224 annual inspections.

Section three includes the Customer Service Follow-ups with landlords and the review of files for completion.

Section 4 is the Escobedo Affordable Housing Program. These are apartments owned and operated by the City of Mesa. Ninety-nine are currently leased.

There were no Lease Renewals completed in the month of December. Section 6, which includes the Housing Rehabilitation Program, reports 3 units completed in December and 35 year-to-date.

Housing Services is not active in the Rental Rehabilitation Program at this time.

Section 7 includes Quality Control. This consists of Supervisory Field Inspections. Section 8 details the Requests For Housing Assistance as given previously.

Greg Holtz requested a detailed definition of the nomenclature found in the report.

#### HUMAN SERVICES CAMPUS PRESENTATION

Neal Urban, Project Manager of the Maricopa County Facilities Management and Charlene Moran Flaherty, Homeless Planner for MAG, gave a presentation of the Human Services Campus. The Board members were provided information about the campus and it's providers. The Regional Plan to End Homelessness was just completed. A luncheon will be held on February 11, 2003 to officially release details of the plan. Members of the Board were given a copy of the plan's Executive Summary. Elected officials, state and local governments, agency leadership, business community, faith-based community, providers of services and neighborhood groups are the target audience of the plan. The Continuum of Care on Homelessness has been active since 1999 and is the regional planning body on homelessness. Forty million dollars has been secured from HUD for programs and services throughout the valley. A Homelessness Management Information System will be used to collect data on the homeless. An evaluation program will also be introduced to competitively review programs based on the evaluations. Community groups will take the role of stakeholder to understand the goals and strategies of the program. MAG's role is to offer technical assistance.

Work groups which included more than 150 individuals (and some homeless), met over an 8-month period of time to identify the following goals:

- Increase Funding
- Preventing Homelessness by providing:

1. Affordable Housing
2. Discharge Planning- lack of discharge planning from prisons, jails, shelters, etc.

- Remove Barriers to Accessing Services
- Improve Data Collection and Outcomes

Ten communities will participate on February 27, 2003 in the “Homeless Street Count”, which the Mesa Police Department has been very instrumental in training other municipalities in an organized count. The count will help to determine an accurate count of the homeless.

Neal Urban provided the summary regarding coordination and agency involvement in the process. There has been very little coordination in the past dealing with homelessness. Coordination of the services is one of the strategies. The campus’ motto is “Helping others to help themselves” because the only way to deal with the homeless issue is to bring people into self-sufficiency.

The site is located in downtown Phoenix on Madison Street between 13<sup>th</sup> Avenue. and 9<sup>th</sup> Avenue. The City of Phoenix and Maricopa County have collaborated to donate the land. Many service providers are already located in the area. Central Arizona Shelter Services (CASS), Andre House, Maricopa County Health Care for the Homeless, Northwest Organization for Voluntary Alternatives (NOVA) Safe Haven, St. Joseph the Worker, and St. Vincent De Paul are some of the providers. All of these facilities provide service to the homeless. Bringing the agencies together allows a safe environment for clients and a more efficient way to provide services.

Four strategies were involved in the development of the campus:

- Look at the programs
- How are we going to govern the campus
- Financing
- Design/Construction

The service model combines outreach, assessment and intake into the basic needs. Education, training, and employment have to be dealt with to help obtain jobs and rise out of the cycle of homelessness. Ex-prison inmates use the services to get out of the prison system. The basis for the service model coordinates all of the services effectively.

Directors of the service providers sit on a Board of the Human Services Campus. They will be involved in the day-to-day operation of the campus. The County has donated \$7 million to purchase the land, an architect has been hired and the environmental clearances are in progress. The project has been awarded \$2 million in IDA Funds. Future Community Development Block Grants (CDBG) will be obtained and possible federal participation. Over \$4 million has been committed to the project. Businesses and private donors will be solicited and in the future, a “Pavers in the Plaza” fundraiser will be offered to obtain donations. A total of \$23 million needs to be raised to pay for capitol costs. So far, a total of \$16 million have been committed. An endowment fund totaling \$2.5 million for ongoing operations is also in progress.

The shelter will include a respite program that is available for those that are not quite sick enough to be placed in the hospital but too sick to be in CASS. CASS will provide 400 beds and 3 levels of care. Level 3 are working people waiting for transitional or affordable housing.

Identification, legal issues, access eligibility and other services that people need to get out of the cycle of homelessness will be provided. Currently, these services are spread all over the county. This leaves the homeless at a disadvantage due to lack of transportation. There will be an extra area for future expansion. The Day Resource Center will be the most important addition to the site. Information on jobs, outreach, restrooms, vending machines, etc. will be accessible.

Neal stated in his conclusion, that the campus is not the final solution to homelessness but it is a positive step in the right direction. Organizations have been brought together to develop a common goal and that is to address homelessness. The facility hopes to open by 2004.

Greg opened the floor for questions to Neal and Charlene. Greg asked what is the average number of the homeless in the Phoenix area and how many comments were received from people stating that the homeless will migrate to that area if services are provided and make the situation worse? Neal stated there are 700 to 1000 people in the downtown area. The Human Services Campus will add dignity and respect to the homeless individual's outlook. Charlene stated that each city would have to find a model that is right for them. The Human Services Campus is the right model for Phoenix. Mesa will have to decide what is right for it's community. This facility will bring people in from the streets and give service providers an opportunity to engage them and offer help. Debbra asked if the campus would increase the capacity to serve homeless. Neal stated the number of beds would not change so it won't provide more shelter but a faster flow of service due to the fact that people won't have to stay as long. Services will be coordinated so that the homeless will be able to obtain self-sufficiency. Even though the campus is nice, affordable housing is still an issue. If there is no affordable housing for people to exit to, they get stuck in the system. Carlos thought that the facility looks attractive and wanted to know how the program will be marketed. Charlene stated that "a Speakers Bureau" would be used to educate people on the issues of homelessness.

Michael Graham asked if CASS would be operational with 400 beds during construction. Neal said that during construction, the beds would still be able to be used. Michael Graham asked about the safety of the clients. Neal stated that this campus would offer a controlled, exterior space that will allow the people to access the services without being exposed to the street.

Greg thanked Charlene and Neal for their presentation.

#### OVERVIEW OF PHA (PUBLIC HOUSING AUTHORITY) PLANS

Deborah Cooke, Housing Services Senior Housing Specialist gave a brief overview of the Public Housing Authority Plans which is a strategic plan that promotes adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination. Housing Services programs are funded through HUD, which requires submission of an annual and updated 5 Year Plan. Housing Services needs approval from a review board showing HUD all information required. If the City of Mesa fails to comply, it risks the chance of losing current funding, increased federal audits, and the ineligibility to apply for future funding. April 1, 2003 is a projected date of completion, which includes approval by the board and also the Public Notice process. The Public Notice process takes 45 days to complete. Deborah C. stated that she'd like to see the plan approved for the next meeting. Greg stated that the plan has to be approved for the next meeting and asked the Board to be prepared. Greg suggested that individual questions be directed to Deborah Cooke. Greg stated that approximately thirty minutes would be allotted on the next agenda to deal with issues. Deborah C. offered to get the Board copies of the Families Self-Sufficiency and Homeownership portions of plan via mail.

Greg stated that he'd like to receive the 5 Year Consolidated Plan and the 1 Year updates rather than obtain them through the web site. Deborah C. will get them together as handouts for the next HHSAB meeting.

Michael Graham had a question regarding public housing and wanted to know if the City of Mesa provides public housing. Deborah stated that public housing is HUD funded housing. The funding for maintenance and upkeep of the units come directly from HUD. The City of Mesa Housing Services is not a HUD funded Housing Authority, which have strict requirements that they must follow in order to provide public housing, which is that reason that it is not offered.

Greg stated that if there are issues, which require a vote, it could be resolved at the next meeting. Deborah also stated the Board can make needed changes. Deborah can be reached at 480-644-3947 or email at [Deborah.cooke@cityofmesa.org](mailto:Deborah.cooke@cityofmesa.org)

#### UPDATE ON HUMAN SERVICES ALLOCATION PROCESS

Nichole Wamble gave an update on the allocation process. A list of applications received was included in a packet give to HHSAB members. Sixty-one applications were received from 39 agencies. The amount of funds requested was \$2,443,896.00, which is much more than what can be allocated. The applications are being reviewed and contacts made to answer questions. Letters will go out soon so questions that the Board may have should be forwarded to Nichole as soon as possible. A review will be completed of all new agencies considered for funding or those that have budget issues in March. The February HHSAB meeting recommendations will have to be made on the Emergency Shelter Grant (ESG). A fact sheet explaining the ESG will be provided for the Board to review. Prehab La Mesita, Prehab Autumn House and The East Valley Men's Center are all agencies that have received past funding. There is \$123,000 to be allocated in 2003-04. This is a \$1000 increase over 2002-03. Recommendations will be made to the Board in April for approval. The recommendations will then be sent to the Mesa City Council in May for its' approval. There are 9 or 10 new agencies seeking funding due to the budget cuts. A number of good proposals were submitted this year and the decision will be difficult when determining allocations. The Funding Request FY 2003-04 pie chart breaks down the funding areas agreed upon by the Board:

- 9% System Support
- 9% Long Term Support
- 30% Transitional Services
- 28% Prevention/Early Intervention
- 24% Crisis Services

CDBG and HOME recommendations will also have to be made at the February meeting. Application Booklets will be received 2 weeks prior to the February 27, 2003 meeting. Michael wanted to know if a comparison of funding for previous years would be available. Nichole stated that a comparison would be available for the Board.

Carlos and Greg attended the Community Revitalization Public Hearing #1 on January 22, 2003 regarding CDBG/HOME issues. Since it requires a different type of approval process. Greg feels that the Boards involvement is important.

#### STAFF REPORT

Debbra Determan spoke of the upcoming Needs Assessment. Mesa United Way is the fiscal agent for the process. The Cities of Chandler, Gilbert, Tempe and Scottsdale are also participating. The first meeting with the consultants is scheduled for February 10. The Board will be asked to assist and give

input and reach as many groups and people as possible. Debbra realizes that it's short notice but would like the final report complete within 9 months. The background information would be very helpful during the next funding allocations. Board members will be kept informed of the Needs Assessment process. Any Board member interested in becoming involved should contact Debbra.

Bob Perry developed spreadsheets for MesaCAN, which includes a spending plan, recap of expenditures, an overview of case management services that have been provided and expenditure reports for FY 2002-03. Call Debbra with questions. Greg asked for an electronic copy.

Michael asked if the information was obtained from MesaCAN. Debbra explained that the City of Mesa developed a spending plan for MesaCAN and the spreadsheets are sent to them after new funding is obtained from DES. The new funds are inserted into the plan and The City of Mesa monitors how the funds are spent to ensure that it's a 12-month program. Some of the funds can be carried over and some have to be returned to DES depending on the program. Greg asked the number of hours each case manager works with clients. Debbra stated that each case manager should interview 4 to 5 clients per day.

Greg was pleased with the spreadsheet information, which shows exactly how the funds are spent. This information ensures that the Board is watching how taxpayer dollars are being spent.

Nichole Wamble discussed upcoming events of the IRS Earned Income Tax Credit program kickoff. The filing of income tax forms will begin on February 1, 2003 at Mesa Community College from 10 am to 2 pm. Mesa United Way and the Fun Bus will be there to entertain the children.

Channel 12 News did a small advertisement promoting the program and the response has been overwhelming. On January 31, 2003 representatives will be handing out literature promoting EITC and the sites. Mall locations are Superstition Springs and Fiesta.

Michael wanted to know if the \$99 million dollars that went unclaimed are from the Mesa area only. Nichole stated the amount is from Mesa in 1999 Tax year, so potentially, there is more to be collected. Debbra thanked everyone who helped in the preparation of the program and asked that any Board member having knowledge of an organization offering refreshment donations for the volunteers to please call.

Greg took a motion to adjourn. Michael Graham made the motion and Susan Klecka seconded the motion.

The meeting adjourned at 7:32 p.m.

Respectfully Submitted,

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Debbra Determan, Human Services Coordinator