



Housing and Community Development Advisory Board

Meeting Minutes

Stephen Sparks – Chair
Christian Karas – Vice Chair

Kristina Ambri
Diana Yazzie Devine
Stan Hosac
Heather Kay

Siri Amrit Kaur Khalsa
Steve Schild
Linda Starr
Vacant
Vacant

Thursday, January 10th, 2013

5:30 p.m.

Lower-Level Council Chambers
57 E. First Street
Mesa, Arizona, 85201

- I. **Welcome and Introductions** The Chair convened the meeting at 5:30 pm, and the following members of the Board were in attendance: Stan Hosack, Kristina Ambri, Linda Starr, Diana Yazzie Devine, and Stephen Sparks.

Board members Heather Kay, Steve Schild, Christian Karas and Siri Amrit Kaur Khalsa were absent.

Staff in attendance were: Scott Clapp and Tammy Albright

II. **Items from Citizens Present**

Members of the audience may address the Board on any item. State statute prohibits the Housing and Community Development Advisory Board from discussing an item that is not on the agenda; however, the Board does listen to your concerns and has staff follow up on any questions you raise.

- III. **Discussion Items: Public Hearing #1 (Part 3) – Emergency Solutions Grant (ESG) and Human Services Programs Proposal Review for FY 2013/14** - Hear presentations from nonprofit organizations and/or city departments requesting funding for the City of Mesa's FY 2013/14 Emergency Solutions Grant (ESG) and Human Services Programs. Each agency will present for a maximum of three minutes per application, with an additional three minute period allowed for questions from the Board.

- A. Motion to Convene Public Hearing #1 (Part 3).**
- B. Anticipated Amount of funds available for the City of Mesa’s FY 2013/14 CDBG, HOME, ESG and Human Services programs:** See staff presentation.
- C. Amount of CDBG, HOME, and ESG resources anticipated to benefit income qualified persons within the City of Mesa –** The City of Mesa anticipates spending no less than 90% of its allocated CDBG funds (excluding funds for administration and planning purposes) to benefit income qualified persons within the City of Mesa. For the last year reported (2011/12), approximately 93.38% of Mesa’s CDBG funds benefited low- and moderate-income persons.
- 100% of HOME and ESG funds are expected to benefit income qualified persons within the City of Mesa.
- D. Plans by the City of Mesa to minimize the displacement of persons from the intended uses of CDBG, HOME, and ESG –** The City of Mesa does not anticipate undertaking any projects that will result in the displacement of any persons. However, should it do so, the City will strictly adhere to the Acquisition and Relocation Policies as put forth in its Citizen Participation Plan FY 2010-14 and adopted as part of the FY 2010-14 Consolidated Plan. A copy of the policy and the Plan can be found at <http://www.mesaaz.gov/housing/PDF/MesaConsolidatedPlan.pdf>.
- E. Range of Activities – Eligible activities paid for with the City’s CDBG funds must meet one or more of the three National Objectives listed in CDBG Federal Statutes. They are as follows:**
- Benefit low- and moderate-income persons;
 - Prevent or eliminate slums or blight; or,
 - Meet other community development needs having a particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community and other financial resources are not available to meet such needs.

The following range of activities may be undertaken by the City of Mesa:

- Slum and blight removal - Code enforcement / Abatement and demolition;
- Housing - housing rehabilitation programs;
- Community facility and public works projects;
- Public services programs including shelter services;
- Economic development programs ;
- Planning and/or administrative activities.

The following applicants will now present a brief overview of their application(s):

Emergency Solutions Grant Activities:

1. A New Leaf, Inc., *East Valley Men's Center*. Requesting \$80,000.

Kyle Hutchinson, Executive Vice President of Shelters and Community Services. We are requesting \$80,000 in Emergency Solutions Grant Funds. This will include covering the cost of one full-time staff plus employee related expenses, building repairs, maintenance cost, building utilities, insurance and other operational expenses. The goals of the EVMC is to provide an opportunity for homeless men, 18 and over, to go through our program and hopefully at the end of their stay will become more productive, stable citizens. They also receive shelter, food on a consistent basis, and clothing. We're targeting that 75% of the participants in the program will show improvement on the self-sufficiency matrix. EVMC serves East Valley communities of Mesa, Chandler, Gilbert, Guadalupe, Tempe, Scottsdale, and the Salt River Pima Maricopa Tribal community. The majority of our residents arrive with little or no income, often no job. Some are chronically homeless, some are first time homeless. About 70% come from Mesa and 100% are low-income. The reason the program is needed is that we have a significant homeless problem here in Maricopa County. We had to turn away over 1,200 men seeking shelter this past year and we're at about 97% capacity on any average, daily census. {Question: Do you have a percentage of how many of these individuals is Native American? Answer: About 3%. I believe the count last year was 12 individuals} {Q: Number of veterans? A: You had some questions yesterday which we will be providing to Scott in a very specific way and we can also include that. At the top of my head I don't have an exact number and I don't want to misspeak. There are a significant number of Veterans that do participate in the program} {Q: I believe you said last night that you have a very good success ratio. Are these individuals not returning to the program? A: One of the points of emphasis is employment, so we're really emphasizing obtaining work, obtaining savings, and therefore with the ability to obtain housing. When we look at the preliminary information, which we will forward to Scott, about one in three we feel returns to strong housing, an apartment or immediate family. There are about 10% of individuals that we don't know exactly where they go. They may leave unexpectedly or not report to us. Then we have a fairly large percent who return to situations that may not be the most stable. And so we do have a fair number of returners over a long period of time. Regulations require that a person use up to 120 days but no more, in terms of emergency shelters, so it could be over many years before we see people again}

2. A New Leaf, Inc., *Empower Rapid-Rehousing Program*. Requesting \$38,300.

Kurt Anderson, Case Manager for the Empower Rapid-Rehousing Program. The Empower Rapid-Rehousing Program offers apartment-based housing and outreach support to young adults between the ages of 18 and 26 who are

currently homeless or at the risk of becoming homeless. Many of these young adults have aged out of the foster care system and have nowhere to go, while others are the consequences of the struggling Arizona economy. There were 1,490 Maricopa County young adults, ages of 18 and 24, who were documented as homeless between July 2010 and June 2011. The program is currently operating under tight financial restrictions. Federal Stimulus funding terminated in December 31, 2012. A New Leaf has worked diligently over the past year to seek additional funding opportunities and reduce operating costs. {Question: Could you repeat that number of individuals in that age group who are homeless? Answer: There was 1,490 Q: That's state wide? A: Maricopa County. Q: How did you come up with that? A: It's cited in the proposal} {Q: Could you please indicate about how many females and males that you service, typically who's more dominant? Are there more males than females? A: Predominately there are more females than males. Q: What's the breakdown? A: I don't have an answer off the top of my head, but I would say it's about 70-30. I can get you that number} Q: About the females, would you say that it's attributed to domestic violence matters? A: There's a percentage that are. I would say again off the top of my head, of those females, it would be 20%} {Q: How many of these young women have children, percentage wise? A: I would say probably about 25%} {Q: How many have their child in their custody? Does your program help support the children involved? A: Correct. And technically the program we run, the adult, obviously, qualifies for the program and then we help that parent navigate them through that process}

3. A New Leaf, Inc., *La Mesita Family Shelter*. Requesting \$42,500.

Connie Hallack, Program Manager at La Mesita. This is a program for homeless families in the East Valley. Essential services such as case management, employment assistance, life skills training, transportation, basic needs including health care and legal aid are provided by La Mesita and made possible with the support from collaborating partners and dedicated staff. Supportive services are provided through referrals, volunteers, and programs that offer training and support in that area of need. 78% of our residents moved to transitional or unsubsidized housing last year and 82% left employed. Approximately 472 individuals were served last year with Mesa families comprising 70%. Last year, La Mesita touched the lives of approximately 283 children and adolescence. They represent 60% of the population. Homelessness in Maricopa County has more than doubled over the past decade. La Mesita served approximately 330 individuals from Mesa in 2012. We receive an average of 10-15 calls day from families who presently have no place to live because they have become homeless. {Question: How many shelter units do you have at La Mesita? Answer: Right now we have 16. Q: Percentage of days that you are completely full and have no shelter beds available, you're actually on a wait list? A: We don't actually

have a waiting list. We have them call to see if they're available and if they do, we let them know that it may be available and if there's not then they have to go to the CAPP office to do their screening there. Q: How often throughout the year are you fully full? A: We're full all the time. When one family moves out, we get that unit turned and we've got somebody calling the next day, sometimes two or three families a day. Especially over the holidays, sometimes we have five or six families that we get referrals for}

4. Central Arizona Shelter Services, Inc., *Emergency Shelter for Single Adults*. Requesting \$30,000.

Billie Holly Director of Family and Adult Services. CASS serves over 6,700 men, women and children throughout the course of the year. That would be in our family shelter, our men's overflow shelter, and our single women shelter. We are asking for funding for the single men and women only and for the shelter only, not for the supportive services that we also offer. We serve over 3,700 single men and women every year. Although we are always full, we always have the availability to take in homeless persons through our men's overflow shelter. We are located on the Human Services campus in downtown Phoenix and there is an array of service providers there. There are over 20 at one spot so we have everything from partnerships with Community Bridges to provide substance abuse services, Magellan, Southwest Behavioral Health, and every other imaginable service that one would need to get back on their feet. Also, CASS specifically provides case management services where the individuals come into the shelter and are quickly assessed so that we can find out what their needs are and get them back up on the way to becoming self-sufficient again. We come here as an agency that is not specifically located in Mesa, but so far this year we have helped almost 150 people in the first six months. I know our application said that we would serve that many in a year, but already we served 126 since December 31st. We are definitely a regional solution to homelessness. We provide services to people in Phoenix, but to the people throughout the East Valley as well as the other areas of Maricopa County. {Question: Can you go over again the total number of participants in the shelter throughout the year? And then what's the percentage of Mesa residents that you see coming through CASS on a daily basis? Answer: CASS has been using the Homeless Management Information System throughout the years and I think over 50% of that data is ours and we do ask that question. We have been entering the person's last know zip code address and as I mentioned, already in the first six months of the year we have served 150 Mesa residents and I would anticipate that we serve that many in the next six months. Our total budget for the shelter only for the single men and women is approximately \$3 million and we're asking for \$300,000 for the shelter that we provide}

5. Community Bridges, Inc., *CBI Homeless Navigation Services*. Requesting \$45,693.

Kristin Bowlen, Vice President of Community Relations. Community Bridges is of the largest substance abuse prevention and treatment providers, also mental health support services. We have approximately 30 programs across the state, serving about 75,000 people annually, but we started in Mesa and are based in Mesa. One thing that we try to really focus on is the most medically vulnerable that are living in the City of Mesa to address the folks that without a way into treatment, they would likely die on the streets. That's why the number you see is fairly low, 15 very targeted for one very dedicated position to focus daily on finding those individuals, continuing to support them, and continuing to connect them to services. One of the things that we keep hearing is the lack of housing or the challenges with that. We have to put a lot of energy into finding adequate housing to get these individuals off the street. (Hand-out provided) When we go out to engage those individuals, a lot of that is going and finding them. Currently, we have 12 individuals that we're working with today. The point of pairing that with our outreach teams is a lot of times our outreach teams will also do some engagement on the street and find individuals that are hard to find. These are not individuals that will likely come to the front door of the shelter system themselves. They've been there, often they're very chronic, and they will not even want to leave the City of Mesa. That's a dialogue that we've had with the staff before and when we're working with other providers, is that when we have challenges in finding them other housing, they don't want to go to Phoenix they want to stay here. We rely on our partners that have housing as well. {Question: What's the average age of these 12 chronically homeless individuals that you're working with? Answer: Right now its 47} Q: So this is to fund a street outreach person, to go out and actually identify people who are homeless?} A: Tracey is actually a full-time Navigator, so she's different from our outreach team. She's dedicated to not only doing outreach, but she's focused on connecting with services. I think that's the most important piece is that she's connecting the dots daily. Q: Do you partner with Mesa PD so that if they identify someone that's homeless and on the and in need of shelter services, are you in communication with them? A: We are in communication with them constantly. The piece with the Navigator and the thing that I want to clarify is that we have our outreach teams that you will hear about later in the evening, but the Navigation position that we have here is focused on the most medically vulnerable. We will actually do a vulnerability index survey to determine their medical need.} {Q: Are the local hospital ERs aware of you, are they a resource? A: Our three largest referral sources are Mesa Police Department, Mesa Fire and the local hospitals in Mesa} {Q: So this Navigator really takes control of ensuring that they get connected to the services and assistance in the community. A: That's correct. Q: So that's why there are only 12 per Navigator. A: Correct. Our goal is to go up to 15. They have a capacity of 15. There are actually two people that are really working this angle. We also have staff doing similar work in Chandler and they often support each other}

6. Save the Family Foundation of Arizona, *Rapid-Rehousing Program*. Requesting \$100,000.

Laura Scott-Nikki, COO and Jackie Taylor, CEO. Save The Family respectfully requests \$100,000 in Emergency Solutions Grant money to assist 12 homeless households in the community with a comprehensive array of case coordination services, including housing location services and advocacy and supportive services, not funded through this request, but provided by Save The Family through our Families, Adults and Children's Empowerment Services which includes our career center and a comprehensive array of adult and children's intervention and prevention services. Save The Family, for the past three years has been granted the opportunity through collaboration to provide the rapid-rehousing demonstration project. Through that project and at the time of application, we actually served 119 households. To date, we've served 120 households for that three year demonstration grant from HUD. 35% of those households were served in rapid-rehousing directly from the streets and the other 65% came directly out of emergency shelters. We know that rapid-rehousing is a quick intervention, it's more cost effective and being able to move families directly from the streets and emergency shelters into rapid-rehousing saves the system quite a bit of money. Save The Family has developed relationships with over 60 landlords throughout the City of Mesa and has been instrumental in negotiating with landlords in reducing security deposits and convince landlords to take a chance on those families that have no credit or poor credit histories. 30% of the families that entered our rapid-rehousing program this last fiscal year became homeless directly because of domestic violence. {Question: Our notes say 18 to 26 year olds focus, so is this family focused or is it age group focused? Answer: It's a family focus but we've also worked with households with no children. We don't discriminate in the rapid-rehousing. We also did another follow-up project with the City of Chandler where we did single individuals as well as couples who were living on the street. Q: It's just that our notes say transitioning youth group. A: I don't know. That's not what our application says} {Q: Is this to support the rental fees or is supporting the supportive service component? A: It's for the case coordinator to work with the families, and it's for security deposits and rental fees. What we've found during the last three years is that a family can succeed on about \$4,500 to \$6,000, while the cost to place a family in transitional housing can range all the way up to \$38,000 a family} {Q: Did you say it was for 12 specific homeless households? A: Yes. Based on our history throughout the last three years, and tweaking the numbers, we've figured out what the average cost is to successfully rehouse a family and keep them housed, so we've based our ask on that} {Q: And you said you do leverage your relationships with property owners to get reduced rates in that sense? A: One of the things that we do, we actually have a Memorandum of Understanding with our landlords. So landlords, if they're having a problem with our particular family, they know they can call us and we can actually work with the family to work out a good relationship

with the landlord and make sure they stay housed. Q: And the families do pay a percentage or is it fully covered as far as their rental and security deposit? A: The security deposit we pay 100% of and then we step-down the rental assistance. The first three months we do 100% and then we step-down from there. Q: So there is a responsibility for the family and they know it's not free rent forever. A: Since only 25% of our families are coming in with a job, we had to do that in order to make sure that they could maintain the lease. That gives our career development and support service staff time to get them employed, so at the second three months, they can contribute to the cost}

Emergency Solutions Grant (ESG) Administration Activity:

7. COM, *ESG Administration*. Requesting \$20,169. (No presentation required.)

Human Services Applications:

1. A New Leaf, Inc., *Autumn House*. Requesting \$25,000.

Dana Martinez. Autumn House was the first domestic violence shelter in the East Valley and remains the only emergency domestic violence shelter in Mesa. Human Service funds have been requested to support program operations at the shelter as we provide emergency shelter services, basic needs assistance, case management and resource referral to approximately 250 individuals per year, most of whom report either no income or very low income. Our target audience is those who are in need of safety due to domestic violence. We serve both male and female adults, with or without children. During the first five months of this year, Mesa Police Department reported over 1,800 calls for service related to domestic violence alone. Statistics do show that one in four women will experience domestic violence at some point in their lives. We also know that the turn-away factor is considerable. As DES reported last year, 4,286 individuals were turned away from Maricopa County shelters simply due to a lack of space. We provide a crisis hotline that can be accessed any time of the day, 24 hours a day, and 7 days a week. On that hotline, our staff can provide crisis intervention, safety planning, basic needs assistance, reach out and referral to other community resources. {Question: Can you talk about the security measures that you take to make sure that the domestic violence victims are in a secure as possible setting? Answer: We really stress that the address of our shelter remains confidential. Most people do not know where the shelter is. The facility really blends into the community, it just looks like a little apartment complex, so most people don't know what it is, they just think it's where people are living. That really helps hide and keep the anonymity of the program. We really make sure that safety precautions are taken. All of the staff pretty much knows who is supposed to be on site and who's not. We do have a gate

for three of our apartments that sit behind the gate and we keep that locked after evening hours. The other apartment that is not behind the gate is alarmed in the evenings}

2. A New Leaf, Inc., *Court Advocacy Program*. Requesting \$12,500.

The Court Advocacy Program assists Mesa residents in accessing safety options through Civil Court processing. The goals of this program are to ensure that victims of domestic violence, sexual assault and stalking have assistance to navigate through the Protective Order process. We help them access vital community resources and provide safety planning as well. Our target audience is customers at two different Court sites located in Mesa; the Southeast Superior Court and the Mesa Municipal Court, particularly for those that are there seeking Protective Orders. The legal system is identified as a top priority among domestic violence service providers across the state of Arizona. This includes assistance with Civil Protective orders such as Orders of Protection and Injunctions Against Harassment. Court staff is limited in providing court related information only, and therefore having an advocate there that is not a Court staff is vital in providing this service and assistance. In the Mesa City Court alone, over 1,600 Protective Orders were filed during the year 2011. This does not include the Protective Orders that were filed at the Southeast Superior Court. Having an Advocate there to walk them hand-in-hand through the process can really help alleviate a lot of fears and concerns that a victim might have. Advocates provide other services such as crisis intervention, safety planning, resource and referral and connection with community resources and services, as well as assistance with the paper work and court accompaniment. Statistics do show that the sooner a victim has the assistance of an advocate, the more likely they are to follow through with a Criminal case. {Question: So I assume that there's no cost for the Advocate to the clients. Answer: Correct. There is no cost to the clients. Services are provided free of charge and also Arizona has waived the filing fees for Protective Orders. Q: If the Advocate wasn't in place, do you have a sense of what the legal fees would be that the client may have to incur to get the same level of service? A: I don't have any idea of what an attorney or even a paralegal would charge. In most cases they wouldn't necessarily need Paralegal assistance. I just know that it is an overwhelming process to go through because you do have to sit down at a computer and fill out the paperwork which can be rather extensive at times, and then go and file the paperwork and then go and appear before a judge. A lot of people don't realize that there are multiple steps and they get pretty frustrated and overwhelmed. You can access a paralegal or somebody like that or an attorney as well but it's not a necessary process because it is a Civil Court process but each of those can be fairly expensive. Q: Are you saying that because the Advocate is there from A New Leaf that the court fees are waived? A: No, not because the Advocate is there. Arizona passed a law that filing fees for Orders of Protection are waived. Q: So your requested amount

is for the payment to the Advocate, salaries or whatever? A: Yes, the requested amount is to help support the Advocates. We do pay the Advocates to be there. We have a full-time Advocate at the Southeast Superior Court and we have a part-time Advocate at the City of Mesa. There are some expenses to having employees, the employee related expenses and things like that. There are also some minor costs as far as supplies. Our Advocates do have to have computers with internet, so they have a laptop, and cell phones so they can communicate, do all their documentation for all of our reporting purposes, so those are the fees that we're asking for to help support this program} {Q: Aren't these same services available through the Center for Domestic Violence, through the City of Mesa? A: The Center Against Family Violence? They do have Advocates there. The Advocates are there to specifically work with victims through different criminal cases, they're not necessarily there to help with the Order of Protection process. In fact, they refer people over to our Advocates many times because they themselves don't have the time to go over to the Court to help with the Order of Protection process} {Q: So the Advocate is really a navigator to assist with the process, they don't do any legal advising? A: Correct, and we do put that out there that they are not legal attorneys, they do not offer legal advice. They are what we consider lay legal Advocates; they're just there to walk them through and navigate the process and provide additional services and support}

3. A New Leaf, Inc., *Desert Leaf Apartments*. Requesting \$50,000.

Beth Noble, Grant Contract Specialist. I'm presenting for supportive services for La Mesita and Desert Leaf Apartments. The units together we have 48 combined permanent supportive housing units. We will also offer supportive services for homeless families and individuals. These individuals are going to live in close proximity to other supportive service providers, schools, public transit, employment opportunities, and other community resources. These services are essential to ensure long term success for these families. That's the reason why we are coming to the City for this request, because without them we are concerned that families will remain homeless in the community. The program is going to accommodate homeless, adult individuals and families. These individuals and families must meet HUD's definition of chronic homeless or be identified as having a disability or a special need, in addition to meeting HUD's definition of homelessness. In order to be determined homeless that has to be defined as either sleeping in an emergency shelter or someplace not meant for human habitation or living in a transitional housing program. Chronic homelessness is defined as either an individual with a disabling condition who has been continuously homeless for a year or more or who has had at least four episodes of homelessness in the past three years. That is the population we are targeting for this program. {Question: How did you come up with 1.10 FTEs? Answer: 1.10 FTE would probably also include vacation time when staff is on vacation and that would

take care of the coverage when they're on vacation or sick leave. Q: Are you presenting next? A: Yes. Q: Clarifying the difference between the proposals would be very helpful. A: The Peer Navigator position is going to be more targeted for street outreach, whereas the supportive services at La Mesita and Desert Leaf is focused in the programs}

4. A New Leaf, Inc., *Peer Navigator – Desert Leaf Apartments*. Requesting \$35,000.

The Peer Navigator program is going to provide outreach, engagement, support and referral resources to the homeless population. This position is going to serve residents of the La Mesita and Desert Leaf permanent supportive housing apartments, both of which are located in the City of Mesa. The goal of our Peer Navigator position is to connect the homeless individuals and families with the resources in the community, including housing, shelter, physical and mental health care, substance abuse treatment, basic needs, entitlements and benefits, and advocacy services. The Peer Navigator will develop relationships with community service providers in order to make these referrals that fully address the needs of each individual and family, providing them with the most effective tools to achieve their goals. Some of the support and resource referrals will include addressing their housing, their employment, vocational training, physical and behavioral health, education, substance abuse, disabilities, mental illness, and medication management. {Question: What qualifications are required for a Peer Navigator? Answer: The qualification needs to be an individual that has experience with homelessness or has a disability and has gone through these things. Q: So it's not necessarily an educational background? A: No. It needs to be somebody who truly means that they're a peer to the same people that they're now trying to reach out to and support and help} Q: We've heard from Community Bridges that they have a homeless Navigator as well. Do you coordinate and collaborate with other agencies that serve homeless clients and do that same type of thing? A: This would be a new position for us so we would definitely want to coordinate with Community Bridges. Because of the need in the community, because there is so many that are chronically homeless and that is a major focus right now of the City and Valley of the Sun United Way, that A New Leaf's program would very much compliment what Community Bridges is already doing in the community. I heard her say earlier that their target focus was for 15 individuals. We know that there's more individuals that need help so a second Peer Navigator in the community could have the capacity to reach out and serve even more of those vulnerable individuals. Q: What's your target for number of clients that you're going to be navigating through the system? A: I did not bring the proposal up with me and I don't remember. I can get that information and send it to you though} {Q: So your funding request for \$35,000 all goes to the salary of that Peer Navigator? A: I believe the majority will go the salary, but there may also be some operational

expenses too. They do need to drive around, so mileage, cell phone usage. They're not going to be in the office, they're going to be out in the community}

5. A New Leaf, Inc., *Empower Program*. Requesting \$7,500.

The Empower Program is a transitional housing program that provides services for youth between the ages of 18 and 25 years old. We focus on youth that are homeless or are on the verge of homelessness. Emphasis is on youth that are aging out of foster care. Referrals are made by CPS workers, case managers, community referrals, and self-referrals. Clients in need of transitional housing enroll with the commitment to obtain employment and education in a safe, stable housing. Youth that fit in these categories are placed into one or two houses based on gender. When housing is not available, staff supports the youth in finding other housing available in the community. Youth placed in the transitional housing program are provided with Assessments 101, case management support, services planning, educational skills and classes to increase their self-reliance. Clients are also required to participate in educational programming, volunteering, vocational training, and/or employment. Youth can stay in the program for up to two years, but the average stay is between 8-12 months. {Question: Do you just take youth ages 18-25, no children if they have children? Answer: Yes, with or without children} {Q: Can you clarify again what the \$7,500 request will be used for? A: Funding will be used to off-set the cost of utilities, telephone costs, supplies, liability insurance and occupancy costs} {Q: Earlier you presented for Empower Rapid Rehousing. Can you distinguish the two applications for me so I can see why there are two applications with the same title? A: We are a housing transitional program so we have two houses. Ours only has about nine clients. This is for about 40 people, but they're in scattered sites}

6. A New Leaf, Inc., *La Mesita*. Requesting \$40,000.

Connie Hallack. This is a program for homeless families in the East Valley. Essential services such as case management, employment assistance, life skills training, transportation, basic needs including health care and legal aid are provided by La Mesita and made possible with the support from collaborating partners and dedicated staff. Supportive services are provided through referrals, volunteers, and programs that offer training and support in that area of need. 78% of our residents moved to transitional or unsubsidized housing last year and 82% left employed. Approximately 472 individuals were served last year with Mesa families comprising 70%. Last year, La Mesita touched the lives of approximately 283 children and adolescence. They represent 60% of the population. Homelessness in Maricopa County has more than doubled over the past decade. La Mesita served approximately 330 individuals from Mesa in 2012. We receive an average of 10-15 calls day from families who presently have no place to live because they have become

homeless. {Question: Earlier you presented. Can you distinguish between the two programs, what's different between the two programs for funding? Answer: They're about the same. Most of this is for services and overhead, some supplies and materials, equipment needs, travel costs, building utilities, telephone, marketing, and building repair and maintenance. Q: Compared to the first one? A: It's hard to put all our requests into one funding source because we never know what's going to be allocated to the one funding source and we have to try to mitigate the risk of losing funding by putting our proposal into two separate categories. I hope that makes sense} {Q: So the funding that you asked for earlier for the La Mesita program does not include food as we are seeing here on this request? A: We do rapid request coverage for separate funds, it's not the exact same funding for both of those} {Q: Would it be fair to say, just to clarify, that \$82,500 would be really the operating request total that you would be seeking out of these two funding sources and they're supporting very similar activities, very similar services, but you're really saying that you want to me to provide flexibility in the available in the different funding pots. A: Yes. That doesn't fund the entire program, just a portion of it.}

7. A New Leaf, Inc., *Mayfield Alternative Youth Center*. Requesting \$10, 000.

Dave Hughes, Program Manager. The focus is for youth and families to gain the necessary support services to diffuse volatile situations, increase their self-reliance and to further prevent family breakdown. Assessment, intervention, respite time out for up to 23 hours, and stabilization services for status offending and at-risk youth and families with the intent to see fewer youth referred to the Maricopa County Juvenile Court for delinquency behaviors. Mayfield meets these goals for the following essential services: immediate crisis stabilization, intake and assessment, referral services, behavior specific group classes, skill building and after care follow up services. The target audience is minor children ages 8-17 who are at risk, juvenile pre-delinquent and status offender juveniles that are currently in the system. The reason the program is needed is that we are the only juvenile detention alternative center in the East Valley and the program is a community based alternative for status offenders, pre-delinquent youth and their families. We work to try to keep those kids that are at risk out of the juvenile system and those kids that are currently in the system, we would work with them to keep them from going further into the legal system. We have behavior specific classes. In FY 11/12, 55% of the 633 clients that we saw in Mayfield were Mesa residents. We are located at 217 W University in Mesa, just East of Country Club Drive. We're centrally located and get a lot of activity from around that part of the community. {Question: Could you briefly walk us through a typical case from referral on? Answer: There was an immediate crisis situation where the Police Department was called to a home because of a child-parent dispute. The officers have a busy schedule when they get called and they're aware of our center. They try to diffuse it and if

they can't, they know it's best just to bring the youth out of the home, separate them both, and bring them to the center. They'll call us to tell us that they have a juvenile that they would like to bring in. We get the youth's name and date of birth so we can do some prescreening to look to see if they've been in our center before or if they have any outstanding warrants. Then the officer would bring them in and we do some paperwork with them. Our goal is to have the officer in and out of our door within 15 minutes or less so that they can get back to business at hand. We take the youth, we give them an orientation of the program, we make sure that they're safe and that their immediate needs are met if they need food, water, clothing or medicine. We give them a tour of our facility. Our staff will do a basic assessment with the youth to see if they can get any kind of information about issues that they're having in the home. Then the parent comes in to see what the situation is and what they're really needing and offer them resources} {Q: Do you provide any direct counseling or psych evaluations on site or do you refer those out? A: We refer those out}

8. American Red Cross, *Local Disaster Relief*. Requesting \$10,000.

Bill Ups, CEO of the Grand Canyon Chapter. Our application is for Local Disaster Relief. We have volunteers who respond to house fires in our jurisdiction once every 14 hours. In the City of Mesa, we provided a four year history that shows that we respond on average about 45 times a year to fires here in Mesa. There are other disasters that we'll respond to but fires are the primary ones. We assist about 220 city residents per year, and our direct disaster assistance to those families ends up being about \$40,000 a year. We meet the emergency needs of clothing, food and shelter and then we'll have case workers follow up and meet with the families to see if there are additional needs. In several of those cases, that would be the families that have been burned out of their homes. While they may have the ability to make rental payments for a new home, they may not necessarily have the cash on hand for security deposit, first month's rent, etc. We will assist them with that and work with the landlords. We want to make sure that if a family had a home before the fire, that they're not left homeless after the fire. As we look at the cumulative impact of that over the four years and we've heard other presentations about the homeless issue, while Red Cross is not necessarily viewed as an organization that helps the homeless, the fact is this service helps prevent homelessness from increasing in this community. Any family that is a victim of disaster is a family that we will assist. While we average 45 a year here in Mesa, we will respond to the number of disasters that there are. We are the only agency that provides this type of service, not only in Mesa, but across the country. This is one of the key services that the Red Cross provides. Our first responders are 100% volunteers and we have 10 that reside here in the City of Mesa. {Question: It sounds like you focus mostly on the very basic needs. Do you make referrals for counseling? A: We have trained volunteers who are mental health professionals, that work for

free, who will work with families if we feel that they need it or if the family requests it. If it gets to be really intensive, we may have to refer them to others who we also do as a pro bono. We do offer that service to the families} {Q: How do you determine who needs this and who doesn't, for example someone that has a really good insurance policy that covers this? A: We don't duplicate services. If a family has homeowners insurance then they wouldn't receive our assistance. There may be some caveats with that. If their burnt out at 2:00 in the morning, and they don't have any cash, we're not going to let them be homeless that night because they have homeowners insurance. Certainly the families that we provide the most amount of assistance for, they have no other resources available. We make sure certain that we don't duplicate other resources.} {Q: Have you requested funding from the City of Mesa previously? A: We have received funding for the last two years}

9. Boys & Girls Clubs of the East Valley, *Academic Success Program*. Requesting \$25,000.

Mr. Rodriguez, Branch Director. We're located off of Broadway and Country Club and have a 25,000 sq. ft. facility and have been in Mesa for 25 years. Right now we're asking for funding for personnel costs and to continue to run services and programs for youth and teens 5-18 years old. The biggest expense for a non-profit to operate programs is of course personnel. Staffing is the most important commodity in Human Services and non-profit organizations. With drastic cuts in funding at the Mesa Club, we have had to readjust staff, move staff from full-time to part-time, and reduce programs and hours of operation. Our teen center program has been hit the hardest with reduction of staffing, the programs, program hours, program supplies, equipment, training and professional development, etc. The bulk of our request is to provide staffing for the programs that are outlined on our application. If we receive funding to help supplement our personnel line item, we'll have other needs to go and pay for program expenses and other things to successfully run our programs. Right now I want to touch base on our BE GREAT graduate program. We've linked up with some nearby schools here in Mesa and the whole initiative is to help youth that are not on track to graduate and to bring them into our program to do one-on-one mentoring for these youth and to keep them on track so they can graduate and continue to higher education after high school. {Question: Do you receive private funding from various organizations outside, like ABC? Answer: The good thing about the Boys and Girls Club is we get some pass-through grant money from our headquarters, Boys and Girls Clubs of America. Every Boys and Girls Club in the U.S. applies for that same money. So based on what the need is in our own communities then that determines whether or not the money is available. Q: Do you get money from individuals or private corporations? A: Yes. Four of our biggest clients are civic contributions, we work with the Mesa Rotary Club, and we have civic, individual contributions, corporations and business contributions. We have big events throughout the

year: we have a wine tasting event that generates about \$300,000 that is split between the branches here in the East Valley}

10. Central Arizona Shelter Services (CASS), *Emergency Shelter for Adults*. Requesting \$30,000.

This ask is in addition to our previous ask, as I think we've demonstrated being the largest provider of homeless services in the Valley, our need is huge. It takes a lot of resources to do the kinds of things that we do. We are really starting out by meeting the basic needs of our clients; keeping them safe, getting them into the system. Those basic needs come at a huge cost when you're dealing with the kind of numbers that we're dealing with. As an example, we use approximately 50,000 rolls of toilet paper a year. So each thing that we provide for our clients is of that kind of magnitude. The shelter that we provide is essential to getting started, but then the supportive services that kick in are really helpful to end their homelessness and that is our mission. We've been doing this for 28 years and have been very successful. We can't do this by ourselves. This is in collaboration with numerous community partners. We particularly partner with the PD, the Fire Department, hospitals, and the correction system. We serve about 300 Mesa residents annually, out of the 3,700, so about 8%. In addition, CASS has been working very hard in the affordable housing arena. Not only are we doing all of these basic shelters and meeting basic needs, but we are working with our individuals to get them into housing and the permanent housing units that CASS has developed around the region. {No questions asked}

11. Child Crisis Center, *Emergency Shelter Program*. Requesting \$11,500.

Terry Heinz, CEO. Our program is designed for children newborn through 11, so until they turn 12 years old. We have a \$2.475 million budget and we're asking for \$11,500 to support our program. The Child Crisis Center provides emergency shelter services for children that are in vulnerable positions. Children whose families are in crisis; it could be a mom in a domestic violence shelter, somebody with health needs, they could be homeless. It could be a variety of reasons that kids come to stay with us. We do provide a number of services for them. We provide medical care, so we have a Pediatric Nurse Practitioner who sees these kids, updates them on their immunizations, gets them on antibiotics if they're ill. We have an education specialist so school age children, even if they're not in school for that day, they're receiving educational enrichment. We provide recreational activities for the children in our care. We take them out to things like the zoo and the movies, and just fun things. We do a lot of things with kids in classes and groups, a lot of intervention services. We have caregivers around the clock for these children and we really want this to be a positive experience for them. We've been open over 31 years and during that time we've sheltered over 13,000 children, and about 35% of those children have come from Mesa. So while we serve the entire East Valley, Mesa is still the largest representative. {Question: Is this just basic operational support? Answer: Yes,

actually for utilities.} {Q: Where does most of your funding come from? A: A lot of our funding comes from the State, from DES, we also provide care for Child Protective Service children, United Way Valley of the Sun, and a lot of private grants and donations}

12. Community Bridges, *Mobile Community Outreach & Crisis Stabilization Services*. Requesting \$65,000.

Kristin Bowlen, Vice President of Community Relations As I mentioned with the ESG application, we are asking for a Navigator but also support for our outreach teams that are based out of the East Valley. Just last year we responded to over 570 requests from Mesa Police Department to come out to and provide assistance when there was a crisis stabilization issue, 140 calls from Mesa Fire and 600 requests from hospitals, when we would go into Emergency Rooms and try and get individuals who are more appropriate for our level of care. Probably one of the biggest things that we pride ourselves on is that support to Mesa Police and Fire. When they come into the parking lots, the clock sets and we've got five minutes to exchange and get them back on the street. That's something we've always held ourselves accountable to and we literally time it. Really the key here and what I want to stress is that this is the external part of Community Bridges that goes out and supports the community services, law enforcement and all emergency responders. The vans are typically staffed with a Peer Support Specialist, which we're asking for funding from you on, and also an EMT and we'll utilize the funding from Magellan to support that team that goes out. And then we also have that power of the staff numbers to also then have our Navigators full time. I didn't even mention in the first presentation that these hours are very flexible to meet the seven day a week need for these services. The other thing that I wanted to stress with the Crisis care is that dispatch process, it's reliable, it's 24-7, our access to care center receives about 900 calls a day, but our priority is to respond to police and fire. We expect to serve about 1,200 people through outreach and intentionally going out into the community and finding an additional 400 individuals. Last year that was a pretty large number to take on just in outreach. About 4,000 come through Mesa, through self-referral and other programs, but 1,000 plus come through outreach. {Question: Homeless individuals being discharged from the hospitals, do you work closely with the hospitals when people are discharged? How does that work? Answer: The relationship that we have with the hospitals is a lot of times when they are doing the discharge and if they know that someone is homeless, we will typically be the go-to phone call to be able to work with them. If in their brief assessment substance abuse or mental health is identified, that is exactly where Access Point and Transition Point is a perfect referral because the Transition Point program that we have now can have someone there for up to 6 days, where we have

time to get them into the supportive services that they need. That's really where those peers get to work and it's not just the crisis, it's everything that happens after it} {Q: You mentioned something about a five minute rule when you meet with a Mesa PD officer? A: When they pull up. Q: What does that mean exactly? A: When they drive up a lot of times Police Officers they're not going to wait for us. They know they're right around the corner, they know about the speed of drop-off that's 24-7 at Access Point and Transition Point, they roll up, sometimes they call ahead and sometimes they don't. But we have staff that will be at that front office and when they arrive, we do an immediate exchange, rule out danger to self, danger to other and then start the intake immediately. The whole point of that is that the Police Department can rely on us to take the behavioral health crisis cases so they get back to work} {Q: On the outreach side, is that all in Mesa, the 1,200? A: That is just in Mesa. It's a very high volume} {Q: How many years has this been in existence? A: The community outreach teams, I've been there for 15 years and we've always had teams that go out. I think that the way we've organized it with the Navigators and the EMTs is about a seven year old model}

Scheduled Break – 10 minutes

13. Community Legal Services, Inc., *Mesa Tenants' Rights Helpline*. Requesting \$40,000.

Nancy McDonald. We are a non-profit Arizona law firm. We have lawyers in Mesa that we provide at no charge to low income residents who have civil legal problems with protecting their basic survival needs. Their need for housing, their need for personal safety, the need to protect their already limited incomes, their need for health care, the need for their children to have an education, all the human rights that we take for granted. Mesa is the only city in Maricopa County which we have an office in other than our headquarters in Phoenix, and that's because of the great need here and also because of the great support that we get from the City of Mesa. This program is three-fold. There is a bilingual-recorded helpline which Mesa residents call and ask questions about landlord-tenant problems. They protect themselves from being evicted and finding themselves homeless. If their legal problem escalates to one in which they actually need to speak to an attorney, then they go through our intake. We make sure that they're financially eligible, that they are in fact residents of Mesa that their legal case has merit and it's within the practice areas of our firm. If we can do intake and outreach with our clients, then we do that. We do presentations all over the City of Mesa because we know that by providing education and instruction we can advise people on what are actually legal problems and what problems they can resolve themselves. So basically our goal is to eliminate what we call poverty-based inequities in the civil justice system by providing lawyers at no charge to Mesa residents. {Question: How many Mesa residents did you serve last year? Answer: Last year we served 1,833 of which 164 of those people were served with funding from your program. Q:

And if those residents did not have your service and had to pay for a lawyer to represent them, can you give me a sense of the cost per case on average would be? A: Yes, but they wouldn't pay because they couldn't afford it. If they could afford a lawyer in the East Valley is charging about \$200 to \$300 an hour, unless they're specialists. Paralegals are charging about \$150. What happens is if you can't afford a lawyer, you simply do without} {Q: How long has your business been in existence? A: We're six years old this month and we've had a law office in Mesa for the past 30 years.

14. Community Legal Services, Inc., *Removing Barriers to Justice*. Requesting \$45,000.

This is a general practice request for funding for attorneys. We have three attorneys in the Mesa office and we have many attorneys in the downtown Phoenix office, all of whom help city of Mesa residents. A lot of Mesa residents who happen to work in the city of Phoenix, many find it more convenient to come there for services. This program is not just for tenants' rights. This program is for everyone. So for an elderly person who has been a victim of consumer fraud and also limited income. For someone entitled to AHCCCS and has been illegally denied health care. For a child who's been illegally denied a public school education perhaps because of his behavior, because the child has a disability like Tourette's Syndrome. We are the lawyers for those people. We consider ourselves law firm of last resort. For victims of domestic violence who need more than an Order of Protection, who need more help than they can possibly do themselves, representing themselves. We are the law firm that, and you've heard many organizations here that are so valuable that can only go so far and they actually need a lawyer to take it the rest of the way through litigation or through direct representation in a court of law, we are the lawyers that are called. We handle six different practice areas: family law, housing with the exception of our landlord-tenant because that goes under the program before, health care, consumer law, government benefits and illegal denials of government benefits, and public school education. We are the only lawyers in Arizona that do what we do. We're the only law firm that provides lawyers at no cost to represent clients in court. Just so that you know, it's only lawyers that represent clients in courts of law. A lot of other legal advocates can do certain things that are very important, but lawyers can take it the rest of the way and only lawyers can provide legal advice. {Question: Is this general operating so this won't support the... Answer: No. The funding here it to support the salaries and employee related benefits of several lawyers. Q: It could be the ones in Mesa or the ones in Phoenix that provide specialty services to the Mesa resident. A: Right. Q: What is your demand? A: Right now we feel that we're only reaching about 10% of the need based on the numbers that we turn away because of a lack of resources. The American Bar Association in 2011 did a study that was called "The Justice Gap" and it showed that people that are living at or below 125% of poverty have between two and three civil legal problems a year. A client might come to us

with what they believe is a problem relating to domestic violence not even realizing that as soon as they leave the abuser there is paternity issues, there is insurance issues, there is health care, there's housing issues, there's financial issues that could be fraud. Unfortunately, most people may feel that they have a legal problem and there's really so many more. And we're able to triage that and because we're a full law firm, we can provide holistic services and try to resolve them} {Q: Do you represent claims that are seeking financial reimbursements to the client and if so, does your firm take a percentage? A: We are not allowed to request nor accept attorney fees. It's part of our agreement with the Legal Services Corporation, which is a Federal funding source. We don't participate in a lot of activities that would provide funding, like we don't do class actions} {Q: Do you have a limit on the number of times an individual can use your service? A: No}

15. East Valley Adult Resources (EVAR), *Meals on Wheels*. Requesting \$20,000.

(Conflict of Interest declared by Board Members Sparks and Starr) Dan Taylor, CEO of East Valley Adult Resources. The primary goal of Meals on Wheels is to successfully deliver a meal into someone's home every day. With that they receive additional nutrition, they receive a reason to answer the door, to see a real human being because often times these homebound people don't see that many other people. It's amazing what that can do to a person's attitude and their ability to enjoy a nutritious meal. We deliver over 400 meals a day. In terms of our average age of a recipient that receives a meal, over 80 years old, lower income, frail, generally at least one chronic condition, but still living independently, still wanting to stay a part of the community. It is probably one of the most cost effective programs that one could offer in any community. Meals on Wheels provides a meal to someone and sometimes that makes all the difference to someone who wants to remain in their own home. {Question: How far out do you expand your service from your center? Answer: For the Mesa area, we go right to Meridian which is the County line and we cover all of Mesa for this particular program. Our meals are prepared at two of our locations here in Mesa} {Q: Is every day Monday through Friday? A: Monday through Friday is every day and for the weekends we do frozen meals. If people request frozen meals for the Saturday and the Sunday, we make those available. The container that we utilize can be utilized in the microwave and the oven. Q: If you find someone frail, would you make a referral if you're concerned? A: Yes. We have the capacity within our organization, we have outreach specialists that often see people, and sometimes people just walk in. To use this particular program on a subsidized level, they do have to have a case management assessment first to make sure they're eligible in all the different categories and that's a rather extensive one. If somebody needs meals right now, let's say they have an acute illness or just out of the hospital, we have another program called Meals While You Heal. This our short-term emergency program where we'll just deliver seven frozen meals to somebody because

they need them right then, for a donation. Sometimes you have to cut through that red tape and get the food to people when they need it.

16. East Valley Adult Resources (EVAR), *Assistance for Independent Living*. Requesting \$24,000.

This particular program is a really unique kind of program where we really recruit volunteers from the community to help people out who need a variety of services in their home. This might be transportation, it might be grocery shopping, it might be help with chores, it might be a friendly visitation. We have a great group of volunteers that come in and provide those services to allow people to remain independent. We do a lot of recruiting. Over 200 volunteers last year were involved in this program. One of the areas that has become really important over the last two or three years is our cancer patient treatment trips. This is something that we didn't use to do, because we would get a call from someone who needed transportation for 42 straight days and we just couldn't do that. We spoke with our volunteers and we put together a little group and when we have someone that comes up in this category, we sent out an email blast with all 42 days on the list and we generally will fill that list in 24 hours. In terms of the target audience, most of these people are over the age of 75, frailer, generally with a chronic illness, but just need a little help. Generally they don't drive but they just need a little help to maintain themselves in the community. One of our greatest needs is really medical transportation. That's one of our harder things to meet. When we had our volunteer recognition and they started sharing their stories, it was most meaningful thing. Not just for the staff that was there but for everybody in the room to have this feeling of what they were doing and the difference they make in the community every day. {Question: Have you calculated the value of your volunteers last year? Answer: Yes, we have a little over 15,000 hours of volunteer hours and if you use the Independent Sector Volunteer Hour, which is \$21.79 at the moment, it's over \$300,000 in the community. This program works on a shoestring budget. Q: Is there an income limit? A: For this program, we generally work with individuals who are in the lower income category but sometimes you can't equate income with need. Our focus is on those who couldn't afford another way. There are other services out there that we can refer people to.

17. House of Refuge, *Employment Services*. Requesting \$21,000.

HS Project 17: Sheralyn, Community Development Specialist. Our campus is situated on the old Williams Field Air Force Base. We have 88 old base homes that were converted for the public good and 82 of those are used to house homeless individuals and families. They are 2 bedrooms, 1 bathroom homes and we meet the City of Mesa funding priorities for transitional services. The overall goal of the Employment Services Program is to identify and address barriers in the areas of employment, education, and personal finance that caused an

individual to become homeless in the first place. Emphasis is on securing self-sufficiency. Together the Community Development Specialist (CDS) and resident create a case plan that outlines steps needed to reach employment and/or education goals. House of Refuge respectfully requests funds to support our CDS who provides critical support to residents in regaining their self-sufficiency. During their first appointment, an assessment is completed to collect information about current employment, barriers to employment such as child care, transportation, lack of skills, involvement with law enforcement, current employment search activities, career goals and education or job training goals. The CDS and resident then develop an action plan to address these barriers and outline steps to reach employment or education goals. Residents are required to work and/or work and attend school or a job training program for at least 28 hours per week while they're in our program. New residents are given a 45 day timeline to secure employment and/or enter school or job training. The CDS works and supports residents to meet their goals outlined in their action plan. More intensive services are provided by the CDS to those residents who are unemployed at program entry or become unemployed during their stay. These residents are required to meet weekly with the CDS to receive one-on-one assistance and receive appropriate job leads. The CDS also goes out into the community to outreach to employers to try to get people opportunities. House of Refuge also has a resource center with a computer lab. On the back of the handout is a picture that gives you a visual of what you would find. {Question: On your handout, you list your goals but you don't actually list your outcomes. Can you tell us last year's outcome as far as did you meet that 75% of assisting residents? Answer: We actually went above that to 86%. Q: And the other two? A: We had 25% enrolled in school or job training and we had 45% had a better wage at exit than entry}

18. Lutheran Social Services, *I-Help Program*. Requesting \$27,000.

Thank you for the opportunity to present to you this evening on the Mesa Inter-Faith Homeless Emergency Lodging Program, otherwise known as IHELP. The IHELP program works in partnership with nine community host congregations and provides shelter to single, homeless women seven nights a week. During calendar year 2012, the program saw 280 different women access shelter through our services. The women ranged in age from 18 to over 80 years of age with the majority being between the ages of 24 and 54. Some of these women can be described as chronically homeless, but others have been homeless for mere hours by the time they enter the program and access services. The IHELP program has two primary goals. Number one is to provide a safe place in Mesa for women to sleep each night and during 2012 we provided nearly 7,000 shelter bed nights to those 280 women and really ensured their safety and made sure they weren't on the street at night and vulnerable. The second primary goal is that the women will work with our program case manager to develop a life plan which will lead to employment and safe and stable housing. During 2012, nearly 150 of the 280 women developed life plans which resulted in eight women

enrolling in school, 34 women obtaining employment and 15 women actually leaving the program and obtaining safe and stable housing. A secondary program goal is to foster a greater understanding between community members and this is done by congregational volunteers meeting with the women and breaking down stereotypes. This would not happen without the IHELP program and in 2012, 54 volunteers conservatively provided 3,200 hours of volunteer service. IHELP provides the only shelter services in the East Valley for single, homeless women allowing them to stay in their community and develop roots and stability. Connecting women with other community members also leads those community members to have a better understanding of homelessness and to really understand that these homeless women have something to give to the community, regardless of their circumstances. {Question: What is your annual funding budget? Answer: The annual budget for the program is right around \$103,000 and we're requesting \$27,000 from the City of Mesa. The vast majority of those costs are staffing for the program, and then transportation as we do transport from our point of intake at Positive Cristo to the nine different congregations} {Q: This also facilitates children as well, correct? A: No it does not. Single, homeless women without children} {Q: These nine congregations are all in Mesa, correct? A: Seven of the nine are in Mesa, one is in Gilbert at Greenfield and Baseline essentially so it's very close to the Mesa border} {Q: Are the ladies allowed to bring pets to stay the evening? A: The ladies are allowed to bring a service dog if they have it officially registered as a service dog, otherwise there are no pets allowed because of allergies and safety reasons, vaccinations and those kinds of things. Q: Do you know if there's a large turn-down rate when ladies refuse to go because of that? A: Not to my knowledge. I do know that there have been ladies who have left pets with friends that have housing and they couldn't stay there but the pet could stay there. To my knowledge, we have not had ladies who have opted not to come to the program because of those pets}

19. Marc Center, *Center Based Employment Services*. Requesting \$29,500.

Kay Moore, COO. Marc Center is a community organization that provides educational, therapeutic, recreational, rehabilitation, residential, outpatient services, social services to adults and children with developmental disabilities and behavior health disabilities. The purpose of our Human Services funding is to support our vocational training program that meets the needs of individuals with severe disabilities. These individuals often create public related cost burdens on police departments. The City of Mesa funding actually enables these individuals with these severe behavioral challenges to become independent, productive and safe in the community. Gainful employment, independence and housing are the significant goals for these programs. Many of our individuals who are enrolled in our employment programs enter the service as a high risk to the community and to themselves. Many are in our residential programs and in our affordable housing units. They often have staff to individual ratio as 2:1 and 1:1. We provide them with crisis intervention services. From stabilizing their health and their

medical condition to helping them with medication management to prevention services such as providing them with some family stabilization, prevent violence and poverty from occurring. We also do transitional services for this population that helps remove some barriers from employment. Oftentimes individuals don't have computer skills which is very much a requirement for most positions. They lack the ability to really do well in an interview due to nervousness or sometimes their disability prevents them from making eye contact and people often misunderstand that. The City in the past has supported us. Last year, we placed 135 people in community-based employment. Those individuals are now self-sufficient and living in the community on their own. We do service this to about 982 people in a given year. {No questions asked}

20. Mercy Housing Southwest, *Intergenerational Out of School Time Activities Program*.
Requesting \$12,644.

Mercy Housing is the fifth largest affordable housing non-profit in the United States. We're within our 30th anniversary this year and for 18 years we've been in Maricopa County with 13 affordable housing properties with two located in Mesa. The proposal is based on our family property located at 520 Mesa Dr., and is serving 92 families. 20 of those units are for people living or infected with AIDS or HIV. At that property, we serve 120 children and youth and provide a bulk of services for both parents and those that are under the age of 10. The reason that we're coming to you today is because our 11-15 year olds have told us that they need a cooler program and they don't want to spend time with their younger brothers and sisters while they're getting mentored and working on their homework. This has provided us the opportunity to go to the Serrine Center, which is just a mile down the road from us, and has frankly more space and more opportunities. They can provide a creative and yet positive atmosphere for kids that we're concerned that without this type of positive environment would fall into drugs and gang involvement. Quite frankly, we are just wanting to be blunt about the fact that some of the families that live at this property really come to us with a bulk of problems. They're dealing with addiction, they're dealing with living with AIDS and HIV and it's not always the most positive atmosphere which then further puts these kids at risk. We believe in partnering with the Serrine Center would not only provide leadership opportunities for this at-risk population but community service which is something that as an organization we strive for. It's been really exciting to get to know our friends down at Serrine and to be able to use their resource to further their programs while also furthering a population that we see as a need. {Question: So the \$12,000 is for the Staff salary for that position? A: There is actually a split up a little bit. It's also for supplies, it's for transportation that the Serrine Center would provide, being able to provide maintenance for their van and also a split of staff salaries.} {Q: And this is for 11-15 year old youths and not the little ones?} {A: It's a different type of trouble-makers as we would like to say. A lot of times we have the younger kids that are so excited to get to come and hang out in our community center and to be able to have that mentor and this is just an age group that it's not

always so cool and when they see some of the older kids on the property that are in sports and they can have that as an outlet, it's just really an opportunity for us to provide a creative outlet for that population. Q: And what's your timeline on this should you receive funding? A: We're wanting to start this program as soon as we can, and so basically as soon as you want to write the check, we'll be happy to start the process}

21. Mesa Community Action Network, Inc., *MesaCAN Client Services Program*. Requesting \$132,500.

Our plan services provide low income or working poor individuals and families in Mesa who are experiencing economic emergency and near poverty with assistance to reduce immediate occurrence of eviction and utility disconnect. Client services include rent and mortgage and utility assistance, case management, tax preparation, work force development and referrals for other services. Our target audience is members of the low-income and working poor individuals and families that are Mesa residents. In FY 2011, our program served 8,023 individuals from 2,800 households. 61% of the people requesting services from Mesa CAN are female, 49% are Caucasian and 44% percent are 24-54 years old. Without our emergency assistance program, these families are subject to utility disconnect, eviction and then homelessness. Rent, mortgage, utility assistance and case management can often bridge the gap while these families and individuals achieve and/or regain economic stability. From July to December of 2012 calendar year, 78 previously unemployed gained employment through our work force development program. The reason this program is needed is that because the percentage of Mesa residents living below the Federal poverty level has increased from 8.9% in 2006 to now over 12%. These households typically have less economic flexibility and low-paying jobs that provide limited fringe benefits such as health care and other benefits. Given these factors, these families are often one paycheck away from homelessness. 63% of the people that request assistance from us cite employment as their only source of income. It's estimated that at least 150-200 phone calls are made for every 10 available intake appointments we have. This is a strong indicator of community need during any given month, especially in the summer months when the utility expenses are extremely high. From July to December 2012, Mesa CAN received more than 10,000 requests for assistance and was able to serve 14% of those requests for services. {Question: Do you have a breakdown of what percentage goes to each of these, like rent, mortgage, utilities? Answer: We have about \$7,500 a month available for rent with the typical rent payment being about \$600. We have over \$1 million available in utility assistance throughout the 12-month calendar year and the typical utility payment varies. When we see people in October, they're usually three months behind in their utilities so it can be a \$900 bill to keep them connected or get them reconnected. We have several different funding sources for both rent and utilities. Q: Are some of the local utility companies

participating? A: Yes all of them. Our two vendors for utilities are the City of Mesa and SRP. They work hand-in-hand with us. We will call them and say we have so and so in our office, this is what they owe, will you accept partial payment, and will you work with them on a payment plan, whatever the case may be. They provide funding as well as offer assistance to do bill extension and those kinds of things.} {Q: Can you explain a little bit about the funding as far as where \$1 million comes from for utility assistance for Mesa residents and how that works? A: Most of our utility funding is called LIHEAP, that's Low Income Home Energy Assistance Program that's a federally funded program. We do get funding as well from SRP, the City of Mesa or GO assistance. We also get state funding from DES through the Community Services Block Grant. We also receive funding from the Arizona Community Action Association; our state association offers that and funds us through different funding sources for utility and rent assistance. Q: So your involvement in assisting individuals with their rent is to avoid an eviction and putting them out on the street? A: Exactly. In order for us to assist and make that payment, we have to prove that by talking to the landlord or the mortgage company, that the payment will prevent eviction for at least 30 days}

22. Paz de Cristo, *Food Services Program*. Requesting \$40,000.

Paz has been at the location of Broadway and Country Club for 18 years. The goal for this program is the same as it has been for Paz for the last 25 years and that is to serve the hungry in the East Valley. We do that primarily with two programs: a food box distribution program and an evening meal service. These two programs represent about 90% of our budget. The target audience for the meal service is primarily homeless and unemployed. The target audience for food distribution is more the under-employed, the working poor, single parent households and retired individuals. This past year, we averaged about 200 people and 300 meals a night and we serve 365 days a year. We average about 1,325 food boxes per month. Those food boxes are distributed a couple of ways. Three times a month, the first and second Tuesday and the fourth Saturday, we do an emergency food box distribution where we typically give out anywhere from 300 to 500 food boxes each time. We also give out food boxes every day to case workers who will come in and pick up food boxes for their clients to give to St. Vincent de Paul members, to area churches, they'll come in every day. So we'll give out another 15 to 20 food boxes a day to other people that come in to get food for their clients. A food box feeds a family of four for about three days. If you add all that together, we provided about 670,000 meals this past year. We figure an average cost of about 70 cents per meal. The reason that we can do such high numbers at such a low cost is of course because so many people donate food. We get a lot of food from the United Food Bank, from area churches and area groceries. So we get about \$1.2 million a year in in-kind donations. Our cash expenditures are about \$540,000 a year. Two-thirds of that is

salaries. The other two major expenses for \$40,000 a year each are utilities and police services, both of which go to the City of Mesa. We're requesting tonight \$40,000 to cover our utilities. Our community center provides water, shelter, bathroom facilities, we give out blankets, hygiene products and clothing. We believe that we provide an environment to keep downtown Mesa free from loitering. {No questions asked}

23. Save the Family, *Homeless Families Intervention Project*. Requesting \$135,000.

HS Project 23: Save The Family was founded in 1988 with only four units of housing and that was when four businessmen became concerned with the emergence of homelessness among families. We've since grown to 62 units and we serve 159 families a year comprising of 497 individuals. 54% of the families we serve come from the city of Mesa. We serve our families with three key service components. One is housing and our housing is scattered site housing throughout the East Valley cities, again the majority being in the city of Mesa. We provide case management utilizing the best practice model of critical time intervention. I've provided a flyer for you on that because last night you had some questions about that particular model. And we also provide comprehensive supportive services through our FACES (Family/Adult/Children Empowerment Services) program. We serve families in crisis and these families are the highest utilizers of our emergency services. We preclude that need for them to call those services. One in five people in Arizona is experiencing poverty. Homelessness is a growing problem especially in this horrible economy. To answer Mr. Hosack's question from last night, for 11/12 we had 8% that left in the first 90 days and I actually researched to see what that was for. A couple of those were for criminal activity in the unit and one of the things that we talked about last night is that we want to maintain safety in the neighborhoods that we have housing and others who refused failed to engage in treatment for using. {Question: Is this a new program that you're initiating? Answer: No. Some of our program facets under the FACES program have evolved over the years, but the core transitional program is the solid one that we have been offering since our inception. We've gotten better, certainly. We do have standards that we measure, track and trend and we're proud of our statistics that we've achieved}

24. Serrine Adult Day Care, *Meals & Music Therapy Program*. Requesting \$30,000.

Serrine has been serving the community for over 37 years through our two Adult Day Care programs, both located in the Mesa area. We serve over 200 participants and their family members throughout the year. We provide them with door to door transportation services, nursing care, personal care assistance with bathing and while they're using the restroom, therapeutical recreational activities, support groups, educational forums, and an innovative camp caregiver program. Serrine particularly serves individuals who 70% of our participants have some form of dementia, particularly Alzheimer Disease, Parkinson's, strokes and other disabilities. Part of our

service helps keep people independent and in their community for as long as possible. Many of them, because they do experience some sort of dementia, are not particularly safe to be left home alone. They are at risk for possibly leaving the oven on and causing a fire, which could impose extra costs to the Fire Department, and we also provide a safe environment so that they are not able to explore the community on their own unsupervised. Studies show that 60% of folks with Alzheimer Disease attempt to leave home at least once. So while they're in our care and not being left home alone, we're able to save Mesa Police Department up to eight hours trying to locate somebody which costs \$1,600 per hour to try and find somebody. Our proposal is requesting money to help support our meals, which we're able to provide, which is stressful for caregivers because they don't want to eat at home, but it's different when you're in a social environment. Also the Music Therapy, one of the things that remain is their ability to engage in music. So we have folks that are not able to communicate and when we have a Music Therapist in all of a sudden their anxiety decreases and they're able to respond and engage in a way that we're not able to tap into them and this is a therapy above and beyond what is covered in our contracted fees and so this support would be help us to be able to provide innovative and creative care to our individuals. We had a resident who was getting ready to leave and as he stood up he said, "You know, this is the best day that I can remember". It is our goal every day to make it the best day that they remember. {No questions asked}

25. Teen Lifeline, *Crisis Hotline*. Requesting \$15,000.

Teen Lifeline was established in 1986 and in that time we have served over half a million children across Arizona. We became established to deal with the issue of teen suicide in Arizona. At that point in time we were second in the nation with the highest rate of teen suicide. Actually, this past year, our rates increased by almost double again and so this is something that we're dealing with continuously. We're probably best known for our peer counseling hotline. Through that hotline, we this past year took over 11,000 calls. It's a peer to peer hotline where we actually train teens to take the calls from other teens across Arizona. Its manned 365 days a year, 24 hours a day. The teen volunteers are there from 3:00 – 9:00 every day, seven days a week and it's always supervised by a Master's level clinician. We also have our Life Skills development training which is the training we use to train our volunteers. It's a 72 hour-based training and they have to be at least age 15, and they can come from any school in the Valley. That training is really focused on life skills as well as building communication and counseling skills. Many of them are interested in the counseling field; most of them are not though. Most of them have dealt with an issue in their own life and now want to either now want to find a way to help themselves, help their friends or help their community. Our last program is our Community Education program. Through that program we see about 35,000 teens a year, across the

state, where we do classroom-based education focusing on skill-based prevention regarding suicide, depression, bullying, grief and loss, and stress and coping. We actually do that in elementary, middle schools and high schools. This past year, our cost did increase by 11%. I'm actually happy to say that from our previous grant cycle, we have over halfway met our numbers. In our Life Skills training, we have already trained five Mesa children in the last six months. Our hotline has received 450 calls, which are about two-thirds of what the contract paid for this year. And with our Community Education, we've already seen over 12,000 kids from Mesa, which is about half of our contract. {Question: How often do you get actual calls from the parents regarding a teen that is suicidal? Answer: Less than five percent of our calls come from parents. We do get them. We probably get more calls from parents of friends with children, as well as teachers and counselors and administrators within the schools. Q: So if you get a call from a teen that is in crisis, do you always contact the parents regarding this or is this something that is confidential between your organization and the teen? A: Both. We always contact an adult but it's not always the parent. As you can imagine the parents aren't always the solution. There's always going to be an adult involved; someone that can help them with that decision making. That's the goal of every crisis call. We also have a very strong relationship with the local police departments in all the major Maricopa County cities. As well as our after-hours support is provided by the Crisis Response Network, which they run the Magellan crisis line. It's a free partnership that we have with them, but what it does is allows us direct access to the crisis mental health system and allows us to get families those services immediately}

26. Tumbleweed Center for Youth Development, *Tempe Youth Resource Center & Street Outreach Services & Safe Place Program*. Requesting \$10,000. (No representative present)
27. United Food Bank, *Food Link Program*. Requesting \$18,000.

We're representing United Food Bank, the regional food bank of the East Valley and asking for your continuing support of our Food Link program here in Mesa. Through this program we will support at least 50 Mesa partner Food Link agencies with most if not all of the food that they need for their food assistance programs. Through this program we will provide these agencies with at least 4.75 million pounds of food in the year, which will equate to nearly 4 million meals. By doing so, we will help these agencies reduce their food costs by approximately \$8.5 million which is what it would cost if they had to buy this food on the retail market. Our target audience is those 50 agencies, but through them we will reach the low-income, working poor, homeless individuals in crisis or emergencies, at-risk youth, it runs the gambit of the agencies that we support and what they do. We help citizens move toward independence and self-sufficiency. We're a model of resource offering, collaborations and partnerships. There is no duplication of service in what we do because we are the only regional food bank warehouse in the

East Valley, Pima County, Pinal County, Southern Apache and Navajo. {No questions asked}

28. West Mesa Community Development Corporation (WMCDC), *Community Compliance Program*. Requesting \$60,000.

This is a continuing project and so it will be ready on July 1st, and it is a true example of how we leverage our part-time professional experience is the prime example of why this is such a fabulous program with the financial support with the City. West Mesa CDC would like to continue to expand the community compliance program aimed at addressing issues of residential code enforcement in the West Mesa CDC service area, which is Gilbert Road to the West. This program has been very successful in removing slum and blight and in providing a prevention program that creates an opportunity for residents to address code enforcement issues before matriculating into the system of violations, citations and prosecution by the City of Mesa, which is very expensive. This past year 3,960 properties were inspected; 1,992 contacts were made with property owners where code issues were observed. Issues were resolved at 131 properties by direct contact from West Mesa CDC. Four were with assistance and nine with funding from CDBG. This program has a very low rate of properties that we can't work through the issues. For an example, out of all those big numbers, only 52 during the entire year of 2012 were actually referred to the City for prosecution. We also assist the City with that prosecution so we do the beginning efforts at a much less cost than what the City can do and then help to leverage the City's dollars and get more bang for their buck. This year the West Mesa CDC is requesting funds to increase the impact to Mesa neighborhoods by adding one additional Community Compliance Coordinator. This will also allow the West Mesa CDC to build some sustainability into this valuable program. This is something that the City has requested in the past and hasn't been possible. It is very important that we do that. {Question: How many community complaints do you currently have? Answer: One} {Q: Does the City of Mesa also have a similar program? A: This is it and it's important to expand it. Q: So this is the City of Mesa? A: It's not a City of Mesa program. We work in cooperation with the City of Mesa. We are an independent non-profit. Q: So my question again, does the City of Mesa have its own inspectors to inspect blight? A: Yes they do. There's not a lot. It is a department that has been significantly reduced and the need is tremendous} {Q: What zip codes do you work in? A: We are limited by our boundaries which is Gilbert Road, all the way North and South to the limits, and West to the Tempe border. This used to be funded by CDBG and so we were limited to certain census tracts. However, now this is through Human Services and that opens up more

possibilities}

29. West Mesa Community Development Corporation (WMCDC), *Mesa Neighborhood Academy*. Requesting \$20,000.

The next one is the Mesa Neighborhood Academy which is also a continuing pilot program and we're working with the City. The West Mesa CDC proposes to continue their partnership in this pilot program with the City of Mesa Neighborhood Outreach and the Leadership Center which is a new public, private 501C3 that was formed by East Valley municipalities, and Mesa was part of this, and educational institutions which specializes in neighborhood education and technical assistance for neighborhoods. This partnership expands the Building Strong Neighborhoods effort of Mesa's neighborhood outreach by building the internal capacity of the neighborhoods and addressing the neighborhood quality of life and sustainability. So basically the Neighborhood Outreach selects in certain Council's districts the opportunity to do a Building Strong Neighborhood. They come in, they clean up, they do wonderful things, and then what? And so that's what we're trying to address so that we can help the residents to continue some of these efforts after that has taken place. This project involves designing and producing three neighborhood academies, two traditional neighborhood academies and one homeowner association academy which are research-based and customized to serve the needs of each selected neighborhood and in addition one neighborhood conference. It's important to bring people together so that they can network and learn from each other especially when they are doing similar activities. Possible topics can be selected based on resident and stakeholder surveys that name such things as neighborhood planning, how to address development, creating a safe neighborhood, how to conduct successful and peaceful neighborhood meetings, building a team, how to work with volunteers, and creating gorgeous neighborhoods. {No questions asked}

30. West Mesa Community Development Corporation (WMCDC), *Safety Education / Crime Prevention Program*. Requesting \$10,000.

This is the Community Safety Crime Prevention program and this also is a continuing program. West Mesa CDC proposes a continuation of our current neighborhood safety program to continue to serve the residential neighborhoods and business communities that continue to need our support in maintaining a strong and vibrant West Mesa community. The work involved in this program will focus on supporting neighborhoods, in starting

and maintaining block watch programs, facilitating dialogue and education between residents, businesses and the Mesa Police Department, and advocating for improved relationships between neighbors. The Community Safety Crime Prevention program will be complemented in close cooperation with local crime prevention and community safety professionals. One of the things that this particular program does is to help the Mesa PD with education of multi-family properties on their Tri-Star program that's been around for a couple of years. Also we currently collaborate and are increasing the collaboration with the Mesa Grande Community Alliance so that we can go back into some of these neighborhoods in West Mesa and reactivate or regenerate block watch captains and that community infrastructure so that we can improve these areas that have been suffering. (No questions asked)

- F. **Public Comment** – The general public is encouraged to actively participate in the priority setting process and may do so by providing feedback regarding the City of Mesa's potential projects for its FY 2013/14 Annual Action Plan. Members of the general public are encouraged to provide their input at this time. Written comments will also be accepted and may be submitted in writing to The City of Mesa, Housing and Community Development Department, Attn: Tammy Albright, Director, P.O. Box 1466, Mesa, AZ 85211-1466; or by email to housing.info@mesaaz.gov. **(NO Public Comment)**

- G. **Next Step** - All funding recommendations (CDBG, HOME, ESG, and Human Services) from Public Hearing #1 (Parts 1, 2 and 3) will be reviewed by the Mesa City Council's Community and Cultural Development Committee at 9:00 a.m. (immediately following the Council Study Session) on Thursday, January 31st, and at 7:30 a.m. on Wednesday, February 6th, 2013, in the lower-level Council Chambers (57 E. First Street, Mesa, AZ 85201). The Committee's funding recommendations will then be forwarded to the Mesa City Council for review at the Council Study Session on Thursday, February 21st, 2013 at 7:30 a.m. in the lower-level Council Chambers (57 E. First Street, Mesa, AZ 85201). Council is tentatively scheduled to approve the Committee's funding recommendations at the Council Study Session on Thursday, March 7, 2013 at 7:30 a.m. in the lower-level Council Chambers (57 E. First Street, Mesa, AZ 85201). All approved funding recommendations will be included in the City's FY 2013-14 Annual Action Plan that is submitted to the U.S Department of Housing and Urban Development (HUD).

- H. **Motion to Adjourn Public Hearing #1, Part 3**

IV. Action Items – There are no action items at this time.

V. Adjourn the meeting

Motion passed and carried to adjourn the meeting.

Submitted by



Scott Clapp, Community Revitalization Specialist