

HOUSING & HUMAN SERVICES ADVISORY BOARD  
CITY OF MESA  
MESA CITY COUNCIL CHAMBERS  
57 East 1<sup>st</sup> STREET, LOWER LEVEL  
MARCH 26, 2002  
-MINUTES-

MEMBERS PRESENT

Mr. Greg Holtz, Chairperson  
Mr. Michael Whiting, Vice Chair  
Ms. Susan Klecka  
Ms. Elaine Nelson  
Mr. Eldon Husted  
Dr. Carlos Vallejo  
Ms. Teresa Cotton

MEMBERS ABSENT

Michael Graham (EXCUSED)

STAFF

Ms. Debra Determan  
Ms. Nichole Wamble

WELCOME

Greg Holtz called the meeting to order at 5:32 pm announcing that there were three agencies requesting Human Services funding on the agenda for review: Lutheran Social Ministry, The Volunteer Center and Mesa CAN Neighborhood Development Service Center. He stated that there were agendas in the back and blue cards for any citizens who would like to make comments.

REVIEW MINUTES OF FEBRUARY 26 MEETING

The minutes of the February 26 meeting were approved as submitted..

HUMAN SERVICES FUNDING PROCESS REVIEW

Debra explained the reason the three agencies were asked to come before the board meeting was that the board wanted further clarification about their measures, and to answer further questions that the board might have.

**LUTHERAN SOCIAL MINISTRY - TRACI GRUENBERGER & LEE STADLER**

Michael Whiting asked the representatives where they got their referrals from, to explain the line item in the budget for program fees and what the expense was for operating services.

Traci Gruenberger, Director of Community and Family Services, explained that their referrals come from everywhere: they are listed with Community Information and Referral, from local congregations of every denomination, from the informal networks within the community as well as formal networks within the community. She said they have provided financial assistance in Mesa for at least 15 years, so they are very well known. She stated program fees appeared in their agency budget and explained that they are a multi-service statewide agency; therefore, they collect program fees in some of their programs. In this particular program they don't collect any program fees at all. She explained that their operating services expense is their financial assistance to clients, which includes rental or utilities assistance, prescription medication assistance, and other various and sundry financial assistance.

Nichole Wamble asked Traci: "in your response to her letter requesting clarification on potential state and federal budget cuts, it was stated that 50% of the clients enrolled in the program have already increased their level of self-sufficiency and 30% were trying, what is the "number" that would be associated with these services?"

Traci stated in the last year they have worked with 28 different families. She mentioned that due to the struggle in recruiting mentors not all have been matched with a mentor family. At the present time, they have one match and eight waiting for a match. They have recently partnered with Parents Anonymous to recruit volunteer mentors.

When asked about the socio-economic, ethnic breakdown, Tracy said the majority of their clients are Caucasian but that there were a couple of African-American families awaiting mentors. She did not know of any Hispanic families. They basically serve single mothers with children.

In response to the question, "what are some successes you have had in terms of overall operations", she related that one family who owns their own business and has a good head for figures was connected with a family that had had some financial setbacks and were in danger of becoming homeless. The mentor family drew up a budget for the client family within which they could live. The families meet once a month for a family activity which all of the children enjoy. The parents discovered that they had both taken beginning parenting classes from the same teacher and they decided to go back and take the second level of parenting classes together.

#### **THE VOLUNTEER CENTER - MAGGIE KING**

Michael Whiting asked for more clarification on the East Valley office, for information relative to their financial statement and how the current program was subsidized.

Maggie stated it was subsidized through part of their welfare to work program because it has a fee for service. Also they received grants from Lowe's and Boeing.

In answer to the question, "Are you still going to use those funding sources this year?" she answered, they would not use the welfare to work program, but will use the other grants. They will also be furthering their grant writing for the East Valley. With respect to the East Valley Office, she replied due to the State budget cuts; they were greatly impacted when they were notified that the contract would cease. As that was about 10% of their funding, they had to lay off four key staff members. They had been talking with Nichole and Debbra about relocation for the East Valley office because it is was the most expensive site that they maintained. The Center decided that they would close the Mesa office until after July 1<sup>st</sup> when they could determine what funding they would receive for the next year.

Nichole Wamble asked what they were anticipating would happen to the Mesa office after July 1.

Maggie stated what they want to do is reopen the Center after July 1. They have been talking to Save the Family and to several other different organizations about leasing office space within an organization to cut down on their costs. They have also asked all of their funders for an increase in funding. Maggie also stated they did not intend to cut any services. The remaining staff has taken on additional responsibilities and they have a new American Promise Fellow, who will be

working directly with the East Valley Youth Advisory Board. They anticipate they will rehire as soon as they are able. She stated they look at the current situation as very temporary.

When Maggie was asked about a special measurement tool mentioned in their application, she explained that they were developing an outcome measurement tool using the logic model. They have found that it is very difficult to measure the outcomes from their volunteer referrals and all the different services that they provide. In addition they have developed an online referral data system. When a volunteer goes through this site, marks their interest, the city and agencies that they want to volunteer in are sent an email. The nonprofit is told that this volunteer is interested in volunteering for you; please contact them. It also tells the nonprofit that this individual was referred by the Volunteer Center. This outcome measurement tool will show the impact that the Volunteer Center is having in the community; the impact that volunteers are having in the community. This database will enable the Center to send out emails to the volunteers to inquire if they are now volunteering and for how long. Also the Center can contact agencies and say this person wanted to be contacted and asked are they now volunteering for you? The address of the site is, [volunteerphoenix.org](http://volunteerphoenix.org).

Greg Holtz asked how much would it cost to reopen the office on Southern? She replied that she thought the budget for next year is about \$68,000, which would be the lease. They are committed to reopening the Mesa office. However, the funding will determine how large it is.

She stated that they referred over 36,000 individuals last year but because it was up to the volunteer to follow through, it was very difficult to track. She explained that the approximately 9,200 clients served this year were through their personal referral service, individuals that have been participating in their youth volunteer programs, and individuals who have contacted agencies using the Center's special events calendar.

Their technical assistance consists of workshops, helping clients with issues relating to legality, liability, recruitment, and retention, and helping clients develop their programs. They have also developed a new auditing system for nonprofits specifically for volunteer programs.

**MESA CAN NEIGHBORHOOD DEVELOPMENT SERVICE CENTER-PAT GILBERT & KAREN LAFRANCE**

Michael Whiting asked Pat Gilbert to explain rent, depreciation and capital improvements.

Pat stated that there are actually two rent numbers in the budget, and the agency maintained the rent item that it paid to a private landlord for 460 N. Mesa Drive to pay over to the Mesa CAN Foundation which will create a pool of resources that will continue to serve a public purpose. That amount is reflected in the client services area, neighborhood services and also for the first year beginning 2003, the East Valley Men's Center. He mentioned there is no depreciation on the budget, and there are no capital items on the budget. However, the agency is looking at significant renovations at 635 E. Broadway and the adjacent property.

Pat replied when asked what the difference in square footage in the former site and where they are now is about 18,000 feet at 635 E. Broadway versus 5,000 feet at 460 N. Mesa Drive.

Greg Holtz asked if they had a depreciation schedule or a capital improvement schedule.

Pat replied that they do have a capital improvement schedule, but they don't have a depreciation schedule. The renovations for 635 E. Broadway are anticipated to be somewhere in the neighborhood of \$365,000 to \$400,000. Funding for which Mesa CAN is responsible.

Nichole asked Karen LaFrance to tell the board a little bit about their outcome measures. How are they defined and also to explain their technical assistance.

Karen started by thanking the board for the opportunity to accompany Pat and defining technical assistance. What she and her 2 staff members do with neighborhood groups is: coordination of projects, provides advice, provide project management--short-term and long-term, provide training and provide planning facilitation. This technical assistance is free. Their focus is groups that are interested in making systemic community development changes in their neighborhoods. The technical assistance that they provide is designed to train those organizations to use resources and engage all the institutions that affect the quality of life and the economics of that neighborhood. They assist and provide support in areas such as: how people invest in business, how jobs are created, and how people invest in their homes.

With regard to outcome measures Karen said one thing they do is count the number of groups that they work with and count the number of people who come to meetings. How many meetings they go to and so forth. The outcomes are: is the neighborhood group able to effect its quality of life, can it complete the projects it needs to improve that quality of life as they define it. If they define a project with an outside institution that effects them and they are able to accomplish it, then that is a measure of effectiveness of that group. NEDCO's measure of effectiveness is whether or not they completed what they said they would do with the group.

When asked if she and her staff of 2 worked with all socio-economic levels, she replied, yes, but the geographic focus is basically West Mesa.

Pat commented that this arena does not neatly fit a social service or a social work model. And it is difficult to apply the Governor's Office Logic Models System to neighborhood services. He said the fundamental issue for him was how people's lives are changed and because this is a long-term process, and it is difficult to measure.

Greg Holtz brought out that if a neighborhood needs a fiscal agent, Mesa CAN is set up to provide that.

Carlos Vellejo asked in regard to the outcomes what happens when there are large discrepancies, when the service says they want to do something but don't get to it?

Pat said that would be reported. And that has happened. What happens is that the vision stays the same, but the timeline extends because obviously volunteers deal with what they have.

Greg Holtz thanked Pat and Karen for all the work they had put into this presentation.

Pat asked if he could explain the 2 documents that he brought. The larger one contains groups that they have either had contact with in the past and may no longer be serving. Mesa CAN is available to them if need be, but it does not reflect their ongoing pool of clients being serviced now. The other document tries to identify some core values within which they wish to work

## VISION AND MISSION STATEMENT TO THE CITY COUNCIL

Greg Holtz stated that he wanted to talk about how the Board was going to present their vision and mission statement to the City Council and Mayor.

Debra Determan said after talking to Eric Norenberg, who is the person from the Mayor's office that works with boards and committees, she asked the board members to be part of the discussion or part of the presentation. She stated it would be very helpful to figure out something that might be a little bit unique and a little bit different than her going in and saying these are the goals and objects in this division of the Housing and Human Services Board. She thought they might want to discuss a method that would be informative and still participatory for the board members.

A PowerPoint presentation was suggested by Carlos and settled upon by the board members. It was discussed that 10 or 15 slides be used for a 10 to 15 minute presentation. Some topics for the slides were: goals and objectives, funding priority, how the funding priority is attached to the dollars, some history on the continuum of care, human services capital, what the Board wants to do in the future, some of Nichole's charts on trends, and a replacement for ABC.

Staff will draft a PowerPoint presentation and the Board will be asked to critique it. It was suggested that we aim for a 4:30 p.m. Study Session on Monday, May 6. Debra will find out the schedule and report back to the Board.

## STAFF REPORTS

Nichole Wamble stated that staff is planning to present to their recommendations at the April 23 meeting. The Board will review and finalize their recommendations at the April 23, meeting. Recommendations from the Housing and Human Services Advisor board are due to the City Council in late May.

Greg Holtz stated that the Board needed to have the recommendations earlier than that. He thought the Board should have at least 2 weeks notice of recommendations from the City staff. He asked Debra if it could be done by April 9.

Debra Determan replied staff will try to make the deadline of the ninth. She stated that staff has some issues that need clarification before we can make the recommendations to the Board. The Board has the option of an additional meeting in early May if more time is needed.

Nichole Wamble reported that on March 27 Mesa would be hosting the East Valley Resources Coalition meeting that is held on the fourth Wednesday of the month, sponsored by the Cities of Tempe, Chandler, and Mesa. She stated that the topic for March is going to be the Faith-Based Initiative in partnerships with nonprofits. She issued an invitation to all Board members. The meeting will be held from 9 to 10:30 a.m. at the Mesa Public Library, Saguaro Room on the second floor. There will be a presentation from Evan Dubro who is the Administrator of Temple Emanuel who will talk about the Tempe Emergency Assistance ministry. There will also be a presentation from Nancy Marion, the Executive Director of House of Refuge East.

Debbra began her staff report by giving Eldon Husted an opportunity to make an announcement.

Eldon Husted reported to the Board, due to his health and having missed so many meetings as a result, he thought it best that he tender his resignation effective immediately. He wanted to thank all the Board members and tell them what a great experience it was to be on this Board. He has served on many volunteer boards throughout the years but this has been the most rewarding that he has served on and he thoroughly enjoyed it. The Board regretfully accepted his resignation.

Greg Holtz asked how the recruitment for Donald Cardon's replacement was going.

Debbra Determan reported that she has 5 potential board members that are interested in becoming involved. Staff has their resumes or their backgrounds and what she would like to do is share with all the board members and get their opinions. She is proposing to mail copies to each one for feedback on the candidates because the Mayor's office is very anxious to make sure the Board is full.

Debbra Determan gave an update on Maricopa Association of Governments (MAG). MAG has been working on a homeless study and they also are working on putting together funding through HUD. Two years ago MAG was able to get \$18 million for homeless services and last year they were only able to get \$9 million; part of the reason was they weren't able to get the data they needed to support their efforts. Debbra stated that MAG has asked the City of Mesa to participate in a point-in-time study of the homeless in each of the municipalities. Mesa is work with our police departments to do a point-in-time study within the same two-week timeframe. There's going to be a large one done in Phoenix on March 27, 2002.

Debbra also handed out a memorandum and copies of the applications for CDBG funding recommendations from Kit Kelly of the Community Revitalization Division. One of the major topics for discussion has become the day labor site. Kit has drafted a memo in response to some questions raised by Carlos about the roles and responsibilities of the Housing and Human Services Advisory board in reviewing the Federal applications. Kit's memo was written with the understanding that if this Board would like to talk about that issue further, she would be happy to come and meet to discuss the role of Housing and Human Services Advisory Board and CDBG and HOME funding allocations.

Greg Holtz asked Carlos if he would like to comment on that.

Carlos started by saying, that he had received a number of calls regarding the day labor center and he was unaware that it was tied to CDBG funding. Carlos stated that one of the questions that was asked of him was whether or not the board approve the recommendations that were presented by Kit. Carlos stated that being asked this question forced him to ask himself "what is the Boards role?" Carlos mentioned that he had written a letter to Kit representing only his self to gain further clarification on what is the Board role? And did we as a Board approve the CDBG recommendations presented by Kit.

Greg Holtz stated that he didn't recall this Board making a recommendation.

Greg Holtz said, a person who is new would normally assume like Carlos did that a City Housing and Human Services Board gets involved in the public forum for CDBG funds. Greg stated that

his feeling is that this board should be involved in things like funding, or helping to make decisions on issues such as the Day Labor Center. Greg stated that possibly the reason why this board doesn't have any tangible input into the Federal funding decisions is because there has not been a public will to do so. Greg stated that he doesn't know the process by which Federal funding recommendations are ferreted out. Greg stated that they are on the Housing and Human Services Advisory Board and there is a Human Services issue in Day Labor and Day Labor has an opportunity to be funded ala CDBG funding

Debbra Determan suggested that perhaps the board might want to put this topic on an agenda item so that it could be discussed with public input. The Board suggested the May 23, meeting.

Debbra wanted to let the Board know that the Housing Roundtable will be held in the Superstition Ballroom South at the Rendezvous Center on Tuesday, April 30 from 6 until 7:30 p.m. They will be discussing the general plan and the housing part of that general plan.

The next item she wanted to inform the Board of was that she was going to be out of town for a week. She is going to go to Washington, D.C. to a conference to learn more about ROMA, Faith-Based Initiative, and different program areas that relate to the community action agency.

The last item Debbra wanted to present was that the City of Mesa is hosting the ACAA Conference in May. She would like to ask the Board to participate in the conference May 22, 23, and 24<sup>th</sup> She asked everyone to be available as hosts for the City. She also asked if anyone would be available to pick up the keynote speaker, David Bradley, at the airport on May 22.

Carlos and Elaine Nelson volunteered.

Debbra mentioned that the City is responsible for having a basket of goodies from Mesa. She is asking for the Board's help in finding things unique to Mesa that could be placed in a raffle. Mesa is also responsible for two donated items for a silent auction. Debbra asked for help in finding these donations.

The meeting was adjourned at 6:30 p.m.

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Respectfully Submitted by Debbra Determan