

**APPROVED 2/19/09**



City of Scottsdale  
Human Services Commission  
Special Meeting

**APPROVED MINUTES**

1:00 P.M., Monday, February 2, 2009  
Paiute Neighborhood Center  
6535 E Osborn Rd Bldg #9  
Scottsdale, AZ 85251

**CALL TO ORDER**

Chair Hemmingsen called the meeting to order at 1:05 PM.

**ROLL CALL**

**Present:** Chairwoman Hemmingsen, Vice-chair Weaver, Commissioners: Erickson, Woodward, Yates, Rosenberg, Kelewae

**Also Present:** Housing Board Members Nancy Cantor and Nick Thomas

**Staff Present:** Michelle Albanese, Donna Brower, Cindy Ensign, Theresa Schweitzer, Hugh McGill, Elizabeth Garcia, Valerie Kime-Trujillo, Leticia Beltran, Justin Boyd, Trish Serlin, and Paul Ludwick

**APPROVAL OF MINUTES FROM JANUARY 22, 2009 MEETING**

Commissioner Woodward moved to approve the minutes and Commissioner Erickson seconded the motion. Minutes approved 7-0.

**CONFLICT OF INTEREST**

Chair Hemmingsen read the following conflict of interest statement:

The Arizona conflict of interest laws are found in Arizona Revised Statutes Sections 38-501 through 38-511. They apply to public officers and employees of various public bodies and political subdivisions, including city boards and commissions, such as the Human Services Advisory Commission.

The Statutes prohibit public officers and employees from engaging in certain types of activity or conduct, including participating in or voting upon contracts or other matters in which they, or a relative, have a substantial interest. A "substantial interest" is defined as "any pecuniary or proprietary interest, either direct or indirect".

In other words, if you as a Commission member, or a relative of yours, have a money or property interest that may be affected, either positively or negatively, by the action of the Commission, relating to a matter before it, you have a conflict of interest. You may not participate in nor vote upon any such matter. When you become aware of a conflict of interest, the law requires that you make that interest known on the official records of public agency, in this case the Commission minutes, and refrain participating in any manner in such decision.

Scottsdale Revised Code ("SRC") Section 2-49, which is a part of the City of Scottsdale Code of Ethical Behavior, provides additional guidance on how a city official, such as a Commission member, should respond when it is determined that a conflict of interest exists. A copy of the Code section is attached. Subsection (e) also provides that: "City officials are strongly encouraged to avoid involvement in situations where a ruling declares that no technical conflict of interests, but where active participation might raise the perception of undue influence or impropriety".

In addition to the requirements of SRC 2-49, a Commission member with a conflict of interest on a matter, or who wishes to disqualify themselves from participating and voting on an issue, because of a personal interest (see SRC 2-49(e), above) must complete a Declaration of Conflict of Interest or Personal Interest form ("Declaration")(attached) and file it with the City Clerk's Office within three (3) days of becoming aware of the interest. The Declaration is also available in the Board and Commission section of the City Website, at the City Clerk's Office and through your Commission staff liaison/representative.

Chair Hemmingsen asked if anyone wished to make known a conflict of interest, for the record. There were no replies.

### **OVERVIEW OF CDBG AND HOME FUNDING PROCESS**

Michelle Albanese, Community Assistance Manager, provided the Commission with an overview of the CDBG and HOME Programs and the City's process for allocating funds. She explained that we were at the midpoint of the funding process that will end in July with the execution of contracts for the next fiscal year. Ms. Albanese stated that there are 12 applications for public service money, 1 for the acquisition of real property, 3 for the housing rehabilitation program, 3 for public facilities, and 1 request for HOME funds.

### **PUBLIC HEARING ON PROPOSALS SUBMITTED FOR CDBG FUNDING**

Chair Hemmingsen called for presentations from applicants.

#### **Public Services**

**Advocates for the Disabled, Inc.--Sherry Whitener, Executive Director**, presented the agency's request for \$10,000 for the Disability Claim Program. The service provides specialized intensive case-management to disabled, low-income people who are in the process of trying to obtain Social Security disability benefits and/or Supplemental Security income benefits due to their emotional and/or physical disability, which is severe enough to affect their ability to work. The services will serve 34 Scottsdale residents, all of who are low to moderate-income.

Vice-Chair Weaver asked how many new clients they see each year. Ms. Whitener replied that there is 500-1000 on a waiting list with 500-700 new requests each year. Vice-Chair Weaver asked what the time line is for getting through the process. Ms. Whitener replied that it depends on the type of service that they need but typically between 6 months and a year.

Housing Board Member Thomas asked how many Scottsdale residents they serve. Ms. Whitener replied that last year they served 43.

Chair Hemmingsen asked how long it takes to get benefits without assistance. Ms Whitener answered that it can take 2 to 5 years without help. Chair Hemmingsen remarked that the proposal states they help

“from birth to retirement age” and asked what happens after retirement. Ms. Whitener replied that they will automatically qualify for Social Security benefits but that applying for early retirement may reduce benefits. Chair Hemmingsen asked if their indicator reports were produced on a consistent basis. Ms. Whitener replied that they are tracked on a database and are individual to each client. Ms. Hemmingsen asked if Advocates for the Disabled tracks clients that have already received their benefits. Ms. Whitener replied that the Social Security Administration reviews all cases after 7 years and Advocates for the Disabled will assist them in that process even if their case is closed.

**Big Brothers Big Sisters of Central Arizona – Andrew Schwartzberg, Grants Manager**, presented the agency’s request for \$15,000 for Scottsdale Mentoring, which will provide science-based prevention services through adult/child mentoring. The program will serve 30 Scottsdale residents that are low to moderate-income. This year they have targeted “little sisters” in south Scottsdale with success.

Commissioner Woodward asked if there were classes on keeping children safe on the Internet. Mr. Schwartzberg replied no.

Vice-chair Weaver asked if he would elaborate on their collaborative fundraising efforts. Mr. Schwartzberg gave a recap of a successful fundraising event with Fender guitars.

Housing Board Member Cantor asked what kind of training was given to the mentor. Mr. Schwartzberg replied that they were given a packet of information, a class called “mentoring 101”, information on safety issues, and mandatory child abuse notification training.

Commissioner Rosenberg asked about the status of the current audit. Mr. Schwartzberg replied that they had just received a copy of the draft a week ago and had not finished answering the audit questions.

Commissioner Erickson asked how they measured the audit outcomes. Mr. Schwartzberg replied that a survey is distributed yearly to program participants and they rate their own experiences by how much their lives had improved. He went on to state that the survey is subjective in nature because the mission of the organization is preventative.

Chair Hemmingsen asked why the impact only speaks to substance abuse prevention. Mr. Schwartzberg answered that most of the funding Big Brothers Big Sisters receive asks to have that data tracked and they have a lot of information about those statistics but other issues were important as well.

**Central Arizona Shelter Services, Inc—Jennifer Dangremond, Development Director**, presented the agency’s request for \$10,000 for the CASS Dental Clinic, which will provide dental care to low or no income homeless individuals and families. The program will serve 99 Scottsdale residents.

Vice-Chair Weaver asked how impact tracking was established. Ms. Dangremond replied that aesthetics do a lot for individuals and that tracking was subjective. She gave an anecdote about someone who went from homeless to housed.

Housing Board Member Thomas asked how they determined clients were Scottsdale residents. Ms. Dangremond replied that they ask people where they last lived.

Commissioner Rosenberg asked why there was a discrepancy between the ERE’s on the proposal and what they will be billing the City of Scottsdale. Ms. Dangremond replied that the cost of healthcare is expensive.

**Chrysalis Shelter for Victims of Domestic Violence, Inc. – Patricia Klahr, Executive Director**, presented the agency’s request for \$31,500 for the Scottsdale Crisis Shelter. The Chrysalis Scottsdale Crisis Shelter houses single women and women with children who are victims of domestic violence. Once admitted, each woman and her children may stay in the shelter for up to 90 days. The shelter expects to serve 122 Scottsdale residents, with 113 from low to moderate income households.

Chair Hemmingsen asked if any actions are taken from reports. Ms. Klahr replied that when trends are found they make adjustments, for example if there need to be services provided for a certain age clientele. Chair Hemmingsen asked how often reports with trends are generated. Ms. Klahr replied that reports are generated every 6 months.

Commissioner Rosenberg asked how one person could provide all the counseling hours referenced along with other duties such as notes and record keeping. Ms. Klahr replied that she would double check the counseling hours. Commissioner Erickson offered that maybe group counseling was the reason for the extra hours.

**Crisis Nursery—Natalie Miles-Thompson, Director of Resource Development**, presented the agency's request for \$10,000 to partially fund the Children's Community Beds/Day Respite Program. The program provides emergency shelter and child care for children in crisis situations from birth to 11 years old. The nursery expects to serve 20 children from Scottsdale, with 18 from low to moderate income households.

Commissioner Woodward asked if they get one day old babies and are they ever not picked up. Ms. Miles-Thompson replied that they do get one day old babies, often referred from the county, and that sometimes they aren't picked up.

Chair Hemmingsen asked if there was any follow up tracking. Ms. Miles-Thompson replied that it is difficult to follow up unless the parents come and update.

Housing Board Member Thomas asked if they measured the ability to adapt to social situations. Ms. Miles-Thompson replied that they used a developmental and educational scale and is measured at 7 days, 30 days, and 90 days along with caregivers making daily notes with direct observation.

**Florence Crittenton Services of Arizona—Todd O'Leary, Chief Operation Officer**, presented the agency's request for \$14,000 for the Scottsdale Girls Ranch. This program provides year round transitional living assistance for pregnant teens, teen mothers and their children. The Scottsdale Girls Ranch expects to provide services to 26 Scottsdale residents.

Commissioner Erickson asked how many clients came back into the program. Mr. O'Leary answered that they haven't had any girls come back to the Girl's Ranch and that there were other transitional housing programs available.

Commissioner Rosenberg asked if reproductive counseling was available. Mr. O'Leary replied that Florence Crittenden did not offer reproductive counseling but they partnered with two counseling agencies that did.

Chair Hemmingsen asked if the girls were tracked and what happened after they left the program. Mr. O'Leary replied that they do their best to keep up with the clients and before they leave they have a transition plan with permanent options.

**Homeward Bound--Dawn Bogart, Founding Director**, presented the agency's request for \$26,000 for Case Management and Employment Services. Case management and employment services will be provided to low-income Scottsdale families with dependent children. Homeward Bound provides intensive and comprehensive social services to facilitate these families in becoming self-sufficient and capable in maintaining safe, decent, and affordable housing upon completion of the program. The agency expects to serve 55 individuals annually in Scottsdale, all from low to moderate-income households.

Housing Board Member Thomas asked if Homeward Bound was planning on expanding in Scottsdale. Ms. Bogart replied that they are focusing on the families they have. Mr. Thomas asked if there was a separate operating budget for each property. Ms. Bogart replied no.

Chair Hemmingsen asked what percentage of money goes to case management. Ms. Bogart replied that 75% would go to the case manager.

Commissioner Erickson asked what happens after 12-24 months. Ms. Bogart replied that when a family begins with Homeward Bound, a plan for transitioning out is factored and the majority will leave the program in 18-24 months. Commissioner Erickson asked what percentages of families come back to Homeward Bound. Ms. Bogart replied that less than 1% return and that a lot come back to give back, including 3 former clients that sit on the Board of Directors.

**Save the Family Foundation (STF) – Laura Skotnicki, Director of Case Management**, presented the agency's request for \$26,470 for case management and supportive services for homeless families with children. Save the Family will provide case management and supportive services for homeless families with children referred from the City of Scottsdale. Each family receives comprehensive case management in finances, parental goals, counseling, and information and referral. Save the Family receives a number of its referrals from the Chrysalis Shelter. The agency expects to serve 24 Scottsdale residents, all from low to moderate-income households.

Vice-Chair Weaver asked how they accomplish getting full time employment for their clients. Ms. Skotnicki replied that they are a "welfare to work program" and offered a wide variety of employment services or educational opportunities.

**Scottsdale Training and Rehabilitation Services (STARS) – Virginia Korte, President and CEO**, presented the agency's request for \$37,750 for the Community Based Employment Program. The program provides low-income adults with severe disabilities the opportunities and resources to secure and maintain remunerative employment in the mainstream work force. They engage in any of a continuum of community-integrated work experiences, including job readiness assessment and training, job development and placement, group and individual supported employment, on-the-job training and job coaching, and transportation assistance. The program will serve 18 Scottsdale residents, all of whom are from low income households.

Commissioner Kelewae asked about the employment figure being so much higher last year compared to years before. Ms. Korte explained that the second figure is a mistype because the figure is actually 28 not 68.

Chair Hemmingsen asked if their budget sources were committed. Ms. Korte replied that not all of them were committed.

Commissioner Rosenberg asked why in the second budget submittal there was a decrease from Kroger and an increase from the City of Scottsdale and wondered if that was just to balance the budget. Ms. Korte replied that she did not know but would look into it.

Commissioner Erickson asked if Kroger's market had committed funding. Ms. Korte replied that yes, they were committed. Commissioner Erickson asked what the effect would be if they weren't funded by the City of Scottsdale. Ms. Korte replied that if STARS did not receive this funding they would have to reduce staffing.

**Tempe Community Action Agency, Inc. (TCAA) – Steven Sparks, Director of Operations**, presented the agency's request for \$50,000 for staffing for the Senior Action Program – Congregate Meals. This program serves elderly Scottsdale residents by providing nutritious congregate (group) meals, nutrition assessments and follow-up, socialization, fitness and recreation activities, health promotion activities, outreach, and social service home visits. Programming is provided five days each week (Monday through Friday) at the Granite Reef Senior Center. The program will serve approximately 252 registered participants, not including guests, of which 80% are from low to moderate-income households.

Vice-Chair Weaver asked the difference between registered resident and unregistered guests. Mr. Sparks replied that they try to make sure everyone registers but they feed them regardless and are looking for ways to improve the registration process.

Commissioner Rosenberg asked if TCAA posted their menus and do people go to different spots based on the menu. Mr. Sparks replied that they did post menus every month but thought that Bingo was more of deciding factor on where people went.

Commissioner Erickson asked how they determined that the meal program improved social and physical fitness. Mr. Sparks said that just coming to the senior center is a social activity and once there the seniors would have an opportunity to participate in the physical activities at the center.

Chair Hemmingsen asked if all funding sources were still tentative. Mr. Sparks replied that yes they were and hopefully in this economy they would get funded.

Housing Board Member Thomas asked if there had been an increase in demand. Mr. Sparks replied that demand is increasing.

**UMOM New Day Centers, Inc.—Darlene Newsome, Chief Executive Officer**, presented the agency's request for \$5,000 for their Regional Transitional Homeless Shelter Services. This program provides homeless families meals, case management, child care, employment assistance, clothing, and medical care. They anticipate providing service to 13 homeless families all from low income households.

Commissioner Weaver asked why UMOM is showing only 50% of clients meeting their short term goals as an outcome indicator. Ms. Newsome replied that they were trying to be realistic with their goals.

Commissioner Woodward asked if people who have a positive drug test go to a detox program. Ms. Newsome replied that they stay on campus and are helped through partnerships with local hospitals.

### **CDBG Acquisition of Real Property**

**Community Services of Arizona –Noah Schwartz, President/CEO**, presented the agency's request for \$251,000 to fund the expense of tap fees, soils engineering, and environmental study of the site and pre-construction for the SkyVista Apartment Homes. The mission of the program is to provide affordable rental units to low income residents. Upon completion of the project, the program expects to house 41 low to low-moderate income Scottsdale residents.

Housing Board Member Thomas pointed out that \$600,000 for the City of Scottsdale had already been committed and wanted to know if this request was in addition to that sum. Mr. Schwartz replied yes. Mr. Thomas asked if the parcels would be assembled by the summer of 2009 and demolition completed in the winter of 2009 as stated in the proposal. Mr. Schwartz replied that although it wasn't certain, they felt they could reach this target. Mr. Thomas asked if there was a plan for making sure the property was finished after it was cleared. Mr. Schwartz replied that Community Services of Arizona's property management company would make sure that the property stayed clean during the process and that they were fully committed to the project.

Vice Chair of the Housing Board Cantor asked how many units CSA currently had in Scottsdale. Mr. Schwartz replied that they had about 90 units. Ms. Cantor asked if they were in the Old Town and downtown areas. Mr. Schwartz replied yes.

Commissioner Rosenberg asked how the 15 year ownership plan will be determined. Mr. Schwartz replied that the current tenants would "get first crack" but that a determination had not been written out. Commissioner Rosenberg asked if money was available for upkeep and repair. Mr. Schwartz said yes and that they are planning a green/smart design that shouldn't need too much major repair in 15 years.

Chair Hemmingsen asked what tap fees were and if they were utility hook-ups, why were they needed so far in advance of construction. Mr. Schwartz replied that it was part of accumulation of resources to complete the project. Ms. Hemmingsen wanted to know if an environmental questionnaire had been done, when phase 1 was completed, and if any other financing was committed. Mr. Schwartz replied that he didn't know about the environmental questionnaire or phase 1 and that no financing had been committed.

Housing Board Member Thomas wanted to know what happens if all the pieces didn't come together. Mr. Schwartz replied that CSA would come back to the table with the City of Scottsdale and discuss possibilities. Mr. Thomas asked if they needed the \$250,000 for this year or if that money should be used for other purposes. Mr. Schwartz said that they were trying to put together funding for this project but that it was moving slower than expected.

Chair Hemmingsen asked if they didn't use the money this year would it go back to the City. Mr. Schwartz replied that sometimes it takes longer than a year and the contract could be extended.

Housing Board Member Thomas asked when sketches of the project would be available. Mr. Schwartz replied that over the next few months they would be reviewing this as the project takes shape.

### **Housing Rehabilitation**

**City of Scottsdale, Community Services – Connie Alvarado, Housing Rehab Coordinator,** presented the agency's request for \$439,216 for the City of Scottsdale CDBG Housing Rehabilitation Program. The program provides assistance to homeowners in Scottsdale who are income qualified to repair and/or replace items to eliminate structural code violations and prevent incipient code violations, upgrade building components to meet property rehabilitation standards, provide modifications for the elderly and the disabled and preserve mature neighborhoods. The program will serve 10 households that have low to moderate incomes.

Vice-Chair Weaver asked for clarification about the outcomes of this project because the proposal states 10 rehabs done in one area and 12 in another. Ms. Alvarado replied that 10 was the accurate number. Ms. Weaver asked if ownership meant no loans or liens. Ms. Alvarado replied that it just meant owner-occupied and no reverse mortgages but there could be loans or liens on the property. Ms. Alvarado explained the repayment process.

Chair Hemmingsen asked how many houses had been completed to date. Ms. Alvarado replied that 3 had been completed, 3 were in construction, and 5 more were "in the pipeline". Ms. Hemmingsen asked if foreclosure had affected any of the properties. Ms. Alvarado replied that she was not aware of any that had been foreclosed upon but that one property had been sold before the time limit and that the loan had been repaid. Justin Boyd, Housing Coordinator, remarked that none had been foreclosed on.

**City of Scottsdale, Community Services – Connie Alvarado, Housing Rehab Coordinator,** presented the agency's request for \$92,000 for the City of Scottsdale CDBG Roof Repair and Replacement Program. The program is designed to repair or replace deteriorated roofs for qualified homeowners to maintain the safety and habitability of their household. The program will serve 8 households that have low to moderate incomes.

Housing Board Member Thomas asked if a roof could be replaced for \$10,000 and were these "tear offs". Ms. Alvarado replied that these were tear offs and that the bid process had been competitive with none coming in over \$10,000. Mr. Thomas asked if the roofs repaired were subject to inspection. Ms. Alvarado replied that the licensed contractors were subject to City of Scottsdale inspections.

Vice-Chair Weaver asked if there was a warranty on the repair. Ms. Alvarado replied that the contractors supplied a 2 year warranty.

Commissioner Erickson asked what the training and relocation money was for. Ms. Alvarado replied that she had to attend training on lead based paint and building safety, also sometimes families need to be relocated for a short time while the repair takes place and the City supplied hotel vouchers to cover these costs.

**FSL Home Improvement Programs (affiliate of Foundation for Senior Living) – Katie Smith, Program Director**, presented the agency's request for \$200,000 for the Emergency Home Repair Program. The program provides emergency type repairs required to maintain the safety and habitability of the household and to perform repairs to items that will prevent future problems. The program expects to serve 30 households, all of which are at low or moderate income.

Commissioner Erickson asked why the ERE's were so high. Ms. Smith replied that workman's compensation for service people is very high.

### **Public Facilities**

**Central Arizona Shelter Services, Inc.—Jennifer Dangremond, Development Director**, presented the agency's request for \$5,000 for Vista Colina Shelter improvements including the purchase of four large permanent picnic tables for family shelter common area. The shelter expects to provide emergency shelter services to 14 households from Scottsdale.

Commissioner Weaver asked if the project would be complete all at once. Ms. Dangremond replied that they tried to disrupt tenants as little as possible and that the portion requested from the city is outdoor work that would be completed all at once.

Chair Hemmingsen asked how many families were turned away. Ms. Dangremond replied that about 10 families were turned away in the last few months and that about 20,000 Arizona school children were reported as homeless.

Commissioner Erickson remarked that anyone that is living with someone else is technically homeless.

**Family Promise –Bettie Love, CEO**, presented the agency's request for \$22,000 for security and rehabilitation upgrades at the Homeless Family Day Center at 7221 E. Belleview St. in Scottsdale. The facility expects to serve 250 homeless people.

Vice-Chair Weaver asked how many people would be served in the new facility. Ms. Love replied that 5 families could be housed there as well as 20 families served in the day center. Ms. Weaver asked if they would still use churches for overnight stays. Ms. Love replied that they would like to continue the same relationship with churches.

**Scottsdale Girls Ranch (supporting organization of Florence Crittenton) –Todd O'Leary, COO**, presented the agency's request for \$46,500 for a block fence, security lighting, and a storage shed. The funds will serve 26 Scottsdale residents, all from moderate to low-income homes.

Commissioner Weaver asked if they would use licensed contractors. Mr. O'Leary replied that they would for work where it was necessary.

Vice-Chair Weaver asked if the storage shed was permanent. Mr. O'Leary replied that it would be permanent but not anchored to a foundation. Ms. Weaver asked if they looked at other types of building material or not fencing the whole property. Mr. O'Leary replied that they were concerned about safety and liability and wanted to use block.

**HOME Funds**

**Community Services of Arizona –Noah Schwartz, President/CEO**, presented the agency's request for \$500,000 to fund demolition of existing structure and new construction of 41 units of affordable apartment homes in Scottsdale. The mission of the program is to provide affordable units to low income residents.

Commissioner Erickson asked if they planned to demolish existing buildings this summer. Mr. Schwartz replied that the itinerary was very preliminary.

Commissioner Rosenberg wondered why several of the proposals had not been signed. Justin Boyd, Housing Coordinator, replied that the electronic copies were easier to reproduce for the notebooks.

**STAFF AND COMMISSION UPDATES**

Paul Ludwick, Human Services Director, gave updates about the happenings at Human Service Centers.

**OPEN CALL TO THE PUBLIC**

Chair Hemmingsen made an open call to the public for comments/questions/announcements or other business. There were no replies.

**ADJOURN REGULAR MEETING**

Commissioner Rosenberg moved to adjourn the meeting and Vice-Chair Weaver seconded the motion. Meeting adjourned at 4:12PM.


*NOTE: IN ACCORDANCE WITH PROVISION OF THE ARIZONA REVISED STATUES, THE SUMMARIZED MINUTES OF THE HUMAN SERVICES COMMISSION MEETINGS ARE NOT VERBATIM TRANSCRIPTS. ONLY THE ACTIONS TAKEN AND DISCUSSION APPEARING WITH QUOTATION MARKS ARE VERBATIM.*

\*Signatures needed when APPROVED by Commission

Officially approved by the Human Services Commission at the 2/19/09 meeting.

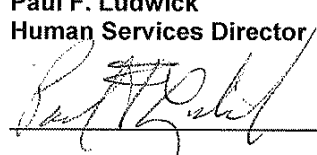
Submitted by:

Rachel Smetana  
Administrative Secretary

  
Date: 2/20/09

Reviewed by:

Paul F. Ludwick  
Human Services Director

  
Date: 2-20-09