CITY OF SCOTTSDALE
HUMAN SERVICES COMMISSION
REGULAR MEETING MINUTES

Thursday, December 8, 2016

Granite Reef Senior Center
1700 N. Granite Reef Rd., Room #8
Scottsdale, AZ 85257

PRESENT:
Marty Day, Chair
Josina Tishler, Vice Chair
Denny Brown, Commissioner
Michael Cavanaugh, Commissioner
Janice Eng, Commissioner
Edmund Portnoy, Commissioner
Holly Snopko, Commissioner

STAFF:
Greg Bestgen, Human Services Director
Eugenio Munoz-Villafane, Human Services Manager
Neal Hallihan, Human Services Manager
Tim Miluk, Human Services Manager
Joanne Meierdirks, Human Services Coordinator
Michele Payakovich, Senior Grants Program Specialist

GUESTS:
Ellie Schwartzberg, Older Adults & Jewish Community Services
Judy Lehr, Jewish Family & Children Service
Debbra Determan, Foothills Caring Corp.
Elizabeth Banta, Duet
Deborah Arteaga, TCAA
Jan Nicpon, TCAA
Kathy Flores, TCAA
Call to Order

Chair Day called the meeting to order at 5:02 p.m.

New Commissioners Holly Snopka and Michael Cavanaugh introduced themselves and talked about their interest in participating on the Commission.

Roll Call

Members present as noted above.

1. Approval of the Minutes

   Regular Meeting – November 17, 2016

Greg Bestgen, Human Services Director, said that he made corrections to the minutes that were submitted. Corrections included a spelling correction and clarification that the updated plans for the fence project would be reviewed by the Planning Department, not the Planning Commission.

   COMMISSIONER BROWN MOVED TO APPROVE THE NOVEMBER 17, 2016 HUMAN SERVICES COMMISSION REGULAR MEETING MINUTES AS AMENDED BY STAFF. VICE-CHAIR TISHLER SECONDED THE MOTION, WHICH CARRIED BY A UNANIMOUS VOTE OF SEVEN (7) TO ZERO (0).

2. Open call to the Public

   There were no members of the public who wished to speak.

3. Jewish Family & Children’s Service agency presentation in support of their General Fund FY 2015-2016 Contract

   Ellie Schwartzberg, Vice President, and Judy Lehr, Caseworker, gave a presentation discussing Jewish Family and Children’s Service’s Older Adults program, which addresses adults over the age of 60 and younger adults with disabilities. Case management coordinates necessary resources and stays with each client until priority needs are met through coordination with various agencies, connecting with family members, and providing counseling. The agency’s goal is to support and build on each client’s strength to help them live as independently as possible. In FY 2015/16, the application proposal was to serve 75 residents; 83 unduplicated Scottsdale residents were served, which is the maximum that can be served with only one counselor.

   Commission members were given an opportunity to ask questions. Ms. Lehr explained that the average client is in the program for three to six months and focus is usually solution focused and oftentimes focused on addressing a life-changing event. She is able to continue following clients once they complete the program through connection with agencies and she is available as a continuing resource as needed. Jewish Family is well known in the community and most of the referrals come by word of mouth. Ms. Schwartzberg said that the grant funds received from the City of Scottsdale combined with fundraising comfortably funds the Scottsdale portion of the program at this time.

Debbra Determan, Executive Director, gave a presentation outlining the services provided by Foothills Caring Corp. to residents in need in the North Scottsdale area. The agency uses volunteer staff to offer personal assistance, meals, transportation, and friendly visiting. Funds received from the City of Scottsdale will be focused on medical transportation, mobile meals, health advocacy, and volunteer recruitment. Foothills Caring Corp's services are being expanded to meet new needs in health advocacy, friendly pet visiting, and a medical equipment loan closet.

Commission members were given an opportunity to ask questions. Ms. Determan said that volunteers are of all ages including children with their parents and are submitted to an interview, background checks, fingerprinting, and orientation classes. Area Agency on Aging refers eligible persons to the program and also refers those who are not eligible but are interested in participating using private pay. Ms. Determan noted that there are quite a few people in North Scottsdale, both in suburban housing and living in extremely rural areas, living on marginal incomes and in dire need of assistance.

5. Partners in Health and Aging agency presentation in support of their General Fund FY2015-2016 Contract

Elizabeth Banta, Executive Director, gave a presentation outlining the services provided by Partners in Health and Aging to residents in need in the Central Scottsdale area. The agency uses volunteer staff to offer personal assistance, transportation, friendly visiting, paperwork assistance, handyman services, computer assistance, and respite services. Volunteers are matched with a homebound "neighbor" and the average match lasts approximately two-and-a-half years. The agency's greatest challenge is with raising funds and raising awareness about the program. Additional information can be found at www.duetaz.org.

Commission members were given an opportunity to ask questions. Ms. Banta said that Partners in Health and Aging provides accident insurance, excess automobile, and personal liability insurance for all volunteers. New marketing efforts include informational car magnets for volunteers and volunteer t-shirts. A 60-second PSA video on Foothills Caring Corps and Duet is available on the City of Scottsdale website.

6. Tempe Community Action Agency (TCAA), presentation in support of their SRPMIC Home Delivered Meal FY2015-2016 Contract

Deborah Arteaga, Executive Director; Jan Nicpon, Senior Services Director; and Kathy Flores, Home Delivered Meals Program Manager, gave a presentation on Tempe Community Action Agency (TCAA) services. Senior programs are offered through Granite Reef Senior Center, North Tempe Senior Center, and Escalante Senior Center. Home delivered meals are offered to adults over 60 and younger adults with disabilities living south of McDowell Road. TCAA partners with east valley adult resource center to cater meals, which are prepared based on federal nutrition regulations. The service uses both staff and volunteers to deliver meals. Volunteers are subjected to background checks and fingerprinting. TCAA has recently become a member of Meals on Wheels America Association, which has provided increased visibility. One of the biggest challenges being experienced is securing volunteers who are available in the
summer, which presents problems in keeping within the required two-hour delivery window. The agency is continuing to look for partnerships and marketing opportunities.

Commission members were given an opportunity to ask questions. Ms. Arteaga explained that the agency is unable to accept food from food recovery programs for redistribution because of the strict federal nutritional guidelines.

Discussion ensued regarding the TCAA’s declining funding unless fully funded. Ms. Arteaga explained that the question on the application regarding full funding is difficult to answer, because while the agency would accept any amount of funding, the services provided to its clients would have to be altered if funding was reduced.

7. Staff and Commission Updates

Eugenio Munoz-Villafane, Human Services Manager, gave an update on the programs ongoing through Vista del Camino, including the Adopt-a-Family program, the Police Chief's Fill a Cruiser Event, and the Firefighter Association's turkey donation event. The City has a table at the Old Town Farmer's Market and staff is handing out information to raise awareness about the food bank and this past weekend accepted the equivalent of approximately 60 meals in donations. The City of Scottsdale and Vista del Camino staff will be participating in the Point in Time Count for Homeless Individuals on January 24, 2017. The Point in Time Count for Homeless Individuals program aids in identifying homeless individuals and raises awareness within the community about resources that are available. Volunteers will have care packages that will include gift cards to give to the homeless whom they encounter.

Discussion ensued regarding misconceptions about individuals who are experiencing homelessness, educating the public, and what will be done with the data that is collected.

Tim Miluk, Human Services Manager, gave an update on the programs ongoing through the Senior Centers, including Thanksgiving dinners, the Adopt-a-Senior program, leisure classes, student art shows, pets on wheels, and partnerships with Duet and Foothills Caring Corps and the home meal delivery program.

Discussion ensued regarding expansion of the brown bag program to Via Linda Senior Center, food boxes, home delivered meals, increasing outreach to seniors in need in areas in North Scottsdale, partnering with the faith community, and assisting seniors in obtaining legal identification cards.

Neal Hallihan, Human Services Manager, gave an update on the Adaptive Services Center programs, which provides integration programs for individuals with disabilities. Programs include youth programs and after school programs for teens ages 12 to 22; inclusion services offered through City-run elementary after school programs; adult community integration programs including social clubs and dances; Special Olympics, Mighty, Mighty Scottsdale Bobcats; and an adaptive services center. Mr. Hallihan reviewed social services assistance opportunities that are offered through the City. Two videos speaking to Adaptive Services available through the City can be found on the City's website.

Mr. Bestgen thanked Senior Grants Program Specialist Michele Payakovich for making herself available to answer questions during this evening's meeting.
Chair Day commended the staff of the Human Services department for coordinating the separate areas and being passionate about what they do.

8. **Adjournment**

With no further business to discuss, being duly moved and seconded, the meeting adjourned at 7:15 p.m.

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