Call to Order

Chair Day called the meeting to order at 5:05 p.m.
Roll Call

Members present as noted above.

1. **Approval of the Minutes**

   Regular Meeting – December 8, 2016

   VICE-CHAIR TISHLER MOVED TO APPROVE THE DECEMBER 8, 2016 HUMAN SERVICES COMMISSION REGULAR MEETING MINUTES. COMMISSIONER BROWN 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. **Election of Officers**

   COMMISSIONER ENG NOMINATED MARTY DAY TO CONTINUE AS CHAIRPERSON OF THE HUMAN SERVICES COMMISSION FOR THE UPCOMING YEAR. COMMISSIONER PORTNOY SECONDED THE NOMINATION, WHICH CARRIED BY A UNANIMOUS VOTE OF SEVEN (7) TO ZERO (0).

   COMMISSIONER PORTNOY NOMINATED JOSINA TISHLER TO CONTINUE AS VICE-CHAIRPERSON OF THE HUMAN SERVICES COMMISSION FOR THE UPCOMING YEAR. COMMISSIONER ENG SECONDED THE NOMINATION, WHICH CARRIED BY A UNANIMOUS VOTE OF SEVEN (7) TO ZERO (0).

4. **Approval of Human Services Commission 2016 Annual Report**

   COMMISSIONER ENG MOVED TO APPROVE THE HUMAN SERVICES COMMISSION 2016 ANNUAL REPORT. COMMISSIONER BROWN SECONDED THE MOTION, WHICH CARRIED BY A UNANIMOUS VOTE OF SEVEN (7) TO ZERO (0).

5. **Scottsdale Senior Services Panel**

   Kevin McKee, Scottsdale Senior Services Operations Supervisor, facilitated a panel discussion about current and future goals for Scottsdale Senior Services.

   Commission members posed questions to the panel. Panel members included:
   Judy Lehr, Caseworker, Jewish Family & Children’s Services
   Elizabeth Banta, Executive Director, Duet
   Debbra Determan, Executive Director, Foothills Caring Corps
   Deborah Artiega, Executive Director, Tempe Community Action Agency
   Rose Arballo, Senior Transportation Representative, City of Scottsdale
   Joan Freeman, Senior Transportation Representative, City of Scottsdale

   Panel members discussed challenges associated with seniors who need to downsize and are stuck in a large home that they are unable to maintain and/or unable to sell and cannot find
affordable housing. Code Enforcement, the fire department, and police together with neighbors help in connecting those in need of service with City social workers. Social workers help to connect these people with needed services. Many people, especially those living in the North Scottsdale area, do not have access to transportation to get to services and activities and are at risk of falling victim to medical and psychological issues related to isolation. Granite Reef and Via Linda Senior Centers are invaluable in helping seniors uncover new interests, keep busy, and act as a surrogate family.

The panel discussed the benefits and limitations associated with using Cab Connection and East Valley Dial-a-Ride. In addition to Cab Connection and Dial-a-Ride, Foothills Caring Corps and Duet offer rides through their volunteer service. A new contractor will be engaged for East Valley Dial-a-Ride beginning July 1, 2017 and it is hoped that service will improve with that change. Challenges Scottsdale sees with transportation services is finding providers that have wheelchair accessible vans, the limited number of participating cab companies, and limited service north of Cactus Road.

Panel members indicated that people requesting services from the City are required to show proof of Scottsdale residency and fill out an affidavit of lawful presence.

Director Bestgen noted that for example with the Section-8 voucher program, the City of Scottsdale is challenged to find participating property owners in northern areas or face the risk of having federal funding reduced.

A panel member noted that many clients who are on a supervisory level of care and in the middle to lower socioeconomic class are unable to afford to pay for caregivers to come into their home and there are limited resources for them to receive daily personal assistance.

Chair Day suggested that a section could be created on the Scottsdale website for listing resources and volunteer opportunities.

6. City of Scottsdale, Scottsdale Senior Services Goals and Strategies

Kevin McKee, Senior Services Operations Supervisor, gave a presentation outlining overall goals of both the Via Linda and Granite Reef Senior Centers. Areas of focus include staff training, staff development, program evaluation, developing partnerships, addressing unmet needs such as seniors and the homeless population, and marketing services to residents.

Both senior centers have identified three strategic goals, paired with individual objectives for the current fiscal year.

Training and succession planning: With pending staff retirements, staff is working collaboratively to get employees the experience they need to step into those roles. Focus is being given to behavioral health training for front-line staff; cross training between both centers, human services, and parks and recreation sites; budget planning; web marketing; and grant oversight.

Facility Improvements: Daily and monthly facility checklists are being developed so staff can better track repairs and improvements needed at both senior centers. Improvements are being made to Granite Reef Senior Center, including the restoration of the historic conference room,
which displays an overview of the history of Scottsdale. It will have televisions and projectors and be available for other uses such as staff or commission meetings. The computer lab has been transitioned to a time limited use system like the system in the libraries. Efforts are being made to improve the facilities at the Via Linda Senior Center, including making use of outdoor space and replacing countertops in the large recreation room.

Statistical Reporting: A new data system has been put in place that will aid with accurate data collection and will be mirrored at both centers. Benchmarking will be conducted to analyze sponsorship program metrics.

Future Goals: Continuing to explore with external partners, analyze responsibilities for staff members, explore additional services for underserved populations, continue national benchmarking for senior facilities, and develop a plan to better utilize Via Linda’s garden and interpretive trail.

Commission members were given an opportunity to ask questions. Mr. McKee explained that sponsorship dollars could be shared between both centers or go to just one center depending on the sponsor commitment. Discussion ensued regarding social workers’ caseloads and the need in the northern areas of Scottsdale; the Longevity Institute; preparing programs for the projected 10% increase in the senior population over the next ten years; involving Scottsdale based companies in discussions about addressing the aging population; marketing strategies; partnerships; and the reinstitution of an adult daycare program.

Chair Day suggested that a benefactor could sponsor the building of a new wing or a kitchen at Via Linda Senior Center.

7. **Staff and Commission Updates**

Joanne Meierdirks, Human Services Coordinator, talked about the Restorative Justice Intervention Program (RJIP). The program is an alternative to arrest for first time juvenile offenders ages 10 to 17. Child and guardian agree to an individualized plan that helps them accept responsibility for their actions without an arrest or court record that could impact their future. The program was piloted in August and officially kicked off on October 1, 2016.

Director Bestgen asked everyone to go to Scottsdaleaz.gov and participate in the online survey rating City services.

The next meeting will be a work study on January 26th at 4:00 p.m. and will include iPad and Survey Gizmo training.

8. **Adjournment**

With no further business to discuss, being duly moved and seconded, the meeting adjourned at 6:44 p.m.

Recorded and Transcribed by eScribers, LLC.