CITY OF SCOTTSDALE
HUMAN SERVICES COMMISSION
MINUTES

Thursday, August 10, 2017

Via Linda Senior Center
10440 E. Via Linda Road
Scottsdale, AZ 85258

PRESENT: Marty Day, Chair, Commissioners Denny Brown, James Campbell, Janice Eng, Jayne Hubbard, Edmund Portnoy, and Holly Snopko

STAFF: Greg Bestgen, Director; Michelle Albanese, Community Assistance Officer; Janice Bladine, Senior Assistant City Attorney; Justin Boyd, Housing Coordinator; Neal Hallihan, Adaptive Services Manager; Mike Murphy, Senior Management Analyst; Tim Miluk, Manager; Eugenio Munoz-Villafane, Human Services Manager

Call to Order

Chair Day called the meeting to order at 5:03 p.m. She invited Director Bestgen to introduce staff members present. Chair Day noted that agenda items 4 and 5 will be presented in reverse order.

Roll Call

Members present as listed above.

1. Open call to the Public

There were no members of the public who wished to speak.
2. **Approval of Minutes**

   A. Regular Meeting: May 25, 2017

   COMMISSIONER BROWN MOVED TO APPROVE THE MAY 15, 2017 HUMAN SERVICES COMMISSION REGULAR MEETING MINUTES. COMMISSIONER PORTNOY SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF SEVEN (7) TO ZERO (0).

3. **Introduction of New Commissioner Dr. James Campbell**

   Chair Day introduced new Commissioner Dr. James Campbell and invited him to say a few words.

5. **Revision of the Human Services Commission Bylaws**

   Janis Bladine, Senior Assistant City Attorney noted that the Bylaws were last revised in 2002. She presented proposed revisions for consideration. Some were as a result of changes in the Scottsdale Revised Code regarding the Commission’s powers and duties. Others were general changes made to all boards and commissions.

   Ms. Bladine reviewed the proposed revisions:

   **Section 1:** Powers and Duties – a phrase in the code was not previously reflected in the Commission’s bylaws. This was added to Subsection D to provide opportunities for citizen involvement in the operation of City facilities where human services are provided as well as citizen participation in human service programs and activities conducted in the City. This is something the City has done all along, however the description was not previously included in the Bylaws.

   **Section 1.2:** This was changed some time ago to add the funds to come before the Commission for recommendations on spending. The new language comes from the Scottsdale Revised Code. Other revisions involve language consistency.

   **Section 2.2:** Involves the timing of elections for Chair and Vice Chair of the Commission.

   **Section 3.2(a):** States that Robert’s Rules of Order can serve as a guideline in determining parliamentary procedure, but do not have to be strictly followed.

   **Section 4.0:** Language added to reflect the fact that the Commission has work study sessions.

   **Section 4.3:** Discusses that work study sessions may be used as less formal meetings to discuss issues, however these meetings are not used to take action.

   **Section 5.0:** Addresses committees, specifically committee creation and a change in the Code. The change reflects that the Council is the only body with the authority to create committees.
Section 8.0: Refers to removal from office for reason such as lack of attendance or chronic tardiness. Consistent for Code guidelines for all boards and commissions.

Commissioner Brown commented that the Commission did not address the issue of new members coming onto the Committee in January. Ms. Bladine explained that this issue cannot be addressed via the Bylaws, but it can be addressed with the Mayor's staff and the Clerk's office to pursue an administrative fix. Vacancies on the Commission are to be reported to the Mayor’s office. At that time, the Commission may request that the position not be filled until end of the funding cycle.

There was discussion on the six-year service limitation and whether it was limited to consecutive years of service or whether the time could be broken up. It was noted that individual Commission terms are for a period of three years. There was also discussion on whether a person can serve on a commission more than one time. Chair Day suggested that this issue be clarified and brought back to the next meeting for clarification.

Section 6.0: Addresses the processes for amending the Bylaws.

There was discussion on the wisdom of consulting with counsel before specific Bylaw provisions are changed. Director Bestgen noted that the process would begin with communication to the Chair, who would then communicate with him as part of this process.

Chair Day commented that the reason she changed the order of the agenda is that if the Bylaws are unanimously approved as written, the changes would go into effect immediately and the Chair and Vice Chair could be elected at the September meeting.

Commissioner Brown asked whether the Commission could clarify the language in the terms of service to reflect that no member shall serve more than six years on the Commission. It was discussed that the change would have to be made via formal process, and received for review three days before the next meeting so that action can be taken.

COMMISSIONER ENG MOVED TO DIRECT STAFF COUNSEL TO PROVIDE PROPOSED REVISED BYLAWS IN WRITTEN FORM TO COMMISSIONERS THREE DAYS PRIOR TO THE SEPTEMBER 14, 2017 COMMISSION MEETING FOR ACTION. COMMISSIONER BROWN SECONDED THE MOTION, WHICH CARRIED BY A VOTE OF SEVEN (7) TO ZERO (0).

4. Election of Vice-Chair

This item was tabled.

6. Human Services 2016/17 Budget Recap

Mike Murphy, Senior Management Analyst for Community Services, explained that Human Services is one of four departments within the Community Services Division. He is responsible for helping directors prepare the Community Services budget each year. He also assists directors and managers in determining ways to optimize operations. Quarterly reviews consist
of meetings with directors and managers to discuss challenges, results and recommendations for improvement. The last fiscal year ended on June 30th and the process of fourth quarter year end reviews has begun. Today’s presentation represents an excerpt from the Human Services review. The activities of the Department address approximately 160,000 people in some way, shape or form. He addressed several areas of concentration.

Revenue and expense: The General Fund is the operating budget. Human Services is not considered a revenue producing unit. The focus is on expenses with a goal to not outspend the General Fund budget. For the prior year-to-date, the total spent was $3.8 million. The budget for this year is $5.3 million. Some cost centers (including Youth & Family and Adaptive Services) were moved from Parks & Recreation back into Human Services. This year, the total spent was $4.8 million, coming in under budget by $410,000.

Brokerage contacts: Director Bestgen addressed this item, explaining that brokerage contacts include Scottsdale Community Partners. This enhances the services provided by leveraging resources. Mr. Murphy added that brokerage partners touched nearly 135,000 people.

Special events: A number of special events are held each year, including Adopt a Family Thanksgiving, Adopt a Family Christmas, Adopt a Senior, Back to School, Beat the Heat, Bike Program and Toy Program. Through these programs 2,738 citizens received benefit with a monetary equivalent value of $478,000.

Assistance by type: Many of the services offered to individuals and families come through senior centers, including Granite Reef ($355,000) and Via Linda. Vista del Camino (approximately $1.5 million) touches many citizens through the food bank, utility assistance and mortgage assistance. The Community Assistance Office coordinates and facilitates the federal programs. The value of the assistance provided is $7.7 million, much of this as federal funds through the Community Assistance Office, Paiute (over $100,000). Approximately $329,000 in utility assistance flows through Vista del Camino in the form of County funds as well as gaming grant money and brokerage money. Approximately 60 tons of food worth $884,000 was provided through the food bank.

Donations: Donations from the community were down this year. Director Bestgen clarified that this is affected by a different counting method for donations. Commissioner Campbell asked who is responsible for working to increase private donations. Director Bestgen explained that there is a marketing team to address this, which includes extensive outreach, sponsorship opportunities and other efforts. It is also the role of Commission members to reach out and identify opportunities.

Volunteers: This year, 816 people volunteered time for a total of 31,500 hours for 15.2 man years of volunteer effort.

Chair Day noted that Scottsdale Cares donations normally is received from residents who check off the donation amount on their utility bills. However, individuals can donate more and are encouraged to write a check for the whole year. They also have the opportunity to add more on each bill. Sponsors are also welcome to discuss with Director Bestgen amounts they are willing to give. Commissioner Campbell commented that he was unaware of the opportunity to donate through his utility bill and wondered how many others were unaware of this. Michelle Albanese,
Community Assistance Officer, said a part time marketing person is assisting with building community awareness and how donations can be accepted.

Chair Day noted that the new name, Scottsdale Community Partners, replaced the previous name, Concerned Citizens for Community Health. Commissioner Snopko said that the rebranding was done because many people thought the old name was related to healthcare.

**7. FY 2018/19 Funding Process Revisions**

Justin Boyd, Housing Coordinator, provided an overview of funding process revisions for Fiscal Year 18/19. Mr. Boyd noted that he went back and listened to the recording of the May 11th Work Study to provide all of the Commission’s requested revisions.

He reviewed the changes:

- Agencies should include 990 form as part of their required submittal for the proposal.
- There should be a question on the application for agencies: “Would this program service be provided in Scottsdale?”
- Capturing/changing the scoring system from zero to 5 to zero to 3.
  - The demonstrated capacity section is doubled and is the highest scoring section.
  - It is imperative that staff has input on the agency’s proposals and that their scoring is represented, so that the Commissioners have a better understanding of the agency’s prior year performance.
  - Scores will be 12 points in sections.
  - The scale is as follows: 3 = exceed, 2 = meet, 1 = need improvement, 0 = does not meet.
  - In prior fiscal years, agencies applying for funds for the first time would receive a 3. This coming year, they will be provided a 2.
- Agency proposals must include an explanation for why they are requesting the funds and not necessarily provide a presentation on their work as a whole.
- Change in wording to the section on leveraging funding in proposals.

Commissioner Campbell asked about a scenario where a Commissioner is associated with an applicant agency and at which stage they must recuse themselves from the scoring/hearing process. Mr. Boyd said that substantial time will be spent reviewing the funding process with Commissioners, so that all such questions can be fully addressed. Commissioners may also meet with him in his office in order to receive additional guidance on the process. Commissioners actively involved in agency work from an applicant agency must recuse themselves from scoring and discussion.

Commissioner Portnoy said he takes issue with the presentation portion receiving only zero to 3 points, as it is one of the most significant aspects of a proposal presentation. He noted the rigidity of the funding mechanism and suggested the possibility of including other evaluation tools, such as discussion on performance of the organization and other aspects that cannot currently be captured in scoring. Discussion ensued regarding the limited time allowed for the presentation as well as related subjective elements to the scoring process, followed by debate concerning whether the presentation portion should be weighted heavier than 3 points.
Commissioners discussed the possibility of adding different scoring elements to the presentation section.

Mr. Boyd said he would be happy to facilitate adding the scoring criteria. However, in terms of the schedule, all information needs to be live in time for the applicant orientation, survey system and online input. Director Bestgen commented that some people are very good at presenting live; others do not have this skill. Chair Day cited the criteria on the presentation portion, which states, “The presenter was fully informed.” This criteria relates to the knowledge of the presenter and not so much the quality of the presentation itself. This forms the basis for the scoring.

In response to a question from Commissioner Campbell, Mr. Boyd reviewed the presentation times:

- CDBG Public Services, Scottsdale Cares, General Funds: three minutes.
- CDBG Housing, CDBG facilities: eight minutes.
- Home funds: ten minutes.

Commissioners discussed the possibility of doubling the points available for the presentation portion of the evaluation.

**COMMISSIONER PORTNOY MOVED TO DOUBLE THE POINTS ALLOCATED FOR PRESENTATION (SECTION 7) IN THE SCORING PROCESS. COMMISSIONER CAMPBELL SECONDED THE MOTION, WHICH FAILED BY A VOTE OF THREE (3) TO FOUR (4). CHAIR DAY, COMMISSIONERS ENG, HUBBARD AND SNOPKO DISSENTED.**

Mr. Boyd noted that although not requested by the Commission, questions 12 and 13 are no longer just checkboxes and will include space for notes that the agency may provide as explanation.

8. **STAFF AND COMMISSION UPDATES**

Director Bestgen presented the most recent organization chart change, noting that there are nearly 100 individuals under Human Services. He reviewed the specific staff changes and the corresponding chart revisions. He discussed the time commitment required by those who choose to serve as the Chair and Vice Chair. He then invited the managers Justin Boyd, Michelle Albanese, Tim Miluk, Eugenio Munoz-Villafane and Neal Hallihan to introduce themselves. Each provided an overview of their job responsibilities.

Ms. Albanese also provided an update to the Section 8 Housing Choice Voucher Program. The wait list will be opened October 2nd through October 13th. This is the first time the wait list has been opened since 2015. Applications will be accepted online. People may also apply in person at the Community Assistance Office. The wait list will be unlimited, whereas in 2015, the number was capped at 500. Recently, other cities have opened up their wait lists.

Organizations in the community are looking for a fair process for everyone to have an opportunity to apply. There were discussions with staff at other cities about the challenges faced and approaches undertaken to make access available. Reasonable accommodations will
be for the elderly disabled, who can mail an application postmarked no later than October 13th. The list will be handled on a first come, first serve basis. Preference points are awarded based on certain criteria: Elderly, disabled, live or work in Scottsdale, homelessness. In response to a question from Commissioner Campbell, she noted that there are not preference points for veterans. There are specific grants from HUD for veterans. Commissioner Campbell asked about the specific process. Ms. Albanese said she would be happy to agendize the topic, noting that in January, she is to give a presentation on the Section 8 Housing Choice Voucher Program. This would be good timing, as the Department has to go to City Council in March to approve the annual Agency plan.

Chair Day requested that an update be provided in November as to how well the process worked. In response to a question from Commissioner Campbell, Ms. Albanese said that dissemination of information to the public has been effective with use of a marketing plan in conjunction with the Public Information Office. All legal residents are welcome to apply. Translation services are available.

Tim Miluk provided an update on the Beat the Heat Program with 271 seniors assisted. The program included care packages consisting of donated water, snacks and relief items. It also included an assessment to determine additional needs. The Department provided an estimated $20,000 in supplies for program recipients. A patriotic ice cream social was held on July 7th with over 150 people participating. Entertainment included an all-female barbershop quartet. The annual senior prom is coming up, as is the annual table tennis tournament. Commissioner Snopko added that services are being expanded, in that for the first time, the senior centers will be providing Thanksgiving meals, similar to what is provided with the Adopt a Family Program for the holidays.

Mr. Munoz said that as a hydration station through the Maricopa Association of Governments, (MAG), people may enter their building to escape the heat during daily operating hours. Just recently, the back to school Covering the Bases program was completed at Scottsdale Stadium. A total of 1,071 children were assisted. In addition, the 12 Months of Caring is a partnership with the Scottsdale Firefighters Association to support the food bank. Each month a list of needed items will be highlighted in the community. Donations can be dropped off at fire locations.

Mr. Hallihan reported that the department is in the final stages of developing and implementing its back campus, transforming it into a therapeutic instructional garden for individuals with disabilities. Upon completion, Commissioners will be invited to the opening. The department’s contacts last year exceeded 12,000. They serve approximately 1,000 individuals with disabilities on a monthly basis. They are into year two of Scottsdale Unified School District’s Score Program. The Program assists special education students during their final two years of high school to get into the community and be placed in internships, paid positions and volunteer positions. This year, approximately 25 students are participating.

9. **Adjournment**

With no further business to discuss, being duly moved and seconded, the meeting adjourned at 7:10 p.m.

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