Call to Order

Chair Eng called the meeting to order at 5:00 p.m.

Roll Call

Rachel Pearson, Experience Scottsdale, extended an invitation to Commissioners to attend a Behind the Scenes of Experience Scottsdale session on November 20, 2019.

Public Comment

There were no members of the public who were interested in speaking.

Minutes

Regular Meeting   September 12, 2019

COMMISSIONER HUBBARD MOVED TO APPROVE THE SEPTEMBER 12, 2019 HUMAN SERVICES COMMISSION MEETING MINUTES. COMMISSIONER SONG SECONDED THE MOTION, WHICH CARRIED FIVE (5) TO ZERO (0). VICE-CHAIR BROWN, COMMISSIONERS BLAINE, CAMPBELL, HUBBARD, AND SONG VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.
REGULAR MEETING AGENDA

1. **Human Services 2018/19 Budget Recap**

   Mike Murphy, Senior Management Analyst for Community Services, reviewed key Human Services metrics from Fiscal Year 2018/19. He reviewed the past four years by quarter, noting that Human Services contacts increased by 105 percent over last year, with 187,619 contacts.

   Mr. Murphy highlighted areas in which brokerage contacts offer services at various centers and special events that are offered. Last year special events provided services to 1,160 community members. He talked about the value of assistance, which he valued this year at $8.8 million, and compared year-over-year the benefits to individuals and families receiving assistance through City programs. Volunteers have provided approximately 25,000 hours of support to all programs throughout the year.

   The Food Bank has new technology to expedite the inventory process. It is hoped that technology improvements will continue and will help in building stronger relationships with community partners.

   Eugenio Munos-Villafane, manager, talked about the Healthy Packs program, which was started by Scottsdale Leadership. The program provides children identified to be at risk with three to five meals in their backpack to take home for the weekends. Last fiscal year approximately 11,000 students were served.

   Christy Hahn-McDonald described the gleaning process, which is used together with St. Mary's Food Bank donations for the Brown Bag Program out of Granite Reef Senior Center.

   Mr. Murphy noted that a group of city staff, including representatives from the behavioral insights group, are working to develop a cohesive sponsorship strategy that will benefit all City departments.

2. **CDBG Non-Public Service Set-Aside Request for FY 2020/21**

   Justin Boyd, Housing Coordinator, proposed goals and set aside funding allocations for CDBG Non-Public Services for FY 2020/21. He described the Green Housing Rehabilitation Program, the Roof Repair Program and the Housing Rehabilitation Program, including eligibility requirements and funding restrictions.

   Commissioners were given an opportunity to ask questions. Mr. Boyd said that out of the three programs, only the Green Housing Rehabilitation Program has a waiting list. The maximum funding amounts are based on an audit of current contractor costs. When necessary, City Council is asked to amend the maximum limit to accommodate current trends. In circumstances where the scope of work for a resident is outside the parameters of a program, residents are referred to Operation Fix It.

   Mr. Boyd requested non-public service set aside funding to replace the splash pad at Paiute Park, which has reached the end of its useful life. Replacement would be cost effective than repairs.
COMMISSIONER BLAINE MOVED TO APPROVE SET ASIDE FUNDS FOR THE PAIUTE PARK SPLASH PAD. COMMISSIONER HUBBARD SECONDED THE MOTION, WHICH CARRIED FIVE (5) TO ZERO (0). VICE-CHAIR BROWN, COMMISSIONERS BLAINE, CAMPBELL, HUBBARD, AND SONG VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

3. **City of Scottsdale Human Services: An Intentional Approach to Purposeful Interactions with People Experiencing Homelessness**

Greg Bestgen, Human Services Director, said that based on direction from City Council, the Human Services department has taken on the challenge of looking into more effective ways to address persons who have housing challenges and/or are mentally ill. He noted that currently 6,000 people are on the Housing Choice Voucher wait list. HUD has issued Scottsdale 735 vouchers, 610 of which the City has been able to utilize. Two-thirds of those on the wait list are over 60.

Based on the current statistics, it is evident that the City of Scottsdale is in need of partners to address the growing need for assistance. The Human Services department has elected to take an intentional approach and begin partnering with outside agencies that can provide case management and intensive services for those who are mentally ill and/or chronically homeless. Human Services staff will also be meeting with representatives from the City of Mesa to learn about their Community Intervention Program (mental health/specialty court) to develop a similar program for Scottsdale. It is hoped that a program can be developed to intervene with individuals before they become involved in the court system. In addition, staff visited the Human Services Campus and has been talking to various East Valley organizations about their programs. Mr. Bestgen opined that the best way to successfully address the issues is to leverage resources.

Mike Lopach, Human Services Specialist, went into detail regarding the City of Scottsdale's homeless population and developing ways for the City to navigate people to resources that can help them obtain stable housing. As part of his presentation, he talked about the annual Point in Time count, noting that this year the City of Scottsdale had 76 individuals experiencing homelessness counted on that day. He explained that once identified, if people are interested in finding housing, programs need to be in place to help navigate them to coordinated entry points.

In addition to the Human Services Campus and CASS, other resources are available throughout the Valley. Coordinated entry points focus on using the Service Prioritization Decision Assistance Tool (SPDAT), which evaluates whether an individual is qualified for rapid rehousing vouchers or permanent supportive housing vouchers. Another important component is diversion conversation, which looks at other resources that could be available to an individual, including helping them relocate to areas where they might have a better support system. Central Arizona Shelter Services (CASS) offers many Wellness Recovery Action Plan (WRAP) Services.

The Family Housing Hub is a coordinated entry point for families who are experiencing homelessness.

The City is developing a guide to specific housing and other services.

Mr. Lopach noted that other programs including subsidized housing programs are available outside of the coordinated entry point system. He said that the City is also interested in working
with faith communities. The Human Services Department has recently partnered with Chicanos por La Causa, who will be working directly with the City of Scottsdale to assist people in navigating to appropriate services. In the future, it is hoped that options will be considered for increasing the affordable housing stock, including working with the Brick-by-Brick program. Habitat for Humanity could be a good partner.

Commissioners were given an opportunity to ask questions. Vice-Chair Brown commented that there are a lot of challenges in obtaining funding from government agencies for housing. Mr. Lopach explained that Chicanos por La Causa will provide a representative dedicated to offering assistance exclusively in Scottsdale at dedicated locations. Those in need of help and concerned citizens can report issues through the ScottsdaleEZ system.

Director Bestgen said that he has an appointment to meet with social workers at Honor Health on October 14th to discuss how best to work together to refer their patients.

Commissioner Hubbard mentioned a program that is available through a faith community in Tennessee, where they offer housing for homeless individuals who are at end of life. Director Bestgen expressed an interest in meeting with Commissioner Hubbard to learn more about that program.

Discussion ensued regarding the benefits of partnering with Chicanos por La Causa and other organizations.

Director Bestgen emphasized that in many cases where an individual has a history of homelessness it takes them multiple times through the system in order to rehabilitate.

4. Director Report

Director Bestgen thanked Mike Murphy for his hard work and continuing guidance. The annual City of Scottsdale and Paradise Valley Police Departments’ Fill-a-Cruiser event is scheduled for November 23, 2019. City Council will appoint a new Commissioner to the Human Services Commission on November 12, 2019. Commissioner Hubbard is taking part in the Dementia Friendly City meetings, working on an action plan to present to City leaders in Spring of 2020. Via Linda Senior Center is hosting a Western Dance on October 24, 2019, starting at 6:00 p.m. Granite Reef Senior Center is hosting a Halloween Bash on October 31, 2019, starting at 10:00 a.m., with lunch served at 11:30 a.m. Granite Reef Senior Center’s annual Arts and Crafts Fair will be November 9, 2019 from 9:00 a.m. to 2:00 p.m.

5. Adjournment

COMMISSIONER CAMPBELL MOVED TO ADJOURN THE MEETING. COMMISSIONER BLAINE SECONDED THE MOTION, WHICH CARRIED FIVE (5) TO ZERO (0). VICE-CHAIR BROWN, COMMISSIONERS BLAINE, CAMPBELL, HUBBARD, AND SONG VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

With no further business to discuss, being duly moved and seconded, the meeting adjourned at 6:46 p.m.

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