



**CITY OF SCOTTSDALE
HUMAN SERVICES ADVISORY COMMISSION**

Regular Meeting Minutes
Thursday, September 22, 2022
Granite Reef Senior Center, Room 8
1700 N. Granite Reef Road
Scottsdale, AZ 85257

PRESENT: Chair Neal Shearer, Vice Chair Tricia Serlin, Commission Members, Roger Lurie, Patrick Dodds, Mary Jung, and Stuart Turgel

ABSENT: Commissioner Jeff Jameson

STAFF: Mary Witkofski, Interim Community Assistance Manager; Chad Beougher, Housing Rehabilitation Specialist; Sue Oh, Human Services Homeless Outreach Coordinator; Anthony Harrington, Operations Supervisor; Sheila Williams, Career Center Coordinator; HS Managers Rachel Smetana, Kristy Hahn-McDonald, and Deanna Owens; Andy Passmonick, Recreation Leader Senior; Cheryl Kerivan, HS Case Worker; Ray Gomez, Recreation Leader II; Jennifer Crane, Community Grants Specialist; and Jennifer Murphy, HS Center Supervisor

Call to order

Chair Shearer called the meeting to order at 3:03 p.m.

Roll Call

Members present as listed above.

Public Comment

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

REGULAR MEETING AGENDA

1. Approval of Minutes

Approve the Regular Meeting Minutes of September 8, 2022

Commissioner Dodds commented that at the September 8, 2022 meeting, he did not move to approve the minutes of the meeting of August 11th as he had been absent from the August 11th meeting. After checking, Commissioner Jameson made the second to the motion at the 9/8/22 meeting. The correction to the September 8, 2022 minutes has been made.

COMMISSIONER JUNG MOVED TO APPROVE THE SEPTEMBER 8, 2022 HUMAN SERVICES ADVISORY COMMISSION MEETING MINUTES AS AMENDED. COMMISSIONER DODDS SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0) BY ROLL CALL VOTE. CHAIR SHEARER, VICE-CHAIR SERLIN, COMMISSIONERS LURIE, DODDS, JUNG, AND TURGEL VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

2. Vista del Camino Career Center Update

Sheila Williams, Career Center Coordinator, presented an update on Vista del Camino Career Center services, employment trends, and upcoming events. She gave an overview of areas of focus for staff and career coaches and listed resources that are available at the career center. The center hosts classes, hiring events and serves people of all ages including teenagers and senior citizens. Career coaches offer assistance with resume development, job applications, and career exploration. Short-term job training is available, thanks to the Maricopa County Arizona@Work program and WIOA training grant. Ms. Williams said that there has been an increase in job seekers this year, after two years of a labor shortage. One of the biggest challenges that the career center deals with is matching job seekers with available jobs that match their skills and experience.

Commissioners were given an opportunity to ask questions. Ms. Williams explained that the primary services offered at the career center, including bus tickets and uniforms, require Scottsdale residency; the WIOA training grant requires that participants are Maricopa County residents, other services such as the career closet do not require any kind of residency. Ms. Williams said that the career center is underutilized and marketing for the program is primarily by word of mouth. The majority of people who come into the career center are in urgent need of gaining employment and occasionally a senior citizen wanting to supplement their income. She said that it would be helpful if the program could be given a more prominent place in the City's marketing efforts.

Commissioner Lurie commented that he has volunteered as a career coach for six years. He commended Ms. Williams for her compassion and patience in dealing with clients.

3. Vista del Camino Food Bank Update

Andy Passmonick, Recreation Leader Senior, provided an update on the Vista del Camino Food Bank operations. He explained that the facility accepts food donations and also has funding to purchase some items. Scottsdale residents can pick up a food box every 30 days and those experiencing homelessness can pick up a "ready to eat bag" every 15 days. Mr. Passmonick noted that they have seen an increase in families moving to the United States.

Ray Gomez gave an overview of the Grocery Rescue Program, which is a program where staff is able to "rescue" food items that grocery stores are unable to sell. He also talked briefly about the Healthy Packs Program, which provides nutritious food packs for at-risk Scottsdale Unified School District elementary school children to take home for weekends. They recently opened the program to volunteers after a two-year hiatus due to Covid.

Mr. Passmonick said that the food bank programs are marketed through various websites, on social media, news articles, on the Podsdale podcast, and the Food Bank van. He mentioned

that cooling stations and donation stations are available May 1st through September 30th at Vista del Camino and at Civic Center and Mustang libraries as part of the MAG Heat Relief Network. Mr. Gomez noted that Community Bridges provides extra amenities such as pillows and floor mats to the cooling stations.

Commissioners were given an opportunity to ask questions. Brief discussion ensued about cross-marketing the programs and in particular advertising Career Center opportunities to the Vista del Camino Food Bank recipients. Mr. Passmonick explained that the homeless packages typically include a small bag with snacks and drinks and other foods that do not require cooking. He noted that as part of the Grocery Rescue program, a pastry rack is made available to the public in the lobby of Vista del Camino.

4. Human Services Funding Priorities for FY 23/24

Rachel Smetana, Chief of Staff to the Mayor, presented recommended funding priorities for the Human Services funding process. She stressed the importance of making data-driven decisions when choosing priorities. Ms. Smetana reviewed a current needs assessment, which was based on adopted policy documents, including the City's General Plan, which identify many human service needs. She said that the Human Services management group reviewed the list of needs and considered areas of need they most commonly are seeing in each center to compile a list of priorities. She gave an overview of reasoning used for each priority. Staff recommended priorities included the following:

- Emergency Housing Assistance
- Crisis Case Management
- Supportive Homeless Services and Shelters
- Vulnerable Populations: Seniors and Disabled

Commissioners talked about needs associated with food accessibility, which ranks high across the priorities. Ms. Smetana noted that this year the General Fund is sponsoring Tempe Community Action Agency providing the congregate and home delivered meals. In future years, set-aside funds will be earmarked for a congregate meal program, and awarded to one agency who will administer the program.

Extensive discussion ensued regarding the recommended priorities, evaluation process, and scoring process. Ms. Smetana explained that priorities will be included in the notice of funding opportunity and staff will provide the Commission with a review that is weighted with the priorities in mind. Commissioners stressed the importance of evaluating where the greatest impacts would be and the importance of housing first. They considered whether issuing a list of priorities was the most effective strategy and whether to consider applications that were not focused on the identified priorities. Ms. Witkofski said that it is easier for applicants if they know that there are identified priorities prior to submitting an application. Commissioners agreed that the RFP should include priorities and also a note that they are also willing to consider other applications.

Commissioners expressed an interest in being able to have a discussion about qualitative aspects during the funding process and not just the quantitative aspects, as has been the case in the past. They felt that it would be beneficial to have a conversation after reviewing applications to discuss whether needs are already being met through another source.

Ms. Witkofski offered to consult with the legal department about the ability to have such a discussion. Chair Shearer said that they would prefer if an item could be agendaized for discussion with a representative from the legal department.

Further discussion about funding priorities was had following the FY 2023/24 recommended changes to the Human Services funding process presentation.

5. FY 23/24 Recommended Changes to the Human Services Funding Process

Mary Witkofski, Interim Community Assistance Manager, presented recommended changes to the Human Services Funding Process for FY 2023/24. She reviewed funding for each area:

- CDBG - approximately \$178,000
- Scottsdale Cares - \$150,000
- General Funds – not being administered
- HOME – \$366,000
- SRPMIC - \$105,000 for home delivered meals

Ms. Witkofski noted that two additional special notices of release will go out, one for a contractor to assist with administration of Emergency Repair, and a special solicitation for a homeless supportive program to be administered by one agency, which will be tentatively funded at \$186,000. Both items are under the Commission's purview with staff input.

Agency orientation information will be updated with a presentation to include contract changes and more clarity about late or missing responses, late video submissions, submitting in the wrong format, and missing the question and answer session. The orientation will also make clear how performance on current contracts will affect future award considerations. If the Commission chooses to identify priorities, those priorities will be included as part of the orientation.

Ms. Witkofski said that HOME funds this year will remain in house to fund tenant-based rental assistance for seniors. She noted in the past, they have done a public solicitation for agencies to purchase affordable homes to rent.

The new grant management software, Neighborly, went live on Tuesday. Commissioners should expect to receive a request to join and will be assigned as a reviewer inside the system. All applications will be submitted through the Neighborly portal. Applications submitted outside the portal will not be accepted.

Ms. Witkofski reviewed the current scoring process. She noted that a section will be added to the human services evaluation where members of the community assistance office team provide input on the needs in the community, to help bridge gaps in the current staff evaluations. This process would lend to a higher scoring capacity of zero to five instead of zero to three. She said that there will be a reduction in points for failure to respond to the staff evaluation questions, failure to submit a video presentation in the required format, and failure to be present for questions following video presentations. The human services leadership team will review applications within four weeks of the application due date.

Ms. Witkofski said that historically contracts for Scottsdale Cares, General Funds, and SRPMIC

Have been professional services agreements, which allow organizations to be paid on units provided with a set schedule and an amount of payment per quarter. The majority of agencies are not spending the full amount awarded, but the City is still obligated to pay based on the professional services agreement based, even though they did not expend the full dollar amount. Staff is suggesting that contracts be changed to a reimbursement grant, which will provide more accountability. She noted that the minimum application amount is \$5,000. Scottsdale Cares applications are limited to 15 percent of the total amount funded, which is a maximum of 22,500

Discussion ensued regarding ensuring that there is no duplication of services; whether certain essential services can be included under priorities; and the importance of nutritional programs.

COMMISSIONER JUNG MOVED TO APPROVE FY 2023/24 HUMAN SERVICES FUNDING PRIORITIES (EMERGENCY HOUSING ASSISTANCE; CRISIS CASE MANAGEMENT; SUPPORTIVE HOMELESS SERVICES AND SHELTERS; AND VULNERABLE POPULATIONS: SENIORS AND DISABLED); AND TO NOTE IN THE RFP THAT THE COMMISSION IS OPEN TO CONSIDERING OTHER PROPOSALS. COMMISSIONER LURIE SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0) BY ROLL CALL VOTE. CHAIR SHEARER, VICE-CHAIR SERLIN, COMMISSIONERS LURIE, DODDS, JUNG, AND TURGEL VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

COMMISSIONER JUNG MOVED TO APPROVE THE FY 2023/24 RECOMMENDED CHANGES TO THE HUMAN SERVICES FUNDING PROCESS. COMMISSIONER DODDS SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0) BY ROLL CALL VOTE. CHAIR SHEARER, VICE-CHAIR SERLIN, COMMISSIONERS LURIE, DODDS, JUNG, AND TURGEL VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

Commissioners expressed an interest in information regarding crisis case management and other top priorities behind the housing priority. Ms. Witkofski reminded the Commission that based on Robert's Rules of Order conversation on the topic could not continue.

6. Identification of Future Agenda Items

Future meeting agenda items could include:

- Discussion with a representative from the legal department
- Scottsdale Cares restructure
- Presentation outlining unmet needs

7. Adjournment

COMMISSIONER TURGEL MOVED TO ADJOURN THE MEETING. COMMISSIONER LURIE SECONDED THE MOTION, WHICH CARRIED SIX (6) TO ZERO (0). CHAIR SHEARER, VICE-CHAIR SERLIN, COMMISSIONERS LURIE, DODDS, JUNG, AND TURGEL VOTED IN THE AFFIRMATIVE; THERE WERE NO DISSENTING VOTES.

With no further business to discuss, being duly moved and seconded, the meeting adjourned at 5:00 p.m.

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