

**COMMUNITY DEVELOPMENT ADVISORY COMMITTEE MINUTES  
CITY OF GLENDALE  
MUNICIPAL OFFICE COMPLEX  
COUNCIL CHAMBERS  
5850 W. GLENDALE AVENUE**

**PUBLIC HEARING #1  
MONDAY, January 4, 2010  
6:30 p.m.**

MEMBERS PRESENT: Chris Flippen, Chair  
Susan Jernigan, Vice-Chair  
Sharon Wixon  
Rebecca Ontiveros  
Mary Jean Eggleston  
Madelin Page  
Glenn O'Bannon  
Pattie Johnston  
Karen Mankoski

MEMBERS ABSENT: Yolanda Hernandez

STAFF PRESENT: Erik Strunk, Community Partnerships Director  
Gilbert Lopez, Revitalization Administrator  
Mona Francis-Spellman, Revitalization Supervisor  
Brian Lotto, Revitalization Coordinator

I. Call to Order and Introductions

Chair Flippen called the meeting to order at 6:30 p.m. and welcomed all attendees and scheduled presenters.

Committee members introduced themselves.

II. Business from the Floor/Public Comments

None.

[Committee member Mankoski entered the meeting.]

IV. Public Comment

Mr. Lopez explained that staff is formulating the FY 2010-2014 Consolidated Plan which is an action plan to guide how federal funds are spent in the City of Glendale.

Chair Flippen opened the floor for public comment on the 5-Year Consolidated Plan.

No comments were made.

III. Approval of Meeting Minutes

**Vice-Chair Jernigan motioned to accept the November 16, 2009 meeting minutes. Committee member Ontiveros made the second. The motion passed 9 – 0.**

IV. Fiscal Year 2010-2011 Community Development Block Grant (CDBG) Funding Requests

Chair Flippen explained that during this meeting, the agencies that submitted CDBG Public Services activity funding requests would present their requests to the Committee. Presentations are limited to four minutes each. Committee-members are encouraged to ask clarifying questions and there would be no time limit on this question and answer period. Chair Flippen noted that thirteen Public Services funding requests will be presented this evening and others will be presented on Wednesday, January 6, 2010. Upon review and voting, the Committee will make final recommendations to the Mayor and Council for approval in the spring.

Mr. Strunk introduced staff and thanked the committee-members for their time and dedication during the hearings and review process and thanked the presenters for their participation in the funding process. Mr. Strunk suggested that during review of funding requests, committee-members should keep in mind Council priorities of homeless prevention, domestic violence, employment services, basic food and shelter necessities, youth and senior programs and redevelopment. Mr. Strunk commented that more and more agencies are reporting requests from families who have never had to request assistance before.

Mr. Lopez also thanked the committee members and the agencies for their participation. Mr. Lopez announced that available funds for Public Services were estimated at \$330,154 less \$30,000 already committed to two-year contracts. Requests totaled \$639,874. Mr. Lopez agreed that this would be another challenging year for recommendations as there are many worthy causes and simply not enough funds to cover all requests.

Presentations were made by representatives from the following agencies:

HOMELESS

Central Arizona Shelter Services (CASS) – Men’s Outreach Center - \$15,000 request

Mr. Mark Holleran is the CEO of this homeless shelter in downtown Phoenix. Mr. Holleran noted that in 2005, the Men’s Outreach Center program was established and

currently 325 single men are housed. In addition to this, the main campus houses 450 men and women and there is a family shelter which houses 120 men, women and children.

Mr. Holleran reported that there is quite a bit more demand than the 325 beds available in the single men shelter and recently, a temporary shelter has been set up in the parking lot to handle the nightly overflow which houses up to 15 individuals. Mr. Holleran stressed that the homeless problem continues to expand in Arizona.

Committee member Jernigan inquired as to the position the request would fund. Mr. Holleran replied that it was for shelter direct services staff such as someone who would check individuals into the shelter or a security guard who would enforce the rules and regulations in the shelter and would control who enters.

Chair Flippen inquired about the overflow set-up in the parking lot. Mr. Holleran replied that the parking lot is fenced in, but there are no beds in the temporary set-up so the individuals are basically sleeping on the asphalt. Chair Flippen wondered if this would be a temporary or permanent situation. Mr. Holleran replied that it was intended to be temporary, but the overflow demand continues to exist.

Chair Flippen thanked Mr. Holleran for his time.

#### Homeward Bound – Utilities & Maintenance Assistance - \$15,000 request

Ms. Dawn Bogart, Development Director, stated that Homeward Bound is Arizona's largest transitional housing program serving mainly the homeless, working poor and domestic violence victims.

Some program statistics:

- Founded in 1990,
- 155 housing units in Phoenix, Glendale, Scottsdale, Tempe and Chandler,
- The program serves about 250 families.
- The agency provides case management, employment assistance and counseling.
- The agency stresses self-sufficiency.
- Services last from 12-24 months.
- The goal is to help families sustain housing; maintain a budget and good credit with minimal debt and to address barriers to independence (transportation, education, etc.).
- It costs approximately \$18,000 a year for Homeward Bound to house a family.
- Families pay 30% of Adjusted Gross Income to participate in the program.
- With utility assistance, families can use their funds to put into savings and/or pay off debt.

Ms. Bogart stated that the request was for utility assistance at scattered site housing for six Glendale properties. Ms. Bogart noted that the city of Glendale has been a strong partner with Homeward Bound for over the past ten years and hoped this would continue.

Committee member Jernigan wondered if the \$15,000 request was for utility assistance at all Glendale locations. Ms. Bogart replied that it was for six Glendale scattered site properties, which did not include the Thunderbird Family Village.

Chair Flippen thanked Ms. Bogart for her presentation.

#### Society of St. Vincent DePaul OLPH – Keeping Families Together - \$45,000 request

Ms. Roseann Gutierrez, President of the St. Vincent DePaul Society at Our Lady of Perpetual Help (OLPH) provided the following highlights of the program:

- The group has been serving the community for over 50 years, specializing in the necessities of life.
- Provides rental and utility assistance as well as food and clothing. This service helps people remain in their homes.
- The group also holds a Back-to-School backpack program as well as a Christmas program whereby 85 families received food boxes (including a turkey) and over 300 presents were distributed to children.
- The group is sustained by parishioner and private donations, CDBG funding and support from the OLPH Church.
- The program is run solely by volunteers from the Church, no paid staff and no overhead. 100% of grant funds awarded go to the clients. The Church pays for any program overhead.
- Volunteers work hard, are very dedicated and have a “get it done” attitude.
- Interviews are conducted face-to-face in client’s homes. Many times, other issues can be noticed on site (no beds, no clothing, etc.).
- The group serves clients within Glendale boundaries.

Committee member Eggleston questioned if the \$450 maximum request for utilities was monitored. Ms. Gutierrez replied that requests are monitored using a computer database.

Committee member Page inquired about family income levels. Ms. Gutierrez replied that she will forward this information to staff.

Chair Flippen asked how clients heard about the program. Ms. Gutierrez explained that word is spread through OLPH and other churches, case workers, CAP Office, CONTACTS and via word of mouth.

Committee member Ontiveros inquired about what type of information was collected during intake. Ms. Gutierrez replied that a photo ID, birth certificate, passport or legal resident alien card was necessary.

Chair Flippen thanked Ms. Gutierrez for her time.

## DOMESTIC VIOLENCE

### A New Leaf - Faith House Emergency Shelter - \$31,150 request

Mr. Tom Hutchinson, Executive Vice President of Programs, represented PREHAB of AZ and the Faith House Emergency Shelter located in Glendale.

Mr. Hutchinson provided the following details regarding the shelter:

- It is a 24-hour facility, 365 days a year.
- It provides shelter to women and children who are victims of domestic violence.
- Other services offered include case management, advocacy and licensed childcare.
- The agency works with the women to break independent living barriers such as employment, education, training and housing.

Mr. Hutchinson explained that although the agency has multiple funding sources, it has seen a reduction in state funds and values every dollar it receives.

Committee member Jernigan asked if the funds would be used toward a new or existing position. Mr. Hutchinson responded that it was for an existing position.

Committee member Jernigan confirmed with Mr. Hutchinson that the agency met the state requirements for the ratio of provider to child in the childcare program.

Chair Flippen thanked Mr. Hutchinson for his time.

## YOUTH

### A New Leaf - Juvenile Alternatives in Glendale (JAG) - \$25,000 request

Mr. Hutchinson stated that the Juvenile Alternatives in Glendale or JAG Center is located on 61<sup>st</sup> Avenue in Glendale open 365 days, 24 hours a day. The center works in collaboration with local law enforcement and the juvenile detention center, and was established to assist youth offenders and their families. Most offenses include truancy, curfew and minor possession of tobacco. The Glendale Police Department is the JAG center's biggest client.

Mr. Hutchinson provided the following details of the program:

- Many clients referred by word of mouth, courts or police department.
- Provides a time out period for the youth.
- Brief assessments performed and family is contacted regarding situation.
- Temporary shelter and food are provided for the youths.
- Classes are offered in anger management, substance abuse and social skills.
- For the fiscal year ending June 2009, over 900 kids and their families were served.
- Once kids are released from the program, an action plan is put into place for the children for the future.

Committee member Jernigan asked if the funds would be used toward a new or existing position. Mr. Hutchinson responded that it was for an existing position.

Committee member Jernigan inquired as to the number of behavioral health staff. Mr. Hutchinson replied that there were eight on staff.

Committee member Eggleston asked if the eight behavioral health staff performed all of the duties at the center. Mr. Hutchinson explained that in addition to the behavioral staff, there are masters level counselors used from other New Leaf locations to run the educational classes.

Committee member Page asked if there was an income-level limit for participation. Mr. Hutchinson replied in the negative explaining that intake really depends on the circumstances of the children and families. He added that youth offenses and their impact on family dynamics span all income ranges.

Chair Flippen thanked Mr. Hutchinson for his time.

## DOMESTIC VIOLENCE

### Chrysalis Shelter for Victims of Domestic Violence – Victim Services - \$10,250 request

Mr. Randy Koeppen represented the Chrysalis Shelter and stated that the request for \$10,250 will be utilized to pay personnel who provide direct service to domestic violence victims.

Mr. Koeppen shared details regarding Chrysalis, including the following:

- Chrysalis has been in business for 27 years.
- Chrysalis has locations throughout the valley focusing on ending domestic violence and providing shelter and counseling for adults and children.
- Chrysalis provides shelters, transitional housing, outpatient services, counseling (adults and children), victim advocacy in conjunction with adult probation and lay legal advocates (for the filing of court documents, orders of protection, etc.)

- Chrysalis is committed to stopping terror in the home and also providing treatment for offenders.
- Chrysalis serves approximately 115 Glendale residents, which is 12% of its clients yearly.

Committee member Jernigan inquired as to the education levels of staff. Mr. Koeppen replied that the legal advocate is a master's level position and there are two victim's advocates of which one is a master's level and one is a bachelor's level. Mr. Koeppen added that there is a range for the overnight staff support personnel, at which the highest level is a master's degree.

Chair Flippen inquired about the offender counseling. Mr. Koeppen explained that when an offender is put on probation for domestic violence, it is almost always required in the plea bargain that the offender must complete a counseling program. Some of these programs can last from 36-52 weeks at out-of-pocket cost to the offender. This type of counseling helps the offender understand and change their behavior. Mr. Koeppen explained that Chrysalis has been performing this service for about ten years as it goes hand-in-hand with the goal of prevention. Clients are referred via the Probation Department.

Chair Flippen thanked Mr. Keoppen for his time.

#### Community Information & Referral - CONTACS Shelter Hotline - \$10,000 request

Mr. Roberto Armijo, Director of Community Information & Referral, presented the request for funding for the CONTACS Shelter Hotline. The 24-hour hotline is a single phone number that a person can call to find shelter. Users call one number and the phone staff has information on all shelter bed availability in Maricopa County. When a call is received, an assessment is performed and shelter availability is confirmed. The caller is then transferred directly to shelter staff. Mr. Armijo noted that sometimes all the shelters are full and when this happens, if the caller is in a dangerous situation, there is a program whereby callers can receive a hotel voucher, good for a two-to-three day stay at a local hotel.

Mr. Armijo provided the following information:

- In the past fiscal year, 57,872 calls were received.
- Of these calls, 7,800 were victims of domestic violence requesting shelter.
- Of these calls, approximately 50,000 were homeless and looking for shelter.

Committee member Eggleston inquired how word was spread regarding the Hotline. Mr. Armijo replied that the Hotline number is distributed by case managers in the community, domestic violence shelters/counselors, homeless shelters, police and fire departments, in the phone book, flyers posted in various areas as well as many other methods.

Committee member Jernigan asked if the fund would be used for a phone operator position. Mr. Armijo replied in the positive.

Chair Flippen thanked Mr. Armijo for his time.

## GENERAL ASSISTANCE

### Community Information & Referral – 2-1-1 Arizona - \$22,000 request

Mr. Roberto Armijo explained that Community Information & Referral would like to establish staffing for one phone number (2-1-1) for individuals to utilize to find access to any health and human services in the state. Mr. Armijo noted that all but four states in the nation have this 2-1-1 hotline. Those states are Arizona, Wyoming, Arkansas and Pennsylvania. Mr. Armijo stated that the agency is pursuing partnerships at this time to get the 2-1-1 number up and running. The actual phone number is working, but it is not staffed by live operators. A caller to 2-1-1 will currently hear a recorded message directing the caller to the 2-1-1 Arizona website. Last year, even without staffing, the 2-1-1 Arizona number received 317,000 calls.

Committee member Jernigan asked if this 2-1-1 number would eventually merge with the shelter hotline service provided by the CONTACTS Shelter Hotline. Mr. Armijo replied that this might eventually happen, but at this time, the operators at the CONTACTS Hotline are specifically trained in domestic violence and so this still might remain separate for a while.

Committee member Jernigan inquired about the cost of the 2-1-1 number. Mr. Armijo replied in the positive, but noted that the agency is trying to get the Arizona Corporation Commission to fund 2-1-1 just like 9-1-1 (as a universal charge on all users of phone service.)

Chair Flippen asked about the timeline for full implementation of the 2-1-1 number. Mr. Armijo replied that current plans are for a kick off in September 2010 with a marketing boost in February 2011.

Chair Flippen inquired about other partners on this project. Mr. Armijo explained that the United Way and other faith-based and business partners are involved. Mr. Armijo noted that at this time, there is no state funding available for the project. However, there is currently a bill in Congress which, if passed, would provide federal funding for 2-1-1's nationally, but each state would have to provide a 50% match.

Chair Flippen thanked Mr. Armijo for his time.

## DOMESTIC VIOLENCE

### Glendale Police Department – Domestic Violence Community Education and Outreach Pilot Program - \$150,000 request

Lieutenant Katrina Alberty, of the Glendale Police Department, addressed the Committee and provided details on the Community Education and Outreach Program, including the following:

- One in every four women will experience Domestic Violence.
- 85% of domestic violence victims are women.
- In 2009, there were 106 domestic violence related deaths.
- In 2009, in the City of Glendale, domestic violence calls average 173 a week, 24 calls in one day and one victim per hour.
- The Glendale Police Department would like not only to respond to calls, but to prevent them.
- This pilot program is geared toward reaching out to the citizens of the community and as well as educating neighbors, teachers, medical professionals and the clergy to be able to recognize and respond to signs of domestic violence.
- Ad campaigns, lectures and printed materials will be used to disseminate information.

Committee member O'Bannon asked if there was any research to support that this type of outreach will have an effect on prevention. Ms. Alberty replied that research shows that awareness is key for victims to seek out options, intervention and assistance before domestic violence begins. But, awareness alone does not stop the violence.

Lieutenant Alberty commented that the Police Department already has various brochures regarding domestic violence and boyfriend abuse for teens; however, this program will help spread the word proactively, not simply reactively.

Committee member Eggleston commented on the amount of the coordinator position salary for the pilot program. Lieutenant Alberty replied that the amount was for salary and benefits and was comparable to other current city positions, such as a Neighborhood Block Watch Coordinator.

Committee member Eggleston inquired about the \$30,000 cost of other supplies. Lieutenant Alberty explained that these funds would be used for resources materials such as handouts, safety plans, and curriculum and program materials.

Committee member Mankoski asked if the Police Department would consider working with already established domestic violence groups instead of performing its own outreach. Lieutenant Alberty stated that the Police Department does partner with the Arizona Coalition Against Domestic Violence in various capacities, but that is more on a

request basis. Lieutenant Alberty stressed that the Police Department would like to include prevention in its list of services provided.

Chair Flippen thanked Lieutenant Alberty for her time.

#### West Valley Child Crisis Center – Foster/Adoption Program - \$25,000 request

Ms. Catherine Price represented the West Valley Child Crisis Center (WVCCC). Ms. Price explained that the shelter function of the WVCCC closed in June 2009 and WVCCC is now facilitating a Foster/Adoption Program. Ms. Price explained that the need for foster families is increasing and is very critical, and recruitment and training of these families is essential. Furthermore, foster families must be screened, trained, and monitored.

Ms. Price explained that the funding request would be used to support the recruitment and training operations. She stressed that times have been challenging because recruitment funding in the state budget was eliminated and training funding was cut by 20%.

Ms. Price noted that 20% of the children in the program reside in Glendale.

Committee member Jernigan asked for clarification of contracted services in the budget. Ms. Price explained that this included outreach materials and staff trainers. Staff must be trained so that staff can in turn, train foster families

Committee member Jernigan inquired where the staff was located since the WVCCC property was sold. Ms. Price replied that staff is working from their homes while office space is being currently negotiated.

Committee member Jernigan inquired about the family events run by WVCCC. Ms. Price replied that they hold a holiday event and a back-to-school event. Ms. Price explained that these types of events provide celebration and are a way to give the kids what they need.

Committee member O'Bannon inquired about exhibitor fees. Ms. Price replied that these are costs for having a booth or a table at health fairs or family fairs. Ms. Price noted that the average foster family thinks about this decision for seven years before committing to fostering a child. Therefore, it is important to have some type of outreach at events where potential foster parents will be. Ms. Price also noted that WVCCC collaborates with approximately 25 agencies in Maricopa County to increase its impact at decreased expense.

Chair Flippen thanked Ms. Price for her presentation.

## SENIORS

### Duet – Partners in Aging (formerly Beatitudes Center DOAR) – Independence for Seniors Through In-Home Services & Transportation - \$12,000 request

Ms. Elizabeth Banta, Executive Director, introduced herself and a program volunteer, Ms. Donna Higgs, and a Duet client, Ms. Alice Simpson. Ms. Banta explained that this program assists homebound adults through free, escorted transportation to the grocery store, doctor appointments and/or other destinations via the services of trained volunteers.

Ms. Banta explained that this service sustains senior independence which keeps these seniors in their own home. Ms. Banta stated that Duet is asking only for one quarter of what it costs to assist Glendale residents. The funds would be used to train, supervise and support volunteers.

Ms. Simpson, a nearly 90 year old client, stressed to the Committee that she was very grateful for the service and would not be able to get out and about otherwise.

Chair Flippen asked how information about the program was made public. Ms. Banta replied that there is information spread at various churches, in newspaper articles and by word-of-mouth. Ms. Banta noted that 60% of volunteers come from congregations.

Ms. Banta commented that the volunteer drivers go through an orientation on daily life skills and references, driver's licenses and backgrounds are checked.

Committee member Jernigan asked how many total volunteers were in the program. Ms. Banta replied that there were approximately 1,000. Ms. Banta added that overall, the program requires about seven full time employees.

Chair Flippen thanked Ms. Banta for her time.

### St. Mary's Food Bank Alliance – Glendale Food Home Delivery - \$29,959 request

Mr. Jack Marks commented that this request was for the continued support of the food box home delivery program. Mr. Marks stated that these are low-income seniors who need food, but are either disabled and/or have no form of transportation to get down to the food bank.

Mr. Marks stated that the request would support about 85% of the salary of one driver to deliver the food boxes to Glendale residents.

Mr. Mark provided highlights of the program, including the following:

- Provides food box delivery to seniors, who qualify by income level (no greater than 130% of poverty level).
- 300 food boxes are estimated to be delivered each month.
- This program is also funded through the government's Commodity Supplemental Food Program; however, other funding sources are needed for support costs such as drivers.

Chair Flippen inquired how often an individual could receive a food box. Mr. Marks replied the limit was once a month.

Chair Flippen thanked Mr. Marks for his time.

#### YWCA of Maricopa County - Congregate Meals Program - \$70,000 request

Ms. Dana Saylor, CEO of the YWCA Senior Center, represented the agency. Ms. Saylor introduced Ms. Kathleen Saunders, Director of Senior Services of the YWCA. Ms. Saylor provided the following details regarding the Congregate Meals program:

- The program serves hot meals to the seniors of Glendale at four centers:
  - YWCA Valley West Center
  - Glendale Community Center
  - Glendale Adult Center
  - Japanese Senior Center
- At all locations, except for the Japanese Senior Center, a meal is served once a day at noon, Monday through Friday. At the Japanese Senior Center, a meal is served only once a month.
- 50% of seniors surveyed reported that this meal was the main meal of their day.
- Grant funds requested will be used to purchase raw food products for meals

Ms. Saunders stated that the suggested contribution for each meal is \$2.50; however, it is not required. Contributions received average to \$0.67 per meal. The average number of meals served each day is approximately 200.

Chair Flippen thanked Ms. Saylor and Ms. Saunders for their time.

#### VI. Director/Staff Report

None.

#### IX. Adjournment

The meeting was adjourned at by consensus 8:40 p.m.

The next meeting will be Wednesday, January 6, 2010 at 6:30 p.m. at Council Chambers at 5850 W. Glendale Avenue.

Respectfully submitted,

Recording Secretary

Denise Kazmierczak

Beth Coughenour CPS/CAP  
Senior Secretary  
Community Revitalization