

**MINUTES**  
**CITY OF GLENDALE**  
**COMMUNITY DEVELOPMENT ADVISORY COMMITTEE MINUTES**

**PUBLIC HEARING #2**  
**GLENDALE MUNICIPAL OFFICE COMPLEX**  
**COUNCIL CHAMBERS**  
**5850 W. GLENDALE AVENUE**  
**GLENDALE, ARIZONA**

**Wednesday, January 11, 2012**  
**6:30 p.m.**

MEMBERS PRESENT:           Madelin Page, Chair  
                                      Sharon Wixon  
                                      Pattie Johnston  
                                      Glenn O'Bannon  
                                      Shirley Wong  
                                      Randy Miller  
                                      Chris Flippen  
                                      John Torres  
                                      Richard Schwartz  
                                      Gina Schmitz  
                                      Arthur Swander, Jr.

MEMBERS ABSENT:           Karen Mankoski, Vice-Chair

STAFF PRESENT:           Jim Colson, Deputy City Manager  
                                      Gilbert Lopez, Revitalization Administrator  
                                      Mona Francis, Revitalization Supervisor  
                                      Elizabeth Garcia, Revitalization Coordinator  
                                      Beth Coughenour, Senior Secretary

I.     Call to Order and Introductions

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

II.    Roll Call

Chair Page took roll call and the Committee-members introduced themselves.

### III. Public Comments

Chair Page opened the floor to public comment on the Fiscal Year 2012-13 CDBG/HOME/ESG Process.

No comments were made.

### IV. Fiscal Year 2012-13 Community Development Block Grant (CDBG) Public Service Funding Requests

Chair Page explained that during this meeting, the agencies that submitted CDBG Public Service Activity funding requests would present their requests to the Committee. Agency presentations are limited to four minutes each. Committee-members may ask clarifying questions and there will be no time limit on this question and answer period. Chair Page noted that eleven Public Service funding requests will be presented this evening, which will conclude the Public Service presentations. Upon review of the applications, the Committee will make final recommendations to Mayor and Council for approval in spring.

Mr. Colson thanked the Committee-members for their time and dedication during the hearings and review process and thanked the presenters for their participation as well. Mr. Colson commented that the economy is still very challenging and many non-profits are being impacted greatly. Mr. Colson assured the Committee of staff support during the hearing and recommendation process. Mr. Colson thanked the representatives from the agencies on the docket this evening for their dedication to the needy residents of Glendale and the valley.

Mr. Lopez introduced staff and also thanked the Committee-members and the agencies requesting funding for their preparation and participation in the hearing process. Mr. Lopez assured the Committee that staff has performed an in-depth technical review of each application including review of agency audits and financial statements. Mr. Lopez announced that this year, there are twenty-one Public Service Activities grant applications requesting a total of \$524,241. Mr. Lopez explained that since the actual amount of funds available from the federal government is not finalized as of yet, the pool of available funds for Public Service is an estimate based on last year's actual amount received. The total amount of CDBG entitlement to be received is estimated at \$2,011,148 of which Public Service is allocated 15%, or \$301,672. Once the actual dollar figure is known, the grant recommendations made by the Committee will be adjusted pro-rata for each award and any large fluctuations will be presented to the Committee for approval.

Presentations were made by representatives from the following agencies:

## YOUTH

### 1-11 Back to School Clothing Drive – New Clothes in New Beginnings Annual Distribution - \$18,200 request

Mr. Karl Gentles, Executive Director, thanked the Committee for its support over the past years. Mr. Gentles explained that this agency provides new school outfits and uniforms, backpacks and school supplies to low-income children. Mr. Gentles announced that in July of 2011, the agency served a record amount of children which is a very exciting accomplishment. Mr. Gentles noted that the agency serves seven Glendale schools for a total of 160 children from the Glendale Unified School District.

Mr. Gentles commented that for 2012, negotiations are underway for a partnership which will result in the event being moved to a significant sports arena close to the City of Glendale. Mr. Gentles explained that this will allow for more children to be served in a larger physical space.

Chair Page inquired as to how the children are chosen to be included in the event. Mr. Gentles replied that the agency leaves the selection of the children up to the school. Mr. Gentles commented that the principals at the schools know who are the neediest children at the schools; however, all children chosen must be enrolled in the free or reduced lunch program.

Chair Page commented that the grant application states that the school administrators use a strict selection process and asked for clarification of the process. Mr. Gentles replied that first the children must be on the free or reduced lunch program and second, the children cannot be chosen on a re-occurring basis. Mr. Gentles added that in February, agency employees meet with the school principals to discuss the program and delineate the criteria for children to be chosen. Mr. Gentles noted that choosing the children from all of the schools would be too great of a challenge for the agency and furthermore, the school staff is more knowledgeable about the neediest children in their respective schools.

Chair Page requested clarification of employee count at the agency. Mr. Gentles replied that there are two full-time employees and one part-time employee. Chair Page inquired if the agency employees received any type of benefits. Mr. Gentles stated that the agency pays Supplemental Security Income (SSI), but does not have a 401k program.

Chair Page inquired as to how the agency confirms that all families participating in the program make less than \$5,000 a year as stated in the grant application. Mr. Gentles believed that this information came from federal poverty statistics.

Committee-member Flippen asked if there was a limit to how many children could be served per school. Mr. Gentles stated that the program is basically capped by the amount

of the available budget and physical space so at this time, 5,000 kids can be served annually. Mr. Gentles commented that currently, schools are grandfathered into the program. Mr. Gentles noted that the schools must be a Title 1 school, be a public elementary school in the valley and the children served must have a tremendous need for school supplies and uniforms. Mr. Gentles stated that eventually upon expansion of the program, the school districts may have to select which schools are to participate in the event. Mr. Gentles explained that the dynamics and population in schools can change over time and the school districts would have the most in-depth knowledge regarding the neediest schools.

Committee-member Flippen inquired as to any private donations received. Mr. Gentles replied that last year, the agency set a goal of a \$1 million budget and actually achieved \$1.2 million budget. Mr. Gentles stated that approximately \$450,000 goes toward the Back to School Clothing Drive and the other funds go toward other agency programs such as an online discount school uniform store.

Committee-member Wong inquired as to the type of clothing that is provided. Mr. Gentles stated that the children receive two sets of uniforms, shoes and a back pack with school supplies along with some handmade pieces such as scarves, hats, shirts and dresses made by Stitches of Love.

Committee-member Wong asked if the clothing and/or materials to make the clothing are purchased or donated. Mr. Gentles replied that the new items are purchased and the handmade items are funded by both donated and purchased materials.

Chair Page thanked Mr. Gentles for his presentation.

1-12 Big Brothers Big Sisters of Central Arizona – Glendale Community-Based Mentoring - \$12,700 request

Ms. Dorian Townsend, Grant Manager, and Mr. Tom Ambrose, Executive Director, were in attendance to represent the agency grant request.

Ms. Townsend gave the following highlights on the Glendale Community-Based Mentoring Program:

- Big Brothers Big Sisters is a mentoring organization that has been in the valley since 1955.
- There are 2,000 adult mentors matched with children six to eighteen years old.
- There are 70 matches in Glendale.
- The \$12,700 in funding will be used to increase the Glendale matches to 88. This increase will require staff time to professionally manage the matches.
- Last year, the agency served 2,152 children with an average 24.7 month match. These were very successful numbers.
- The agency has been ranked the number one agency serving at-risk youth.

- The program has a very high return on investment: for every \$1 invested, there is a \$3.28 economic benefit due to improved education, reduction of violence, reduction of truancy and lower rates of incarceration.
- Through the program, 70% of the children see improved school grades and 60% of the children experience an increase in positive adult relationships besides with the mentor.

Committee-member Miller inquired as to goals of the program. Ms. Townsend replied that via the mentor and partnerships with over 50 different community organizations, the “littles” learn about healthy living, risk avoidance and career development as well as just the social aspects of the program. Ms. Townsend noted that the agency partners with various restaurants which offer cooking classes. The Phoenix Coyotes are a very ardent supporter of Big Brothers Big Sisters.

Committee-member Miller wondered how a “little” found a “big”. Ms. Townsend replied that the children are often referred by schools and often the agency is contacted by a parent. Ms. Townsend noted that 86% of “littles” come from single-parent households. Ms. Townsend added that an enrollment specialist then interviews the “little” to make sure he/she really wants to be part of the program. There is a strict interview process to gauge interests and a match is made based on common interests and common geographical area. Ms. Townsend stated that after the match, staff contacts the match after the first two weeks and then once a month thereafter to ensure the match is moving along smoothly and the child is engaged.

Committee-member Miller wondered how the situation would be handled if a match were to end due to a mentor having to move, for example due to a job transfer. Committee-member Miller noted that this can be traumatic for a child especially if the child had a close bond with the mentor. Ms. Townsend agreed and explained that the agency has a closure process when a match is ending, during which the match experience is discussed. Ms. Townsend indicated that if a child is experiencing sadness due to the end of a match, staff will secure extra support for the child to handle the situation appropriately.

Chair Page thanked Ms. Townsend for her time.

1-13 Boys & Girls Club of Metropolitan Phoenix – Swift Kids Boys & Girls Club After School Program - \$20,000 request

Mr. Brad Kuluris, Chief Operations Officer, thanked the Committee for its past support over the years.

Mr. Kuluris provided the following details regarding the After School Program at the Glendale campus:

- The program serves over 375 Glendale youths through the afterschool programs and the summer programs.

- An Economic Impact Study has recently revealed that for every \$1 invested in the Boys and Girls Club, there is a \$19.33 positive impact to the community due to lower rates of incarceration, decreased youth use of drugs and alcohol, lower teen pregnancy rates, increase high school graduation rates and increased ability of parents to maintain a job while their children are supervised as well as many other economic benefits.
- Most of the youths at the facility are from single parent families.
- In 2010, at this facility, over 900 kids' ages 5 – 18 utilized the facility and approximately 17,500 meals were served.
- The average daily attendance at this facility was approximately 185 children.
- The facility is open Monday through Friday from 2:30 p.m. to 7:00 p.m.

Mr. Blas Guillen, Branch Manager, shared a touching story about a teen in the program who eventually dropped out of high school, but due to his past relationship with and support from staff at the Boys and Girls Club, is now back on the path toward high school graduation.

Committee-member Miller inquired as to how the program achieves the specific goals on the grant application such as arts education, career development and others. Mr. Kuluris explained that when at the facility, the children go through a rotation of activities such as the Arts Program, the Learning Center where computers are utilized and the Library for homework completion. Furthermore, through the interaction with staff and other children and the behavior expected at the facility, character and leadership skills are developed by the youth.

Committee-member Miller wondered if the facility was a form of daycare. Mr. Kuluris stated that the facility is not a licensed childcare facility and the children who attend are allowed to come and go. Mr. Kuluris stated that staff creates interesting and challenging programs so that the children want to attend the program. Mr. Kuluris added that without this program, many of the parents would find it difficult to work after school hours.

Committee-member Torres inquired as to how children were tracked in the program. Mr. Kuluris replied that a barcode reader is used to scan a child's membership card upon entry and this barcode reader does all of the tracking for the program. Committee-member Torres asked if the 375 headcount was an annual number and Mr. Kuluris replied in the positive. Mr. Kuluris explained that daily use of the facility varies and there is a \$30 annual fee for children and \$15 annual fee for teens. Mr. Kuluris stressed that it is important for the children to feel membership of the club and that is an important reason for the annual fee.

Committee-member Torres inquired about the surrounding neighborhood. Mr. Kuluris explained that the facility is in the Orchard Glen neighborhood, which is a Weed-n-Seed area and has the highest number of youth crime, teen pregnancies and drop-out rates. Mr. Kuluris noted that these were the reasons why the facility was established in this neighborhood.

Committee-member Torres inquired about the average weekly attendance. Mr. Guillen stated that it can range from 600 up to 800 on a very busy week.

Committee-member Torres wondered what would happen if a child could not afford the \$30 annual fee. Mr. Kuluris stated that staff will then encourage a \$1 or \$2 a month payment to create the feeling of membership and buy-in on the part of the family.

Committee-member Wong asked how staff assessed the payment ability of a family. Mr. Kuluris explained that a sliding scale basis is used. Mr. Kuluris stressed that no child is turned away from the program, even if they cannot pay the \$1 to \$2 a month.

Committee-member Wong asked if a family with three children would be charged \$90 a year. Mr. Kuluris replied in the positive but noted that this could be adjusted based on affordability for the family.

Committee-member Wong inquired about meals during the afterschool program. Mr. Kuluris commented that dinner is provided and it is a nutritious and delicious school-certified meal provided by a caterer.

Chair Page thanked Mr. Kuluris and Mr. Guillen for the presentation.

1-14 Florence Crittenton Services of Arizona – Transitional/Independent Living Program (TILP) - \$20,000 request

Ms. Kary Goitia thanked the Committee for the opportunity to present the grant request.

Ms. Goitia gave a presentation which included the following program details:

- Florence Crittenton Services of Arizona is a social services agency that has been serving the valley since 1896.
- The agency runs Level II therapeutic group homes for girls aged ten to eighteen. Individual services are provided such counseling and education.
- Recently in Scottsdale, a Level III girl's ranch was opened which assists pregnant teens, parenting teens and non-parenting teens with budgeting, life skills and career development.
- However, when the girls reach age 18, they age out of these programs. At that time, the agency has an apartment complex where the girls can live for up to two years. The girls must be working and the girls also receive case management and wraparound services.
- The agency also offers a Community-based Services Program to both boys and girls aged 16-21, whereby life skills are taught such as trips to the grocery store, budgeting and banking.
- Other funding sources include the Department of Economic Security, Tribal Social Services and Magellan.

Committee-member Wixon inquired as to the difference between a Level II home and a Level III home. Ms. Goitia explained that Level II is more restrictive and the participants must stay on campus at all times, whereas at a Level III the participants can leave with permission.

Ms. Goitia stated that the funds requested will be used for the Community-based Services program, which is still a transitional program, although not the specific Transitional/Independent Living Program (TILP) as noted on the agenda and application.

Committee-member Flippen inquired as to how the assistance level is determined. Ms. Goitia stated that specialists build a strong rapport with the youths and the applications are strictly screened.

Committee-member Flippen inquired as to how often a youth can be eligible for assistance. Ms. Goitia replied that this is one-time assistance and it is estimated that 32 youths can be served.

Chair Page thanked Ms. Goitia for the presentation.

1-14 Valley of the Sun/Glendale YMCA – Seniors & 2<sup>nd</sup> Graders Unite - \$20,000 request

Mr. Justin Hoffman and Ms. Libby Corral, Senior Executive Director, were in attendance to present the grant request.

Mr. Hoffman began the presentation, which included the following highlights:

- The purpose of the program is to connect seniors and second graders through cultural, social and educational experiences.
- Relationships will be developed as the seniors become mentors to the children. The children will provide a lively and fun relationship for the seniors.
- There are 2,500 YMCA members in Glendale and 5,000 in the valley.
- There will be 220 participants in the program, of which 100 will be the second graders. This will include volunteers.
- The students will come from the local elementary school at which 90% of the students qualify for free or reduced lunch.
- The seniors will come from local nursing homes and the YMCA.
- There will be opportunities for gatherings inside the YMCA as well as outside, such as at the Phoenix Zoo, the Arizona Science Center and a baseball game in downtown Phoenix. Other activities could include a pool party and swimming lessons for the children.

Committee-member Miller stated that the program is geared toward children at Title I schools and commented that it would be nice if the program could be expanded to include children from all schools. Mr. Hoffman agreed that the suggestion would be optimal, but noted that at this time, the program in its pilot stage is geared toward low-income



children. Mr. Hoffman added that CDBG funds could only be utilized for the low-income portion of children; however, there might be other sources of funding to include higher income level children if the program expands.

Committee-member Flippen inquired as to how the children will be selected for the program. Ms. Corral explained that there is a member of the YMCA Board who will work with the principals of the Glendale Unified School District to determine the process of selecting the children.

Committee-member Flippen wondered why second graders were chosen for the program. Mr. Hoffman stated that kindergarteners and first graders are a little harder to manage but second graders have a higher tolerance level for longer activities, such as a baseball game.

Committee-member Flippen wondered if the program would commence if it did not receive funds from the CDBG grant. Mr. Hoffman replied that the program would move forward, however, the activities would have to be less costly and/or held at the YMCA, such as a community garden or playing board games. Ms. Corral added that it would not impact the amount of people served, but the manner in which they are served.

Committee-member Wong inquired as to any background checks on the seniors. Ms. Corral replied that the seniors and any volunteers would have to pass a background check.

Committee-member Wong queried about the ultimate goal of the program. Mr. Hoffman replied that the goal is to create a meaningful mentorship for the children with new, trustworthy adults and to add a spark or fire to the seniors' lives. Mr. Hoffman stressed that both the children and the seniors can learn from each other.

Committee-member Wong wondered how the situation would be handled if a senior in the program were to pass away and the child was left without his/her mentor. Mr. Hoffman stated that the staff has run other mentorships and are trained on how to handle these types of situations. Mr. Hoffman added that staff will work with the child, school and parents to ensure the emotional welfare of the child is maintained. Ms. Corral noted that this type of situation does not dictate a one-size-fits-all response and just as all children are different, the way the passing of a senior would be handled depends on the child involved.

Committee-member Torres asked if there would be testing of the pilot program. Mr. Hoffman replied that the YMCA gathers a lot of statistical data on its programs and surveys its participants for feedback and this program will be no different.

Committee-member O'Bannon asked how staff planned to keep the kids or seniors from grouping with each other and not with the intended partners. Mr. Hoffman replied that the volunteers and staff will help to ensure the children are with the seniors and redirect

any issues. Ms. Corral explained that the program is an intentional program and staff has a lot of experience in working with children in a variety of settings.

Chair Page thanked Mr. Hoffman and Ms. Corral for the presentation.

## DISABLED

### 1-16 Civitan Foundation – Student Scholarships for Civitan Learning Center - \$10,000 request

Ms. Dawn Trapp thanked the Committee for its past support and commented that the Civitan Foundation programs continue to grow as the needs of its clients and families grow.

Ms. Trapp stated that the agency has been asking its families for feedback on programs they would like to see and the agency has received various requests for transitional services for teens moving out of high school and into college. Ms. Trapp and staff agency have diligently researched this area and plan to open a Civitan Learning Center.

Ms. Trapp explained that the Learning Center would be a type of partnership with Coconino Community College and will be held at the Civitan summer camp in Williams, Arizona. The camp is presently only used during the summer and this will result in year-round use of the camp facility.

Ms. Trapp stated that the Learning Center would provide an opportunity for post-secondary education for these non-traditional clients. Many have tried to attend regular college with no success. Ms. Trapp noted that various services will be provided at the Learning Center beside studies pursuit including educational coaches, residential housing, and residential staff.

Chair Page inquired as to the types of disabilities the students might have. Ms. Trapp replied that the students have autism, cerebral palsy and mental retardation.

Committee-member Flippen asked if the grant funds would be utilized for living expenses, tuition and books. Ms. Trapp replied in the positive.

Committee-member Miller wondered if this type of program could produce success given the types of disabilities the students have. Ms. Trapp sincerely felt that some students could obtain an Associate's Degree while some students could attain achievement in Certificate Programs. Ms. Trapp stated that the type of accomplishment would depend on the individual student's abilities.

Chair Page thanked Ms. Trapp for her presentation.

1-17 Duet/Partners in Health & Aging – Independence for Seniors Through In-Home Service and Transportation - \$13,000 request

Ms. Elizabeth Banta, Executive Director, represented Duet and was accompanied by Ms. Shannon Heldt, a client, and Mr. Dick Duane, a program volunteer. Ms. Banta explained that this program serves the homebound elderly and adults with disabilities as they face daily life challenges.

Ms. Banta stated that the requested funds would help 102 clients maintain their independence through 2,200 volunteer hours of service provided. Ms. Banta stated that the volunteers provide free transportation to the grocery store, doctor appointments and/or other destinations as well as other personal services. Ms. Banta noted that the volunteers donate time and gas money, but there is funding needed to pay for staff to process and manage the matches. Ms. Banta stressed that this type of service is a much less costly alternative for the clients than having to live in a nursing home.

Ms. Banta introduced Ms. Heldt, a client. Ms. Heldt stated that she was disabled by a stroke, has been served by Duet since July of 2010 and would not be able to live independently without this assistance. Ms. Heldt does not have family in the area and her friendships have dwindled due to her disability. Ms. Heldt noted that she utilizes three types of services from Duet: a personal assistant, driving services and a grocery shopper. Ms. Heldt commented that the only time she can get out of the house is with the Duet service and sometimes she is homebound for eight to ten days in a row. Ms. Heldt added that the volunteers are very good to her and that Duet has been a lifesaver for her.

Committee-member Miller inquired as to how many hours a volunteer might work with a client on a weekly basis. Ms. Banta replied that it would depend on the type of service needed and the individual client, but on average one to two hours per week.

Committee-member Miller wondered if there was ever a time when staff at the agency had to encourage a client to move into an assisted living facility. Ms. Banta explained that from a safety perspective staff would do its best to offer alternatives to independent living if necessary. Ms. Banta added that sometimes family members do contact staff for information on assisted living facilities.

Committee-member Flippen noted that Ms. Heldt utilizes three volunteers for three separate services and wondered if that was typical. Ms. Banta replied it was not typical, but the type of services provided depends on the needs of the client.

Committee-member Flippen asked if the volunteer match was a long-term commitment or simply incidental for a ride to the store. Ms. Banta stated that again it all depends on the needs of the clients and the volunteer schedules. Ms. Banta explained that some volunteers can only work specific days or times and others can be on call more often or only perform specific services and so there are some long-term matches and also some one-time only matches.

Committee-member Flippen wondered where many of the volunteers came from. Ms. Banta stated that many volunteers come from faith-based organizations, Rotary Clubs, the National Charity League and Gompers as well as other places.

Ms. Heldt stated that since she has been served by Duet, she has referred five other clients and this shows the great need for the program and the great work performed by staff and the volunteers.

Chair Page thanked Ms. Banta and Ms. Heldt for the presentation.

## DOMESTIC VIOLENCE

### 1-7 Community Information & Referral – CONTACS Shelter Hotline - \$10,000 request

Ms. Catherine Dunning, CEO of Community Information & Referral, was in attendance to present the request for funding for the CONTACS Shelter Hotline and she introduced Mr. Robert Duvall, Vice President and CFO.

Ms. Dunning gave a presentation on the Shelter Hotline which included the following highlights:

- The hotline was established in 1998 and is a single phone number that is used by victims of domestic violence and homelessness to find shelter.
- Last year, 59,367 calls were received of which 2,718 were from Glendale residents.
- 90% of the callers are low-income and all are homeless and need emergency shelter.
- The hotline is very important for a family in an emergency situation.

Committee-member Miller expressed concern as to how a client would find the phone number for the Hotline. Committee-member Miller stated that he contacted the Glendale Fire Department and Police Department to see if they would readily provide information on the Shelter Hotline, but they did not. Ms. Dunning was unclear as to why happened and stressed that they agency works closely with valley Police and Fire Departments.

Committee-member Miller wondered how the agency tracked the Glendale resident statistics. Ms. Dunning replied that when a call is received, among the information obtained is what city the caller is from or what their zip code is.

Chair Page thanked Ms. Dunning for her presentation.

## GENERAL ASSISTANCE

### 1-18 Community Information & Referral – 2-1-1 Arizona - \$24,102 request

Ms. Catherine Dunning, CEO of Community Information & Referral stated that in 2010, the Arizona Corporation Commission designated 2-1-1 as a state helpline. Ms. Dunning commented that Arizona was the last state to sign onto the 2-1-1 program. Ms. Dunning noted that 2-1-1 will be the main number that people can call to request information on health and human and community social services.

Ms. Dunning noted that since the helpline has been established, 155,313 calls have been received with 10,206 from Glendale residents. Ms. Dunning stated that there is also a website and an I-Phone application for the helpline. Ms. Dunning noted that there are English and Spanish cues on the helpline.

Ms. Dunning commented that the top four calls relate to financial issues, rental assistance, housing and utility assistance.

Committee-member O'Bannon inquired as to the use of the Shelter Hotline along with the 2-1-1 Arizona. Ms. Dunning explained that the Shelter Hotline is a dedicated line specifically for domestic violence victims and the homeless and 2-1-1 is more for a non-emergency situation. Ms. Dunning stated that the Shelter Hotline was instituted years ago when a domestic violence victim was killed while on hold trying to secure a shelter for the night.

Chair Page stated that she did call 2-1-1 to try the system and was only hold for approximately forty minutes. Ms. Dunning apologized for the experience and stated that this might have been a peak time as typically, callers are on hold from one to fifteen minutes. Chair Page noted that while on hold she was encouraged by a recording to contact the system via her computer. Chair Page commented that some people do not have computers and would still have to wait on hold. Ms. Dunning explained that this is simply offering another option to the public.

Committee-member Miller wondered how the general public would find out about the 2-1-1 number, as he has not heard or seen it advertised. Committee-member Miller also attempted to obtain a referral to this number from the Police and Fire Departments but was unsuccessful. Ms. Dunning commented that the word is definitely getting out due to the amount of the calls the number is receiving. Ms. Dunning stated that there was a soft launch of the helpline in October 2011 with a full launch scheduled for February 2012.

Ms. Dunning explained that the soft launch included the following:

- All 800 helplines funneled into 2-1-1.
- All cell phone companies recognizing 2-1-1, with the exception of T-Mobile, which will be on board this week.

- All landline companies on board, with the exception of Frontier in the northeast corner of Arizona.

Ms. Dunning stated that the scale of the full public launch depends on funding, but there are some planned tie-ins to the Arizona Centennial. Ms. Dunning added that staff has been traveling across the state meeting with various county agencies to continue to fill the 2-1-1 database.

Chair Page thanked Ms. Dunning for her time.

1-19 Community Legal Services – Removing Barriers to Justice - \$30,000 request

Ms. Lillian Johnson, Executive Director, thanked the Committee for its past support.

Ms. Johnson gave a presentation which included the following highlights:

- Community Legal Services provides civil legal services to low income residents.
- Attorneys and paralegals provide the legal services and advice.
- The main types of legal services requested are: family law/domestic violence, housing such as landlord tenant disputes, consumer relations and benefits issues such as social security issues.
- The firm has been in the valley for the past 60 years.

Committee-member Miller inquired as to the number of staff. Ms. Johnson replied that there are sixty-nine full-time staff members serving the Maricopa, Mohave, Yavapai, Yuma and La Paz counties. Ms. Johnson stated that of that sixty-nine, fifty staff members work in Maricopa County.

Committee-member Flippen wondered how clients find out about Community Legal Services. Ms. Johnson explained that most clients are referred by various social service agencies. Ms. Johnson stated that Community Legal Services is in the top five referrals of Community Information & Referral.

Committee-member Flippen asked for more details on the full-time staff. Ms. Johnson replied that Community Legal Services is a law firm and the attorneys are recruited and trained in the firm. Ms. Johnson added that there are some attorneys who do pro-bono work as well.

Ms. Johnson stated that the firm also has a very active website with a lot of very helpful information.

Ms. Johnson stressed that legal assistance is very necessary for all people and it can be extremely hard for low-income residents to obtain without the services of Community Legal Services.

Chair Page thanked Ms. Johnson for her presentation.

1-20 Neighborhood Housing Services of Phoenix – Housing Counseling - \$27,339 request

Ms. Patricia Garcia Duarte, President and CEO of Neighborhood Housing Services of Phoenix, thanked the Committee for the opportunity to present the grant application. Ms. Garcia Duarte was accompanied by two of the counselors from the agency.

Ms. Garcia Duarte gave a presentation which included the following highlights:

- Neighborhood Housing Services of Phoenix has been serving the valley for the past 36 years.
- The goal of Neighborhood Housing Services of Phoenix is to teach clients how to be homeowners, build homes and lend funds to clients through its own mortgage branch.
- 200 families will benefit from the funds requested which represents 14% of the annual counseling services.
- Over 3,000 families last year received at least one service at Neighborhood Housing Services of Phoenix.

Committee-member Johnston asked if a client is required to use the mortgage services if they are utilizing the counseling services. Ms. Garcia Duarte replied in the negative.

Committee-member Johnston asked if the counselors had mortgage experience. Ms. Garcia Duarte stated that some do although this is not a requirement.

Committee-member Flippen inquired about the homebuyer classes. Ms. Garcia Duarte explained that this is an 8-hour class as set forth by national housing counseling standards. Ms. Garcia Duarte commented that clients always provide positive feedback about the class.

Committee-member Flippen wondered why a client would reach out for the counseling services. Ms. Garcia Duarte stated that many times this is a requirement to qualify for financing or mortgage assistance.

Committee-member Miller wondered how staff confirmed that 51% of the clients were low to moderate income. Ms. Garcia Duarte replied that this information is obtained on the intake forms and is compared to a HUD chart for family size and income. Ms. Garcia Duarte stated that about 79% of all clients served in the past year were under 80% of median income.

Committee-member Schmitz inquired as to the cost to attend the 8-hour session. Ms. Garcia Duarte replied that it is \$300, with \$50 typically paid by the client and \$250 paid by the lender. Ms. Garcia Duarte stated that online classes are now being offered as well. Ms. Garcia Duarte commented that Neighborhood Housing Services of Phoenix provides a lot of counseling for Habitat for Humanity clients.

VI. Adjournment

**Committee-member Miller motioned to adjourn the meeting at 8:49 p.m.  
Committee-member Torres made the second. The motion passed 12 – 0.**

Respectfully submitted,

Recording Secretary  
Denise Kazmierczak