



**CITY OF SCOTTSDALE
HUMAN SERVICES ADVISORY COMMISSION**

Regular Meeting Minutes
Thursday, December 12, 2024
City Hall Kiva Forum
3939 N. Drinkwater Boulevard
Scottsdale, AZ 85251

PRESENT: Chair Roger Lurie, Vice-Chair Mary Jung, Commission Members Lee Cooley, Patrick Dodds, Jeff Jameson, Neal Shearer, and Stuart Turgel

STAFF: Kira Peters, Human Services Director; Sue Oh, Human Services Manager; Judy Doyle, Community Services Assistant Executive Director

Call to Order

Vice-Chair Jung called the meeting to order at 5:00 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 November 14, 2024

COMMISSIONER COOLEY MOVED TO APPROVE THE NOVEMBER 14, 2024 HUMAN SERVICES ADVISORY COMMISSION REGULAR MEETING MINUTES. COMMISSIONER JAMESON SECONDED THE MOTION, WHICH CARRIED SEVEN (7) TO ZERO (0). CHAIR LURIE, VICE-CHAIR JUNG, COMMISSIONERS COOLEY, DODDS, JAMESON, SHEARER, AND TURGEL VOTED IN THE AFFIRMATIVE. THERE WERE NO DISSENTING VOTES.

2. Housing Navigation Services Update

Sue Oh, Human Services Manager, said that Community Bridges provides housing navigation services for the City of Scottsdale's Bridge Housing Program as well as at the City's community centers. The current contract between Community Bridges and the City of Scottsdale will expire in January of 2025.

Echo Kwiatkowski, Community Bridges Inc. (CBI) Senior Manager of Housing and Community Integration, provided an update and information on their nonprofit agency services currently provided to the City of Scottsdale. She gave an overview of CBI's mission, purpose and values; talked about the common barriers affecting those experiencing homelessness, including social and economic barriers, which are prevalent in Scottsdale; the effects of substance abuse and mental illness; and the impacts of learning to survive and become accustomed to homeless conditions.

Ms. Kwiatkowski explained that CBI's peer navigators are all individuals who have been in recovery for at least six months and come from a place of lived experience, giving them the unique ability to offer valuable, ongoing support to the homeless in Scottsdale. She outlined the steps of CBI's Peer Support outreach and engagement process, which focuses on housing stabilization, physical wellness, improving income, ongoing case management, and connection to community. She provided a list of patient center medical homes and outpatient locations in the Valley.

Ms. Kwiatkowski gave a detailed review of the history of the relationship between CBI and the City of Scottsdale, which originated with a three-year contract in 2021 to provide staffing for the New Faces day centers and street outreach. In 2024, CBI partnered with the City of Scottsdale to provide services for the Bridge Housing program and street outreach.

Commissioners were given an opportunity to ask questions. Ms. Kwiatkowski explained that the biggest challenges for unsheltered individuals at this time are shelter closings, the lack of enough beds to serve the need, and the fentanyl crisis. She said that CBI has some in-house housing programs that they make referrals to; they work with A New Leaf Rapid Rehousing program and Coordinated Entry. CBI connects individuals to Flex Funds when cash assistance is needed for rental deposits.

Ms. Kwiatkowski explained the difference between the data showing "unduplicated individuals served," "engaged individuals," and "enrolled individuals," noting that every encounter is documented, even in cases where the individual is not interested in services. She said that all of the CBI programs that she oversees are grant funded. There are some other parts of the organization which are funded through the Arizona Health Care Cost Containment System.

3. Homeless Outreach and Navigation Services Update

Sue Oh, Human Services Manager, said that Phoenix Rescue Mission and the City of Scottsdale have had a contract since 2020, with one gap year in 2023, and the contract was recently amended to include outreach and navigation. They staff both of Scottsdale's day relief

centers, provide a navigator for Community Intervention Court and for the libraries, and assist the Scottsdale Police Department with targeted outreach on Thursdays.

Sergio Armendariz, Phoenix Rescue Mission Street Outreach Supervisor, and Gabe Priddy, Street Outreach Manager, provided an update and information on their nonprofit agency services currently provided to the City of Scottsdale. Mr. Armendariz gave a detailed overview of the outreach and navigation program, including how peer support navigators locate and communicate with homeless individuals. He said that one unique thing about Phoenix Rescue Mission is that funds are available to eliminate barriers and challenge clients to be motivated and accept help.

Mr. Priddy explained the Will Work day labor program offers work to a crew of five individuals three days a week while providing two meals each day, \$70 in cash at the end of their shift, and case management services. Community Intervention Court Navigation provides court navigation and case management to homeless individuals by assisting them in obtaining documents, gaining shelter and/or treatment, transportation to behavioral health appointments, and housing assessments. Charges are dropped for those people who complete the Community Intervention Court Navigation program. Mr. Armendariz reviewed outreach and navigation statistics as of November 2024.

Commissioners were given an opportunity to ask questions. Mr. Priddy explained that Phoenix Rescue Mission is a faith-based organization, but services are available to anyone. Phoenix Rescue Mission strives to partner with other nonprofit organizations, rather than have overlaps in services. They are seeing challenges Valley wide because a lot of programs are losing funding. Mr. Priddy said that consistency in the programs that they offer is important in building trust and relationships with people. Mr. Armendariz added that consistency is especially important for making headway with service-resistant people, because it takes time to develop those relationships. Brief discussion ensued about the effects of the fentanyl crisis and how case managers are approaching those cases.

4. Director's Report

Director Peters provided an update on activities in the Human Services Department. Her presentation highlighted the following items:

- Announcement that the Elks Lodge has donated \$5,000 to Scottsdale Community Partners for the purchase of a new freezer for the Vista del Camino Food Bank.
- Adopt-a-Family program update. Families will be picking up the packages through the end of the week. Thank you to volunteers and community members who donated to the program.
- Update on Family Fun Fridays programming at Vista del Camino Community Center.
- Paiute Neighborhood Center recently hosted an informational meeting of the agencies that work out of the center, including Partners for Paiute, HIRSCH Academy, SARC, Family Resource Center, First Things First, and Head Start.
- Strategic plan update. The Strategic Planning Committee has completed their meetings and is now evaluating data to develop goals, objectives, and strategies for the plan.

Data being considered was collected from 18 focus groups and over 1,600 responses to the community survey.

- MAG Dementia Panel. Ms. Peters participated in the MAG Dementia Panel and anticipates providing a presentation regarding what it means to be a “dementia friendly community” to the Commission in the near future.
- Employee Highlight – Kevin Herrick, Operations Supervisor at Via Linda Senior Center.

5. Identification of Future Agenda Items

Future agenda items could include:

- Discussion about considering the formation of a homelessness collaborative
- Presentation on Proposition 312
- Annual funding cycle

6. Adjournment

COMMISSIONER DODDS MOVED TO ADJOURN THE MEETING. VICE-CHAIR JUNG SECONDED THE MOTION, WHICH CARRIED SEVEN (7) TO ZERO (0). CHAIR LURIE, VICE-CHAIR JUNG, COMMISSIONERS COOLEY, DODDS, JAMESON, SHEARER, 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 6:21 p.m.

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