

County Community Services Commission  
Monday, September 23, 2019 6:00 PM  
234 N Central Ave. #3000 Phoenix AZ 85004

*The Advisory Tri-Partite Board of the Maricopa County Community Action Agency*

**MEETING MINUTES**

**MEMBERS PRESENT**

<b>Public Sector</b>	<b>Private Sector</b>	<b>Consumer Representative</b>
Councilman John Carnero, Tolleson	Jayson Matthews Valley of the Sun United Way	Pam DiPietro Low-Income Representative
Councilman Roland Winters, Surprise	Adonis Deniz Jr. Mercy Care	Jessica Gonzalez Low-Income Representative
	Edward Limon (Alternate) Equality Health	

**MEMBERS ABSENT**

<b>Public Sector</b>	<b>Private Sector</b>	<b>Consumer Representative</b>
Councilman Ricardo Vital, Guadalupe	Bonnie Temme Salt River Project	Connie "Cricket" Norris Low-Income Representative
		Maria Mendoza Low-Income Representative

**GUESTS AND STAFF PRESENT**

<b>Guests</b>	<b>Staff</b>
Eugene Munoz-Villafane, Scottsdale CAP Director	Sandra Mendez, Community Services Assistant Director
Santiago Cornejo, Tolleson CAP Director	Cathy Chiang, Community Action Program Manager
Paul Bernardo, City of Surprise	Eddie Limon, Community Services Program Coordinator
	Nayeli Martinez, Community Services Management Assistant
	Laurie Ontiveros, Community Services Admin. Supervisor

1. **Call to Order**  
Chairman, Jayson Matthews, called the meeting to order at 6:01 p.m.
2. **Roll Call**  
Miss Nayeli Martinez did roll call. Seven (7) of the eleven (11) seated Commission members were present. A quorum was established.
3. **Pledge of Allegiance**  
The pledge was led by Chairman, Jayson Matthews.
4. **Dashboard Indicator (DI) Report**  
Ms. Sandra Mendez announced that CSD will be sharing the new Customer Satisfaction Survey results with the Commission on a quarterly basis. This effort is part of CSD's required compliance of CSBG Organizational Standards. Ms. Mendez noted that the survey was distributed electronically to customers with e-mail addresses on file. CSD currently does not require Community Action Program (CAP) agencies to collect e-mail addresses for all customers. Moving forward, CSD is asking CAPs to attempt to collect e-mail address for at least 10% of the people served each month. Currently, the results for the end of SFY19 showed only 179 customers completed the survey. CSD would like approximately 600 completed surveys for a good sample size. All Board Members received a hard copy of the SFY19 Customer Satisfaction Survey Results.

Overall, survey results show that 80% of customers agree that services are offered at convenient locations and times. CSD would like to raise the accessibility of services to 90% satisfaction. Ms. Mendez emphasized that survey results will be used for the professional development of the CAP agencies.

Chairman, Jayson Matthews, noted that requesting e-mail addresses can be an obstacle for non-profit organizations. Customers can be wary of sharing their e-mail addresses for fear of other solicitations. He suggested to create a formal notice for CAPs to hand out to customers. This handout would specifically note that their e-mail information will not be shared with other entities and that they will not be solicited via e-mail for other purposes.

Ms. Mendez also shared an overview of fund expenditure patterns as of September 1, 2019. She highlighted that all CAP agencies are expending at the normal level for the time elapsed in the contract year. Agencies tend to have higher expenditure rates in the summer months. All Board Members received a hard copy of the fund expenditures per fund source and CAP agency for individual review.

### **Summer Crisis Program**

Ms. Sandra Mendez provided an update on the previously proposed Summer Crisis Program. The program was launched successfully on August 30<sup>th</sup> and implemented on September 1<sup>st</sup>. The program will run from May 15 to September 15 of each year. For SFY20 the Summer Crisis Program was only in effect for about two weeks. A higher impact is expected next year with an estimated 60 households served.

### **APS Moratorium Update**

Ms. Sandra Mendez shared that APS generated a heatmap of all the zip codes in the APS service area. The map demonstrates the amount of delinquent accounts and amounts in each zip code. MCHSD overlaid information from the American Community Census to highlight the number of households living in poverty in each zip code. MCHSD generated an in-depth analysis of the anticipated statewide impact and local impact that will help strategize how to assist families in high impact zones. The statewide analysis shows that 46% of zip codes in the Maricopa County service area will be deeply impacted. Followed by 37% in the City of Phoenix Service Area, 9% in the Yuma County service area and 8% in the City of Glendale service area.

Furthermore, CSD met with CAP agencies on September 13, 2019 to share the anticipated impact to local agencies. Within the Maricopa County CAPs, the following service areas are high impact zones and could experience high demands for services beginning in November 2019.

1. Surprise/EI Mirage Service Area
2. Peoria Service Area
3. Avondale Service Area

Ms. Mendez stressed that MCHSD will strategize with CAP agencies to avoid negatively affecting SRP customers. Chairman Jayson Matthews suggested that this moratorium data could be used to advocate for LIHEAP at the federal level and increase funding. Sandra expressed an interest in the possibility of identifying funding to sponsor board members to attend LIHEAP Action Day at Capitol Hill in March 2020.

All Board Members received a copy of the APS Moratorium Geographical Impact Analysis. Ms. Mendez noted that the MCHSD's analysis report of the APS zip code heatmap is not confidential and may be shared with other entities.

Chairman Jayson Matthews requested a conference call the first week of October 2019. This call would serve to summarize the APS moratorium impacts and strategize with board members, CAP Directors and interested parties more in-depth. The need for a work-study discussion is urgent as the moratorium will end October 15, 2019 and APS has scheduled a rate case on October 31, 2019.

### **Commission Member Training**

Ms. Mendez provided an update on the Commission member training meeting that was scheduled for September 14, 2019. Mr. Edward Limon has accepted a position with Equality Health as of September 13, 2019. A new date will be announced once the new CSBG Program Coordinator position is hired. Training for Commission members is a required goal under the CSBG Organizational Standards.

## **Policy and Procedure Manual Updates**

### **Attendance Policy**

Mr. Edward Limon announced renewed efforts to maintain an engaged board. The updated attendance policy provides guidance regarding the number of unexcused absences that will be allowed of each board member. If a member misses a significant number of meetings, the Membership Committee may review their board seat and deem it vacant.

### **Intent to Continue Service Policy**

Mr. Limon outlined a new procedure to allow engaged board members who finish their terms to renew their term. If a board member completes their term and is not contested for their seat, they may fill out this form to express their desire to extend their term. Board members who submit an Intent to Continue Service form will not be asked to submit new paperwork.

### **Budget Review Policy**

Mr. Limon also noted that the Organizational Standards requests the Commission review CSD's budget and annual financial audits. Due to the complexity of Maricopa County Departments, Ms. Mendez explained that the new policy provides guidance on the financial items the board will be able to review. An item of interest that the Commission will review and approve will be the funding formula for new state fiscal years. Maricopa County conducts financial audits of all department on a yearly basis. CSD will provide the link to financial audits and distribute the summaries at the Commission meetings scheduled after the report is completed.

All Board Members received a hard copy of the proposed revisions to the Attendance Policy, Intent to Continue Service Policy and Budget Review Policy and will be voted on at the next meeting.

### **Membership Committee Update**

Ms. Mendez shared that the Membership Committee met on September 5, 2019 to identify upcoming vacancies. The West Region, Southeast Region and North Region low income seats have reached their term limits. Current members in those seats were contacted and required to submit a form expressing their intent to continue service. Membership Committee Chair, Jessica Gonzalez, shared that only the North Region Low-Income representative, Pam DiPietro, submitted their intent to continue serving. Ms. Pam DiPietro's membership and the vacated seats will be ratified at the next Commission meeting.

5.

### **Action Items**

- **Approval of Meeting Minutes from the July 22, 2019 Meeting**

The motion to approve the July 22, 2019 meeting minutes was made by Councilman Winters. Councilman Carnero seconded the motion. The motion carried unanimously.

- **Call to Public**

- Ms. Sandra Mendez introduced Ms. Norma Gallegos as the new Eviction Prevention Program Coordinator for CSD. Ms. Gallegos comes to CSD with 25+ years of experience, including her prior experience as the Director for the Pima County Community Action Program.

6.

### **Adjournment**

Chairman Jayson Matthews adjourned the meeting at 7:25 PM

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### **Next Meeting of the Maricopa County Community Services Commission**

Monday, November 18, 2019 at 6:00 pm to be held at  
234 N. Central Ave. #3000, Phoenix, AZ 85004

#### ***HSD Mission Statement:***

*To provide and coordinate essential support and social services to vulnerable populations to enhance economic, educational, and social opportunities and strengthen communities.*