



Maricopa County Community Services Commission
Human Services Department – Community Services Division

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

Meeting Minutes

Monday, June 20, 2022 – 6:00PM

Online: [Link to Teams](#) | **Phone:** (480) 702-3496 ID: 345 052 779#

COMMISSION MEMBERS PRESENT:	Bonnie Temme, Adonis Deniz, Genesis Verduzco (alternate for Lauriane Hanson)
COMMISSION MEMBERS ABSENT:	
STAFF PRESENT:	Director: Jacqueline Edwards Assistant Director – Cathy Chiang Administrative Services Supervisor – Laurie Ontiveros Client Services Program Supervisor: Jared Beard Community Action Program Coordinator – Joanne Loeza Community Services Technical Assistant – Heidi Hopkins
GUESTS:	Chris Groninger

1. Call to Order

Acting Chair, Bonnie Temme, called the meeting to order at 6:01 P.M.

2. Roll Call

Joanne Loeza conducted roll call. Three (3) of the three (3) Commission members were present. A quorum was established.

3. Pledge of Allegiance

The pledge was led by Acting Chair, Bonnie Temme.

4. Community Action Promise

Joanne Loeza recited the Community Action Promise.

5. Director’s Message

Human Services Director Jacqueline Edwards introduced herself and expressed her appreciation for everyone in the Commission. She is currently working with the County Clerk of the Board and the Board of Supervisors to meet the requirements of the tri-partite board in hopes of having a complete Commission in the next few months. She commented that one of her focuses as the Human Services Director is to work in partnership with individuals, families, and the community on social and economic mobility. Over the past two years, the Community Action offices and Maricopa County have served nearly 10,000 households with rent and utility assistance. For the upcoming Fiscal Year 23, they will be focusing on getting to the roots of the



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Community Needs Assessment and moving towards a long-term case management to make a true impact on clients. Director Edwards wanted to thank her community action partners and all of Human Services Division for their time and commitment to the community.

6. Community Action Agency Report

Assistant Director Cathy Chiang presented the Community Action Agency Report. Between FY21 and FY22, Maricopa County was allocated around \$70 million in Emergency Rental Assistance (ERA) – as of right now, they have encumbered 96% of those funds. ERA 1.0 is close to being expended so the County will start moving forward with their ERA 2.0 funds. With the ERA 2.0 funds, Maricopa County wants to use these funds for a long-term case management with clients as Director Edwards mentioned. For the City of Chandler, they have their separate ERA funds. Right now, their ERA 2.0 funds are not being expended as much. City of Chandler is referring their clients directly to Maricopa County's team for clients that have an escalated situation; meaning, they have been locked out of court within five days.

For the Department of Economic Security (DES) funds, LIHEAP is still being worked on; the reallocation for the fund was not fully loaded until this April so there was a delay in expending them. However, LIHEAP funds will carry over for next year so there is plenty of time to expend those funds. DES will be assuming LIHEAP eligibility work on October 1st of this year so Maricopa County is still working through how that process is going to look like and how the referral process will be. CSBG funds are at 12% expended but Laurie Ontiveros and the finance team have a plan on how to fully expend these funds, but these funds will 100% carry over for next year. TANF has been pushed back because of the need to expend ERA, and because TANF only allows for a one-time payment of a max of \$3,000, there is more reasoning to use ERA currently for clients since it will cover everything they need versus using TANF funds. Right now, the County is looking for families that they can make one-time payments for since these funds do not carry over and need to be expended. Now that high priority cases are being closed with ERA funds, they can concentrate on the lower priority cases and use DES funds to help them. There will be more expenditures being seen by DES funds now in FY23.

Coming into the new Fiscal Year 23, there are going to be new changes on who Maricopa County will be subcontracting with – the County will be taking on new cities and towns while others will be joining as new Community Action Program (CAP) offices. City of Buckeye will now be their own CAP office and be serving their area as well as the City of Tempe will now be a CAP office. Prior to this fiscal year, the City of Surprise only served the city of Surprise, but now they will be expanding and servicing Whitman, Waddell, Sun City, and Sun City West – Seth and his team are very excited to step into this new role and serve a wider geographic area. Maricopa County will also be expanding their service area – they will now be assuming services for Fountain Hills, Tonopah, Circle City, Morristown, Arlington, Rio Verde, Wintersburg, Town of Queen Creek, Sun Lakes, City of Chandler, Town of Gilbert, Town of Guadalupe, and Town of Gila Bend. The team is preparing for these latest changes by hiring more staff to account for all the new service areas they will be taking in.

When looking at their data and the Community Needs Assessment, what the County saw was that Community Initiatives would be a better alternative for the Town of Guadalupe and Gila



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Bend. The Community Initiatives will be about tackling food insecurity, so the proposal will be to provide fresh vegetables and fruits, similar to a farmer's market, to those areas on a monthly or weekly basis.

As Maricopa County is expanding their service areas, they welcome their new Client Services Supervisor Jared Beard to help with management of these new services and teams.

7. SFY22 Strategic Plan

Laurie Ontiveros provided an update on the Strategic Plan to the Commission. The consultant, Community Alliance Consulting, has developed and distributed a Community Survey to each of Maricopa County's service areas. In addition, they are recruiting clients for their focus groups. Typically, these things have already been completed prior to the Strategic Plan but they all felt they needed to gather more recent information since the County's Community Needs Assessment was completed during the COVID-19 pandemic. There will also be an introductory meeting with the CAP offices and Community Alliance Consulting so they are updated with how the Strategic Plan process will happen throughout this year.

8. Commission Updates

Joanne Loeza updated the Commission and let them know the Policy and Procedures manual has been placed on a new template and is now showing the new Maricopa County Human Services Department logo, along with the updated Commission Application. She also showed the proposed meeting dates for the FY23.

9. Action Items

Approval of April 18, 2022 Meeting Minutes

Motion to approve the Meeting Minutes was made by Adonis Deniz, seconded by Genesis Verduzco. The motion was passed unanimously with three (3) votes.

Approval of Chris Groninger for Private Sector Representative for the Community Services Commission

Motion to approve Chris Groninger to be a Private Sector Representative for the Community Services Commission was made by Adonis Deniz, seconded by Genesis Verduzco. The motion was passed unanimously with three (3) votes.

10. Call to Public

Chris Groninger introduced herself to the Commission. She works for the Arizona Bar Foundation where they promote access to justice and support for low-income individuals for legal assistance and legal help in a variety of different issues. She is excited to join the Commission and looking forward to working with everyone.

Cathy Chiang wanted to let everyone know that they are sending a few of their staff members to different conferences at the end of this month. One will be CAPLAW, where they will be exposed to community action and have the opportunity to immerse themselves into the different aspects that community action has. The other conference is NEUAC, where it focuses



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on utility and other additional resources for our clients. All information that is being learned in these conferences will be available on the SharePoint Drive so that all staff has access to it and can learn.

In July, Maricopa County will also be having a Learning Academy for the entire team where they will be learning about the different components of case management, from finances to trauma care. It is an excellent opportunity for everyone in all different sections of the departments.

Back in December, Maricopa County applied for a technical training and assistance, called COVID and Safety Net Innovation TA Initiative, to help with the long-term case management transition. Along with DES and internal partners, they were really impressed with the County's work so now they want to come and showcase the County and how they do their client case-management.

11. Adjournment

There being no other business, Acting Chair Bonnie Temme adjourned the meeting at 7:02 P.M.