



Community Action Advisory Board Meeting Agenda

Mission: “Empowering well-being and prosperity in Coconino Communities”

The Promise of Community Action: Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other!

Location: Zoom Meeting

Date: **Monday, January 30, 2023**

Time: **4:00 p.m. – 5:00 p.m.**

Zoom <https://us06web.zoom.us/j/85710432317>

Phone +1 669 444 9171 US

Meeting ID: 857 1043 2317

Agenda:

- I. Call to Order 4:00-4:05 pm, Phil Byrum Chair
- II. Welcome and Introductions 4:05-4:10 pm, Chair
 - a. Saylor Caudil – District 1
 - b. Andrea Merrihew – Division Manager
- III. Approval of Minutes, 5/16/22 *Action Item* 4:10-4:15 pm, Chair
- IV. Department Update 4:15-4:40 pm, Michele Axlund/Andrea Merrihew
 - a. Director’s Report to CAAB (9.3 Standard)
 - b. Meeting Times and Dates:
 - c. Potential/Launching New Programs (Diaper, FCC, SNAP) Andrea
 - d. Community Needs Assessment (Discussion/Survey)
- V. Roundtable – events and issues in the community 4:40-4:55, Chair
- VI. Call to the Public 4:55-5:00 pm, Chair
- VII. Adjourn 5:00 pm, Chair

Next meetings:

February 27 4pm

March 27 4pm

May 22 4pm

Distribution List:

Public Sector District 1: Saylor Caudil
Public Sector District 2: Austin Kerr
Public Sector District 3: Phyllis Lim
Public Sector District 4: Angela Cody
Public Sector District 5: Deborah Lister
Consumer Sector: Candis Yazzie
Consumer Sector: Hazel Hatch
Consumer Sector: Melinda Holliday
Consumer Sector: Vacant
Consumer Sector: Vacant
Private Sector: Kristine Pavlik, Secretary
Private Sector: Vacant
Private Sector: Janet Dean
Private Sector: Sonya Montoya,
Private Sector: Phil Byrum, Chair
Kelli Ann Wilde ADES/DAAS
Andy Sinclair ADES/DAAS
Shelly Morgan ADES/DAAS
Christine Shall ADES/DAAS

Minutes
Coconino County Health and Human Services (CCHHS)
Community Action Advisory Board (CAAB)
4:00pm – 5:00pm Monday, May 16, 2022
2625 N King St., Flagstaff, Arizona 86004

Members Present: Phil Byrum (Chair), Kristine Pavlik (Secretary), Phyllis Lim, Sonya Montoya, Janet Dean, Candis Yazzie, and Melinda Holliday

Members Absent: Hazel Hatch

Guest(s) Present: Tiffany Kerr (Program Manager, Health Disparities Program)

Management & Staff Present: Kim Musselman (Director), Michele Axlund (Deputy Director), Lorraine Crim (Senior Services Program Manager), Ashli Bintz (Social Services Program Manager), and Dayna Yates (Administrative Specialist III)

I. Call to Order:

Upon establishing a quorum, the meeting was called to order at 4:06pm by Chair, Phil Byrum.

II. Welcome and Introductions:

Phil Byrum, Chair, welcomed everyone and thanked them for attending, and everyone present introduced themselves.

III. Approval of Minutes, 2/28/2022 Action Item

Upon review of the minutes, Phil Byrum asked for a motion for approval of the 2/28/2022 meeting minutes. Kristine Pavlik's last name was misspelled; this has been corrected. Sonya Montoya motioned, and it was seconded by Phyllis Lim. The motion unanimously carried.

IV. Approval of New Terms Action Item

The Board conducted a group approval of renewing their terms for another two years. Phil Byrum asked for a motion, Janet Dean motioned, and it was seconded by Sonya Montoya. The motion unanimously carried.

Terms are as follows:

Phil Byrum 6/22/2024	Kristine Pavlik 6/22/2024
Hazel Hatch 6/1/2024	Sonya Montoya 6/22/2024
Candis Yazzie 6/1/2024	Janet Dean 6/22/2024
Melinda Holliday 6/22/2024	

V. Department Updates

A written Director's Report was distributed to all members via their board packet prior to the meeting. See CAAB packet for specific details. Highlights of the report were summarized by Deputy Director Axlund and included the following:

SOCIAL SERVICES

Staff & Updates:

- Currently hiring for an Administrative Specialist I for the front desk with seven applications in review

- Caseworkers are conducting visits while still following CDC guidelines/safety precautions.
- Our two interns completed their internship and graduated from NAU, with the Fall 2022 semester intern starting in August.
- We are gearing up for Fiscal Year 2023 by:
 - Evaluating a new auditing process for the cases as LIHEAP will be taken back by the state.
 - Less required documents by the client means quicker processing and turnaround and late fees will not be as excessive.
 - Reevaluating the division of funding allocations
 - Encouraging staff to work on professional development and self-investing as far as attending training virtually and creating goals.

SENIOR SERVICES

Staff & Updates:

Normal congregate meal service resumed March 28 with a return to in-person dining. Recreational Senior Trips resumed April 14 with a trip to the Grand Canyon. We were awarded a grant through ADOT that will cover 80% of the cost for a minivan with ramp for our Senior Trips, and the vehicle is being ordered by ADOT.

Senior Services was also awarded American Recovery Program dollars to update the Flagstaff and Williams Senior Center kitchens. Preliminary planning on the kitchen remodels continues.

NACOG approved our RFP in March, which included a proposal to expand home delivered meals by at least 40 clients, adding two routes to the eastern side of Flagstaff, utilizing the kitchen at Coconino Community College.

We are recruiting to fill a full-time homecare aide vacancy, as well as hiring one more back up driver for both Williams and Flagstaff.

EMPOWERMENT PROGRAMS

IDA Program Promotion & Recruitment

With excellent BBE and IDA recruitment efforts from Scott Neuman, HHS was able to spend down 100% of the original Assets for Independence match money for customers who saved money and then purchased education or business assets.

Recruitment efforts continue as potential IDA candidates are identified in the BBE trainings. A new approach involving identifying and reaching recruitment goals will begin as HHS develops the department-wide strategic plan.

Building Businesses & Entrepreneurs (BBE)/Micro-Business Plan Training

The partnership with the Small Business Development Center continues to provide four BBE sessions per year. Grant funding allows the continuation of focusing recruitment efforts on demographics consistent with County residents.

Tiffany Kerr – Presenter (Health Disparities Program)

Tiffany Kerr, Health & Human Services' Program Manager for Health Disparities was our guest speaker. CCHHHS COVID-19 Health Disparities Program was reviewed on the three strategies: Expand existing and or develop new mitigation and prevention resources and services to reduce health disparities related to COVID-19; build leverage and expand our infrastructure support; mobilize our partners and

collaborators to advance health equity and address the social determinants of health. This can be accomplished through the following pillars: Resources navigation, food security, internet access, transportation, and shelter. Tiffany reviewed the presentation and slideshow included in agenda packet.

Meeting Times and Dates

Meeting times and dates were changed from Monday at 11:00am to 4:00pm to accommodate a Board member who needed afternoons. With his departure from CAAB, the dates and times are open for discussion. It was decided to return to lunch time meetings on Mondays, and to start in-person/hybrid option with the next meeting. Michele will propose dates/time to Phil and will notify CAAB of the schedule for the next year.

VI. Round Table:

Phyllis Lim:	Pass
Dayna Yates:	Pass
Phil Byrum:	Pass
Lorraine Crim:	Pass
Michele Axlund:	Pass
Ashli Bintz:	Pass
Melinda Holliday:	Pass
Kristine Pavlik:	Pass
Janet Dean:	Pass
Sonya Montoya:	Sonya stated she volunteers for an organization called Letters Against Isolation, which was started during COVID by two female teenagers, and every two weeks letters are written and sent out to varying Senior groups to combat isolation. It was proposed to possibly adopt this idea for HHS' senior program.

VII. Call to the Public:

No one from the public present.

VIII: Adjourn:

There being no other business, Phil Byrum adjourned the meeting, and the meeting concluded at 4:51pm.

Reviewed & approved for distribution by:

Phil Byrum, Chair

Minutes by Dayna Yates

Coconino County Health & Human Services - Community Services (CCHHS-CS)
Staff Report to the Community Action Advisory Board

SOCIAL SERVICES

Staff Updates:

We are proud to welcome Andrea Merrihew as our new Division Manager. Andrea started at the end of October 2022. She will be overseeing Social Services, Senior Services, and Career Services. We are happy to have her join our team. We are fully staffed with our front desk Admin Specialist in the Flagstaff office, five caseworkers in the Flagstaff office, one caseworker in Page, and one caseworker in Williams. We do not have any interns for the Spring 2023 semester.

Programming Updates:

Congratulations to the Social Services team! Social Services was the recipient of the prestigious Margie Frost Award in October 2022 at the Annual Wildfire Conference.

We have submitted a grant for review for the Affordable Connectivity Navigator Pilot Program. This grant aims to increase broadband access nationwide and would allow awarded entities the opportunity to facilitate support for clients applying for broadband bill assistance. Upon eligibility, a client would receive a supplemental assistance of \$30.00 towards broadband, or \$75.00 for clients living on Tribal lands. 20 entities will be awarded and notified at the end of March 2023.

Outreach will be conducted in all areas of the county. Each caseworker will rotate and coordinate outreach events and projects. In efforts to have successful educational materials for each event, we are ordering a large supply of energy education for all ages from Project Energy Savers and will distribute the materials to each location.

CCHHS recently led the way in piloting an Arizona Department of Economic Security (DES) navigator program for DES's Low-Income Household Water Assistance Program (LIHWAP) with six trained staff members, and assisted the Division of Community Assistance and Development (DCAD) with portal platform development. CCHHS set best practice standards during the successful pilot program, which included enhancing the means for residents to access services, streamlining the required documents needed for assistance applications, and offering home visits to residents with limited access to transportation.

CCHHS continues to be instrumental in developing and setting standards for the new DES navigation programs statewide, as evidenced by DES's adoption of processes and forms created by CCHHS. CCHHS created the standardized LIHEAP Tribal Assist Denial form, a client attestation form documenting a denial in LIHEAP assistance from the Navajo Nation, who receives their own LIHEAP funding. This form ensured the client applying for assistance through CCHHS was not utilizing both funding sources. This form has now been adopted by DES for all CAAs to utilize when working with clients living on Tribal lands. DES Portal Navigation went statewide after the LIHWAP pilot, and now includes the Emergency Rental Assistance Program (ERAP), and the Low-Income Energy Assistance Program (LIHEAP).

Since the start of the COVID-19 pandemic, CCHHS has responded to the changes in service interactions by implementing remote access to services, such as email, an online kiosk with fillable forms, and telephone applications. CCHHS continues to offer home visits in remote areas of the County to residents with limited access to transportation, or who are homebound due to health issues. CCHHS regularly attends community resource meetings for outreach and to share resource information with service providers and residents, also utilizing social media for outreach.

FY21 Expenditures (July 2022 – January 24, 2023)

Grant		Total Funding	Expenditures as of 1/24/2023	Adjustments	Fund Balance	% Expended	Monthly Amt	Grant
APS Bill Assistance	1324.60.6003.6401	57,258.00	20,462.18		\$36,795.82	35.74%		
CDBG	1324.60.6003.6395	\$91,524.55	63,749.80		\$27,774.75	69.65%		
CSBG	1324.60.6003.6402	50,000.00	28,577.63		\$21,422.37	57.16%	4,284.47	CSBG
EA County	1324.60.6003.6396	58,000.00	30,622.85		\$27,377.15	52.80%	5,475.43	EA County
LIHEAP	1324.60.6003.6394	\$164,319.20	\$164,319.20	-	\$0.00	100.00%		
LIHEAP ARPA	1324.60.6003.6415	\$10,062.00	\$10,062.00		\$0.00	100.00%		
NHN	1324.60.6003.6406	810.00	810.00		\$0.00	100.00%		
TANF	1324.60.6003.6407	111,500.00	65,442.18	-	\$46,057.82	58.69%	9,211.56	TANF
URRD	1324.60.6003.6400	34,636.00	5,560.95		\$29,075.05	16.06%		
Warm Spirit	1324.60.6003.6393	14,618.00	4,408.23		\$10,209.77	30.16%		
		592,727.75	394,015.02	-	\$198,712.73	66.47%		

SENIOR SERVICES

Staff Updates:

Senior Services is in the process of hiring one more back up driver for both the Williams and Flagstaff nutrition programs, and recently hired a part-time homecare aide who will start on 2/6/23.

Nutrition Program: Flagstaff and Williams	Total Numbers FY2023 Total Numbers FY2022		Total Numbers FY2021
	July- December 2022	July- June 2022	July- June 2021
Congregate Meals served	9,238	19,521	15,416
Meals on Wheels Served	10,002	14,172	18,230
Volunteers Hours	636	1,269	1,070

Programming Updates:

Senior Services was awarded American Recovery Program Act (ARPA) funding to remodel and update the Flagstaff and Williams Senior Center kitchens. Loven Construction is near completion with the final design for the renovation of the Williams kitchen, and construction is set to begin this summer. We are looking into options in the Williams community for relocating during the eight weeks of construction. The Flagstaff kitchen received its ice machine and new prep sink last summer and will also be getting new shelving.

Meals through the home delivered meals (HDM) program were expanded in both Williams and Flagstaff through ARPA funding. A nutrition aide and a fourth driver were added in Flagstaff as limited appointments through 12/31/2024. With this expansion, we increased the capacity of clients served in both locations. We also increased our service area within Flagstaff, a very exciting enhancement to our services.

Senior Services was awarded a grant through the Arizona Department of Transportation (ADOT) covering 80% of the cost for a minivan with ramp for our Senior Services field trips. We received the vehicle in November, and our seniors are very comfortable taking trips in their new vehicle. We will be auctioning our old van with lift, which was replaced with the new vehicle.

EMPOWERMENT PROGRAMS

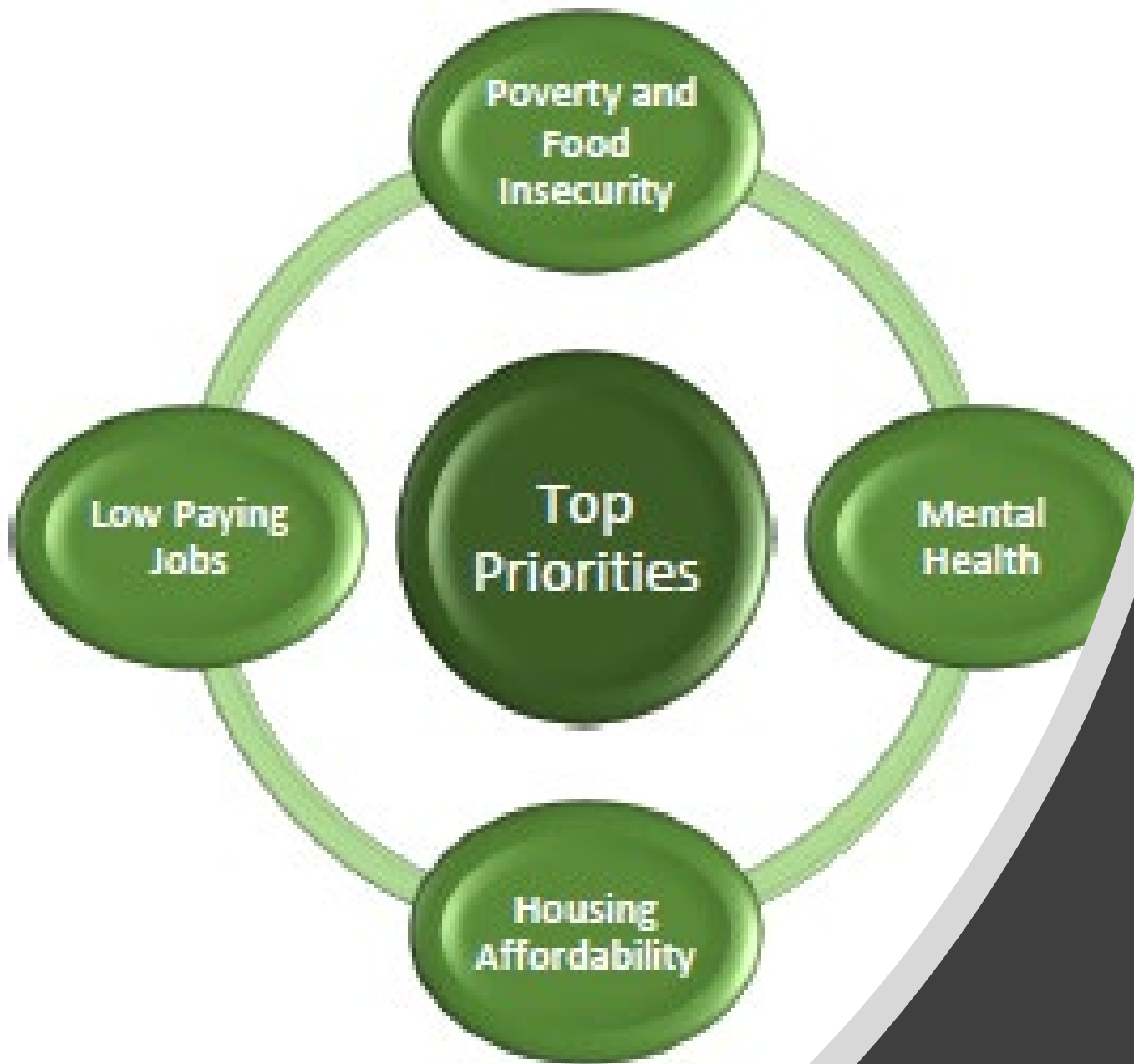
Staff Updates:

Diana Abele retired in early December after serving 15 years with CCHHS. Diana took the lead on streamlining processes for the IDA account management duties, and interface with Alliance Bank. Scott Neumann, with support from Andrea Merrihew, is in the process of learning the requirements to manage these duties moving forward.

Program Updates:

Recruitment efforts continue as potential Individual Development Account (IDA) candidates are identified in the Building Business and Entrepreneurs (BBE) trainings. BBE is a 9-week, 27-hour micro-business plan development training offered on Tuesday evenings remotely via the Zoom platform. We aim to recruit and enroll 60 BBE candidates annually. Since the CAAB meeting on May 16th, 2022, the fourth FY22 BBE micro-business plan training was completed and the results of all four were tallied. A total of 67 participants enrolled, with 35 coming from outside Flagstaff, 26 identified as ethnically diverse, and 30 who are likely eligible for an IDA matched saving grant. Of these participants, 46 earned completion certificates and 29 produced business plans—at least 80% finished.

Recruitment, enrollment, and facilitation were done for two other BBE trainings. In the Summer '22 BBE training (June 14 – August 9) 11 participants enrolled: three outside Flagstaff, seven identified as ethnically diverse, and eight likely IDA eligible. Seven participants earned certificates, and six finished business plans. The business plans were diverse, including businesses related to salons and boutiques, finished carpentry, a vegan food truck, massage services, construction, and drop shipping of eco-friendly products. In the Fall '22 BBE training (September 20 – November 15) 16 participants enrolled: three outside of Flagstaff, eight identified as ethnically diverse, and five likely IDA eligible. Of the enrolled participants, 11 earned certificates, and eight finished business plans. These pertained to massage services, a Native American health fitness gym, fire protection, a yogurt shop, graphic design services, apparel, environmental consulting, and handyman services. The Winter '23 BBE training (January 14 – March 7) is currently in session and more details will be presented at the next CAAB meeting.



Community Needs Assessment

January 2021 published – starting
process for publication January 2024

URL for 2021 Report:

<https://www.coconino.az.gov/DocumentCenter/View/40704/Community-Needs-Assessment---FINAL-12320>

What do we see as issues affecting poverty? Issues reported in 2021

Food Insecurity

- Healthy food is more expensive
- Fuel costs are high and can not afford to travel to Flagstaff
- Inflation no extra dollars

Housing

- Rental costs are high (work two full-time jobs to afford a 2 bedroom)
- Path to ownership is not affordable
- Subpar housing

Low-Paying Jobs

- Minimum wage does not pay for the high cost of living
- Lack of subsidies for those paid at minimum wage

Mental Health

- Shortage of mental health providers
- Lack of internet to participate in telehealth

What do you
see post-
COVID as
issues
affecting
poverty in our
communities?

Environmental Justice:

- Healthy homes
- Air quality & asthma
- Food access to reduce vehicle travel and fuel emissions

Internet Access

Childcare

Cost of Living

Other

Next Steps

- Surveys will be issued to community partners
- Focus interviews will be conducted
- Community surveys will begin to be utilized
- Epidemiologist will begin to aggregate community data
 - demographics, life expectancy, socioeconomic characteristics, health resource availability, broadband access, report out on statistics of community use of community action programs.
- Committee to look at the data to assess gaps and address needs
- Determine programs needed and funding
- Develop program priorities for next three years

CAAB Mtgs 2023

JANUARY

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FEBRUARY

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MAY

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JUNE

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