



## 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!**

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Location: Zoom Meeting

Date: **Monday, February 27, 2023**

Time: **4:00 p.m. – 5:00 p.m.**

Zoom <https://us06web.zoom.us/j/86034620086>

Phone +1 669 444 9171 US

Meeting ID: 860 3462 0086

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## Agenda:

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| I.   | Call to Order  | 4:00-4:05 pm, Phil Byrum Chair               |
| II.  | Welcome and Introductions                                      | 4:05-4:10 pm, Chair                          |
| III. | Approval of Minutes, 1/30/23 <i>Action Item</i>                | 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. Update status on new potential programs (Diaper, FCC, SNAP) |  |
|      | c. Diaper Bank community coordination (Discussion)             |  |
| 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:

March 27 4pm

May 22 4pm

### Distribution List:

Public Sector District 1: Saylor Caudill  
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, January 30, 2023**  
**2625 N King St., Flagstaff, Arizona 86004**

**Members Present:** Phil Byrum (Chair), Kristine Pavlik (Secretary), Phyllis Lim, Sonya Montoya, Hazel Hatch, and Saylor Caudill

**Members Absent:** Janet Dean, Candis Yazzie, and Melinda Holliday

**Guest(s) Present:**

**Management & Staff Present:** Michele Axlund (Deputy Director), Andrea Merrihew (Division Manager), Lorraine Crim (Senior Services Program Manager), and Dayna Yates (Administrative Specialist III)

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**I. Call to Order:**

Upon establishing a quorum, the meeting was called to order at 4:03pm by Chair, Phil Byrum.

**II. Welcome and Introductions:**

Phil Byrum, Chair, welcomed everyone and thanked them for attending. Everyone present introduced themselves, including our newest member, Saylor Caudill.

**III. Approval of Minutes, 5/16/2022 Action Item**

Upon review of the minutes, Phil Byrum asked for a motion for approval of the 5/16/2022 meeting minutes. Kristine Pavlik motioned it and was seconded by Sonya Montoya. The motion unanimously carried.

**IV. 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 Division Manager Andrea Merrihew and included the following:

**SOCIAL SERVICES**

**Staff & Updates:**

We are proud to welcome Andrea Merrihew as our new Division Manager. Andrea started at the end of October 2022 and will be overseeing Social Services, Senior Services, and Career Services.

**Programming Updates:**

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.

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 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).

## **SENIOR SERVICES**

### **Staff & Updates:**

Senior Services is in the process of hiring one more backup driver for both the Williams and Flagstaff nutrition programs, and recently hired a part-time homecare aide who will start on 2/6/2023.

### **Programming Updates:**

Senior Services was awarded American Recovery Program Act (ARPA) funding to remodel and update the Flagstaff and Williams Senior Center kitchens. Renovation of the Williams kitchen is set to begin this summer while the Flagstaff kitchen will also be getting new shelving. Meals through the home delivered meals program were expanded in both Williams and Flagstaff through ARPA funding. A nutrition aide and a fourth driver were added in Flagstaff.

Senior Services was awarded a grant through (ADOT) covering 80% of the cost for a minivan with ramp for our Senior Services field trips.

## **EMPOWERMENT PROGRAMS**

### **IDA Program Promotion & Recruitment**

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.

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

Recruitment, enrollment, and facilitation were done for two other BBE trainings. In the Summer '22 BBE training (6/14-8/9) 11 participants enrolled. In the Fall '22 BBE training (9/20-11/15) 16 participants enrolled. The Winter '23 BBE training (1/14-3/7) is currently in session and more details will be presented at the next CAAB meeting.

### **Meeting Times and Dates**

Meeting times and dates are open for discussion. Meetings are currently scheduled monthly from January to May at 4pm via Zoom. After May's meeting, the group can decide if they want to meet in-person or offer a hybrid option, and maybe move meetings back to midday with lunch supplied.

### **Potential/Launching New Programs (Diaper, FCC, SNAP)**

Andrea discussed additional upcoming projects:

We will be participating in a state-wide, one-year pilot Diaper Bank Program with the other community action agencies, with our first shipment of diapers being received on 2/2.

We will also be completing our application to be a SNAP outreach partner, working with DES and Wildfire to become an outreach partner. We would help clients with not only outreach on SNAP on supplemental nutrition assistance, but also providing support with navigating the portal and application assistance. Lastly, we applied for a federal grant with the affordable connectivity program, which would enhance broadband access to a lot of our rural areas.

**Community Needs Assessment (Discussion/Survey)**

Michele discussed the Community Needs Assessment (see handout in packet). Sonya mentioned a need for financial literacy/understanding for budgeting, homeownership being an unobtainable goal, and food insecurities. Michele mentioned a possible partnership with The St. Mary’s Food Bank Backpack Program (or other program through Yavapai County). Kristine mentioned housing related needs and programs the City of Flagstaff is currently working on such as a possible restructure of the down payment assistance programs and an increased AMI. She stated DNA Legal has been tracking evictions in the County, and Michele said she will share a website that tracks all county eviction rates. Saylor mentioned the need for public transportation in outlying areas, and mentioned ride sharing not funded by the County. Hazel stated housing as the biggest problem Fredonia is facing, along with long distances to grocery stores and high gas prices, as well as food insecurities and the knowledge of what to do with the food. She mentioned baking/cooking classes could be beneficial. Phyllis mentioned lack of public transportation in the Bellemont area. As in-town housing costs continues to increase, people are moving further out of town, with vehicles becoming a necessity; cost of gas and owning a vehicle are concerns. Michele mentioned our Environmental Health dept is having to close down one to two restaurants per week as they don’t have enough staffing to keep up with cleanliness and keep food at correct temperatures.

**V. Round Table:**

- Dayna Yates: Pass
- Phil Byrum: Pass
- Sonya Montoya: Pass
- Kristine Pavlik: Pass
- Phyllis Lim: Pass
- Sonya Montoya: Pass
- Hazel Hatch: Hazel stated that she agrees with the lack of restaurant help in Fredonia and supplies are limited with being in such a rural area that restaurants and grocery stores must work with what is delivered. She is concerned with the public not knowing how to budget and cook leading to food waste.
- Michele Axlund: Michele mentioned having previously offered a crisis type savings program but did not get a lot of traction. She stated a possibility of restructuring a similar program in the future.
- Saylor Caudill: Saylor brought up the idea of a greenhouse ran by volunteers where people can learn what/how to grow their own food, and how to cook the food.
- Lorraine Crim: Lorraine mentioned food insecurities in our community and people obtaining food but not knowing how to cook it. With the CHIP program Senior Services is actively working with community member to address and hopes to be able to enhance/aid in these programs.

**VI. Call to the Public:**

No one from the public present.

**VII. Adjourn:**

There being no other business, Phil Byrum adjourned the meeting, and the meeting concluded at 4:58pm.

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:**

The Social Services team is fully staffed, and there are no current staff changes. In addition to her role as a caseworker, Jessica Nelson has been designated as the lead for the Diaper Bank program. Teresa Gault will be working with Jessica to create a tracking sheet. Teresa Gault and Allisa Reid are the leads for the monthly DES Navigator Meetings. All CCHHS caseworkers have been invited to attend these meetings.

**Programming Updates:**

There is funding available to support the repair or replacement of appliances through the Utility Repair, Replacement and Deposit (URRD) fund. We plan on using funds through this grant to purchase HEPA filters, particularly for the senior community, before fire season. The Social Services and Senior Services teams will coordinate a rollout to ensure seniors enrolled in homecare services have the opportunity to receive a HEPA filter for their home.

The Navajo Housing Authority (NHA) has been working with Social Services caseworkers to facilitate financial empowerment programs. The last two sessions were cancelled, though future dates will be arranged with NHA. Outreach will be conducted in all areas of the county. Each caseworker will rotate and coordinate outreach events and projects. CCHHS regularly attends community resource meetings for outreach, and to share resource information with service providers and residents. The CCHHS Communications Division is coordinating with the Social Services team to develop a new comprehensive flyer and brochure for outreach.

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. Walk-in intake hours at the Flagstaff site are until 3:30pm, Monday-Friday, and residents can schedule an appointment in advance to meet after 3:30pm.

Federal Communications Commission (FCC): CCHHS submitted a grant for review for the Affordable Connectivity Navigator Pilot Program in January, focused on increasing broadband

access with broadband bill assistance for qualifying households—20 entities will be awarded and notified at the end of March 2023.

Supplemental Nutrition Assistance Program (SNAP) Outreach Community Partnership: CCHHS completed the SNAP Outreach Community Partnership application and will soon be a SNAP outreach partner, focusing on completing outreach activities to provide County residents with information on SNAP, in addition to providing locations for clients to prepare their documents with some assistance to complete their applications.

Diaper Bank: CCHHS participated in a site visit with the AZ Diaper Bank to prepare for the first shipment of diapers, approximately 272 boxes of diapers in a range of sizes. Due to the storm on the week of 2/21, the first shipment will likely occur the week of 2/27. We are working on completing the flyers to distribute in the community.

**FY21 Expenditures (July 2022 – February 21, 2023)**

Grant		Total Funding	Expenditures as of 2/21/2023	Adjustments	Fund Balance	% Expended	Monthly Amt	Grant
APS Bill Assistance	1324.60.6003.6401	57,258.00	26,928.73		\$30,329.27	47.03%		
CDBG	1324.60.6003.6395	\$91,524.55	63,749.80		\$27,774.75	69.65%		
CSBG	1324.60.6003.6402	50,000.00	32,875.57		\$17,124.43	65.75%	4,281.11	CSBG
EA County	1324.60.6003.6396	58,000.00	36,769.52		\$21,230.48	63.40%	5,307.62	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	74,434.18	-	\$37,065.82	66.76%	9,266.46	TANF
URRD	1324.60.6003.6400	34,636.00	6,153.95		\$28,482.05	17.77%		
Warm Spirit	1324.60.6003.6393	14,618.00	6,479.32		\$8,138.68	44.32%		
		592,727.75	422,582.27	-	\$170,145.48	71.29%		

**SENIOR SERVICES**

**Staff Updates:**

Adam Fox recently joined the Homecare team as a homecare aide on 2/6/23. Lea Echeverria, Program Coordinator for the Congregate Meal Program in Williams, has resigned and her last day was on 2/17/22. Senior Services is posting a position to hire a new Program Coordinator in the Williams area, and is in the process of hiring back up drivers for both the Williams and Flagstaff nutrition programs.

<b><u>Nutrition Program:</u></b> <b>Flagstaff and Williams</b>	<b>Total Numbers FY2023</b> <b>July- February 2023</b>	<b>Total Numbers FY2022</b> <b>July- June 2022</b>	<b>Total Numbers FY2021</b> <b>July- June 2021</b>
Congregate Meals served	10,315	19,521	15,416
Meals on Wheels Served	11,555	14,172	18,230
Volunteers Hours	744	1,269	1,070

**Programming Updates:**

Design is complete for the Williams kitchen, and construction is set to begin this summer. We continue to explore options in the Williams community for relocating during the eight weeks of construction. The Flagstaff kitchen is being measured for new shelving this week.

With the unpredictable weather, we passed out a new round of emergency meals to Meals on Wheels clients. Each client received three shelf-stable meals for consumption in the event meal delivery needs to be cancelled due to inclement weather. The Senior Field Trips on 2/22 and 2/24 will be rescheduled due to the winter storm. The seniors in Williams will go to the movies in Flagstaff, and the seniors in Flagstaff will visit the Pioneer Museum in Anthem.

**EMPOWERMENT PROGRAMS**

**Staff Updates:**

Scott Neuman and Andrea Merrihew have been meeting to learn procedures for interface with Western Alliance bank for saving and match withdrawals for enrollees of the Individual Development Accounts (IDA), aka Save Then Spend More (STSM), match-saving grant program to help fund their businesses. Scott also has been continuing to recruit new candidates for IDA enrollment. As mentioned previously, 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.

**Program Updates:**

Most IDA candidates continue to be recruited from our Building Businesses and Entrepreneurs (BBE) training enrollees. 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. Two recent BBE “graduates” also expressed interest in enrolling in the IDA match-saving grant program, including Adam Jimenez.

Adam Jimenez – Adam has a graphic design marketing business. He was not pleased with the initial opening of his business and wanted to gain a better understanding of business operations. During his BBE training he decided on a re-branding of his business with the name High Desert Design Co. It was better aligned with his goals and created more opportunity for him to expand into his market.

The Winter '23 BBE training (January 14 – March 7) is two-thirds finished. 20 candidates enrolled to complete 17 business plans, since three of the businesses are partnerships. Businesses represented include: a Native American food truck, equine and pet-sitting services, auto diagnostic/repair/recovery, snowboard manufacturing and retail, restaurants (2), sourdough micro-bakery, auto detailing, a mediation LLC, real estate, outdoor recreation gear, cottage foods and local produce, investment/finance, construction, welding, a Native American fitness center, chocolate factory, and an online retail store.

# CAAB Mtgs 2023

## JANUARY

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## FEBRUARY

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