



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: **Wednesday, August 2nd 2023**

Time: **2:00 p.m. – 3:00 p.m.**

Zoom <https://us06web.zoom.us/j/82655814260?pwd=ZUhQend2aFhKczV2Znp1WjJjak9aQT09>

Meeting ID: 826 5581 4260

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Agenda:

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| I. | Call to Order | 2:00-2:05 pm, Phil Byrum Chair |
| II. | Welcome and Introductions | 2:05-2:10 pm, Chair |
| III. | Approval of Minutes, 5/22/23 <i>Action Item</i> | 2:10-2:15 pm, Chair |
| IV. | Department Update | 2:15-2:40 pm, Michele Axlund/Andrea Merrihew |
| | a. Presentation: City of Flagstaff Regional Plan Update | |
| | b. Director's Report to CAAB (9.3 Standard) | |
| | c. Update: Coconino Diaper Distributions | |
| V. | Roundtable – events and issues in the community | 2:40-2:55, Chair |
| VI. | Call to the Public | 2:55-3:00 pm, Chair |
| VII. | Adjourn | 3:00 pm, Chair |

Next meetings:

TBD for FY2024

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
Kellyanne Beck ADES/DAAS
Andy Sinclair ADES/DAAS
Shelley 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 22, 2023
2625 N King St., Flagstaff, Arizona 86004

Members Present: Phil Byrum (Chair), Sonya Montoya, Hazel Hatch, Janet Dean, and Phyllis Lim

Members Absent: Melinda Holliday, Kristine Pavlik, Candis Yazzie, and Saylor Caudill

Guest(s) Present:

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

I. Call to Order:

Upon establishing a quorum, the meeting was called to order at 4:05pm by Chair, Phil Byrum.

II. Welcome and Introductions:

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

III. Approval of Minutes, 3/27/2023 Action Item

Upon review of the minutes, Phil Byrum mentioned an edit needed in the Roundtable notes. Phil asked for a motion for approval of the 3/27/2023 meeting minutes. Janet Dean motioned it and was seconded by Sonya Montoya. The motion was 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 Michele Axlund and included the following:

SOCIAL SERVICES

Staff & Updates:

Division Manager Andrea Merrihew, Program Manager Ashli Bintz & Lead Caseworker Teresa Gault have completed the Results Oriented Management and Accountability (ROMA) training.

Programming Updates:

Social Services has been reintroducing the organization and services to communities, and heavily promoting the Repair/Replacement program, URRD, marketing HEPA filters, as well as focusing on spending down CDBG funds. The ACP Navigator Pilot program has been approved by the BOS and started recruitment for the new FTE. Since March 2023, 22,350 diapers have been distributed throughout the county.

SENIOR SERVICES

Staff & Updates:

Senior Services is happy to announce that they have hired a new Coordinator for the Senior Nutrition Program in Williams. They are from Williams and are scheduled to begin May 30th.

Programming Updates:

Construction has begun on the Williams kitchen remodel. NAU has graciously lent their mobile kitchen trailer for our use during the remodel, which is parked onsite at the Williams Senior Center, and use of the trailer has allowed us to continue cooking at the same location with as little disruption as possible.

EMPOWERMENT PROGRAMS

Staff & Updates:

The last staffing change directly impacting Empowerment programs was when Diana Abele retired last year, and Scott Neuman additionally took on her role as IDA saving match grant Program Manager. At that time Scott also assumed her responsibility as Vital Records (VR) Program Manager. These temporary changes impacted Empowerment programs but even more when VR recently lost its Administrative Assistant. Until a new VR staff is recruited, hired, and trained, more of his time will be diverted to serve VR needs.

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

Scott is recruiting and enrolling new IDA candidates, assisting conversion of a \$ave2Learn IDA to become a Business IDA, and learning IDA banking and match grant policies, processes, and procedures.

Discussion: ACP Connectivity Grant Marketing and Outreach:

Michele asked for ideas regarding marketing and outreach related to the services we offer. Hazel mentioned the outreach in Fredonia Stacy distributed diapers was a success and hopes for another visit. She also mentioned the necessity of hygiene packs, which Michele mentioned we are looking to partner with a group for period products.

Discussion: Meetings for FY24:

Michele asked for meeting time and date preferences, adding we will try to offer a hybrid option. Phil stated he would like to have in-person meetings and is open to any day/time. Michele asked for ideas to be sent to Andrea and stated that a tentative calendar will be sent out for the year.

V. Round Table:

- Phil Byrum: Pass
- Dayna Yates: Pass
- Lorraine Crim: Pass
- Janet Dean: Pass
- Ashli Bintz: Pass
- Phyllis Lim: Phyllis inquired about us partnering with Pathways and asked what our role is and stated she would be interested in a tour. She also inquired about getting scheduled for the CAAB training offered 5/31.
- Michele Axlund: Michele gave a brief rundown of the Pathways program and stated she would work on scheduling a tour of Pathways.
- Sonya Montoya: Sonya mentioned for marketing she would like to have electronic pdf flyers of County services and use that packet to send out to continuum of care, as well as adding updates as programs change.
- Hazel Hatch: Hazel stated the pantry meeting went great. She mentioned the school district received a \$500,000 grant and is building six apartments, mainly for schoolteachers and their families, as well as another 10 apartments which will be open to anyone.
- Scott Neuman: Scott asked the Board to let him know if they know anyone for the BBE programs, as well as looking for ideas on community bulletin boards where our information can be posted.

VI. Call to the Public:

No one from the public is present.

VII. Adjourn:

There being no other business, Phil Byrum adjourned the meeting, and the meeting concluded at 4:36pm.

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 currently in the process of reviewing candidates for the Broadband Navigator position to support the outreach and application assistance efforts through the ACP Navigator Pilot grant. The position is currently posted on the Coconino County website and Indeed. We have two high school interns from Career Services through the WIOA Youthworks summer internship program. They have provided the team with support for diaper distributions—helping bag pre-counted diapers and entering diaper data for inventory counts. They have also been helping with various tasks throughout the office and have recently focused on preparing marketing materials for outreach efforts. Their last day with us will be August 4, 2023.

We will also have an MSW Social Work intern from NAU for two semesters, beginning in August 2023, who will assist with qualitative data collection and analysis for the Community Needs Assessment and will provide feedback in the development of our enhanced case management services through our CSBG recidivism reduction housing project. Alesha will also shadow both the Social Services and Senior Services programs to support the teams in reviewing and updating their policy and procedure manuals and exploring areas of opportunity to enhance services. We will also be on-boarding one BS Psychology intern from NAU at the end of August 2023 through December 2023. Niah will assist the caseworkers in collecting required documents from our clients, conducting outreach with our Broadband Navigator and caseworkers, as well as entering data into our voucher tracking and reporting software, CAP60.

FY24 Expenditures (July 1, 2023 – July 25, 2023)

Grant		Total Funding	Expenditures as of		Fund Balance	% Expended	Monthly Amt	Grant
			7/25/2023	Adjustments				
APS Bill Assistance	1324.60.6003.6401	\$42,900.00	\$2,696.92		\$40,203.08	6.29%		
CSBG	1324.60.6003.6402	\$65,000.00	\$8,989.00		\$56,011.00	13.83%	4,667.58	CSBG
EA County	1324.60.6003.6396	\$58,333.00	\$5,115.00		\$53,218.00	8.77%	4,434.83	EA County
NHN	1324.60.6003.6406	\$810.00	\$810.00		\$0.00	100.00%		
TANF	1324.60.6003.6407	\$121,500.00	\$8,751.85		\$112,748.15	7.20%	9,395.68	TANF
URRD	1324.60.6003.6400	\$36,158.00	\$769.95		\$35,388.05	2.13%		
Warm Spirit	1324.60.6003.6393	\$10,718.00	\$438.64		\$10,279.36	4.09%		
		\$335,419.00	\$27,571.36	\$0.00	\$307,847.64	8.22%		

FY23 Final Expenditures (July 1, 2022 – June 30, 2023)

Grant		Total Funding	Expenditures as of		Fund Balance	% Expended	Monthly Amt	Grant
			7/25/2023	Adjustments				
APS Bill Assistance	1324.60.6003.6401	57,258.00	57,258.00		\$0.00	100.00%		
CDBG	1324.60.6003.6395	\$91,524.55	112,973.86	21,630.15	\$180.84	99.84%		
CSBG	1324.60.6003.6402	50,000.00	48,500.00		\$1,500.00	97.00%		
EA County	1324.60.6003.6396	58,000.00	57,904.53		\$95.47	99.84%		
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	110,194.60	-	\$1,305.40	98.83%		
URRD	1324.60.6003.6400	34,636.00	29,273.14		\$5,362.86	84.52%		
Warm Spirit	1324.60.6003.6393	14,618.00	12,588.09		\$2,029.91	86.11%		
		614,357.90	603,883.42	21,630.15	\$10,474.48	98.30%		

Programming Updates:

We initiated outreach efforts for the Affordable Connectivity Program (ACP) in June 2023 and have started supporting residents in completing and submitting their ACP applications through the National Verifier. We are continually promoting our Repair/Replacement program, URRD, marketing HEPA filters to our community, especially our seniors. This year we expended nearly 100% of the FY23 funding through DES, Wildfire, and the City of Flagstaff. We have increased our internal policy maximum assists for EA and CSBG to \$2,000.00, as the cost of living has increased—\$1,500.00 is no longer enough to cover the average rental costs.

We were awarded \$39,066 in CSBG Discretionary funds to support our recidivism reduction housing project. With these funds, our team will collaborate with the Pathways to Community and Opioid Crisis Response (OCR) teams in providing vouchers and case management services to individuals released from incarceration, and/or experiencing challenges with substance use, who need housing and additional support. We will be piloting our enhanced case management services through this project.

Diaper Bank Number Update— **69,934** diapers have been distributed throughout the county since we started the program in early March 2023, a total savings of \$25,600. Coconino County has distributed more diapers than any other Community Action Agency (CAA) in the state and was the first CAA to begin distributing diapers in the country. As of July 2023, CCHHS received their last shipment of diapers through the Diaper Distribution Demonstration and Research Project (DDDRP). We distributed nearly all the diapers for our two-year allotment—87,700 diapers—in four months. We are distributing our last sizes to residents who come into the office, and have begun notifying the community through social media, our website, partner agencies, and informing walk-in clients. Our team, and especially our Diaper Project

Coordinator, Jessa Nelson, have done an incredible job in connecting with the community and developing partnerships to support the most vulnerable in our county.

Diaper Distribution Count by Location (March 8, 2023 – June 30, 2023)

FY2023	Diaper Count
Ash Fork	600
Bellemont	300
Blue Gap	300
Cameron	1,950
Chinle	300
Dilkon	450
Flagstaff	17,074
Fredonia	1,182
Grand Canyon	300
Kaibeto	1,500
Kayenta	150
Keams Canyon	300
Lechee	300
Leupp	1,500
Marble Canyon	150
Page	6,248
Sedona	150
Tonalea	574
Tuba City	1,750
Williams	3,150
Winslow	300
Undetermined	12,900
Grand Total	51,428

SENIOR SERVICES

Staff Updates:

Tara Lowe started as the Senior Nutrition Program Coordinator in Williams on May 30, 2023. She has been able to recruit a handful of volunteers already and brings enthusiasm and compassion to her work.

John Chambers retired from his position of Part-Time Cook for Flagstaff in May, and Ezekiel Santillan, who has worked with us since November 2022, will be promoted and taking John's place. Ezekiel held the position of Nutrition Aide, which is now open for recruitment.

<u>Nutrition Program:</u>	Total Numbers FY2023	Total Numbers FY2022	Total Numbers FY2021
Flagstaff and Williams	July- June 2023	July- June 2022	July- June 2021
Congregate Meals served	15,164	19,521	15,416
Meals on Wheels Served	17,711	14,172	18,230
Volunteers Hours	1585	1,269	1,070

Programming Updates:

We are progressing with the kitchen remodel project in Williams. Construction is on track, and we are scheduled to begin moving out of the trailer and back into the kitchen on August 16, 2023. In addition, the Flagstaff kitchen will be getting a new dishwasher and new shelving.

In June, Senior Services applied for a social connection grant through Meals on Wheels America, up to \$10,000, to enhance activities and trips for both senior centers. We should be alerted to whether we receive an award and how much we receive by July 28, 2023. ARPA funding of our Meals on Wheels expansion ceases December 31, 2024, and we continue to explore opportunities for more sustainable funding streams.

EMPOWERMENT PROGRAMS

Staff Updates:

A new Vital Records (VR) staff, Daniel Turner, recently was hired and is being trained, which is allowing Program Manager Scott Neuman more time for Empowerment programs. These include the Individual Development Accounts (IDA) saving and match grant opportunity, and the Building

Businesses & Entrepreneurs (BBE) business plan development training. Currently, he has less time to focus on BBE recruitment and enrollment, and is learning IDA banking and match grant policies, processes, and procedures.

Program Updates:

Scott has authorized more IDA non-match saving withdrawal and account closures by IDA past-participants who have concluded their IDA asset purchases. He is helping IDA participants to finish and show all saving match requirements are done and ready to make IDA saving withdrawals eligible for match grant transfers. Scott continues to market the IDA program to recruit IDA candidates, primarily from among Building Businesses & Entrepreneurs (BBE) past and present participants.

The Spring BBE training (03/28/2023– 05/23/2023) concluded. Of the 20 enrollees representing 17 businesses (three were partnerships), five withdrew from the training due to other commitments. Among the 15 remainder who continued attending, 11 were eligible for certificates of completion, but only five finished business plans, and six completed business pitch presentations. Due to these outcomes, our BBE facilitators at the Small Business Development Center (SBDC) asked to reduce the maximum enrollment per BBE session from 20 down to 15 participants to allow more personalized instruction, and our team has agreed to this change.

Despite fewer business plan completions, the top three finishers are certainly worth highlighting:

- 1) SM reassessed her own health problems and more realistically decided to offer services still within her skillset that are more manageable for her. She now will focus on providing home pet care, house sitting, and cleaning services for those needing home care. Her business now has a much higher likelihood of success.
- 2) RC's business has two focus areas and until he lets go of his current full-time wage employment, he plans to concentrate on organizing disc golf tournaments four times a year. He will resolve permitting issues for a disc golf course and launch that part of his business later to manage growth.
- 3) JR did extensive research for his Sky Burial business, to bring back to the western world a practice still done elsewhere by various Tribes and religions. Sky Burial depends on large carrion birds, including Condor vultures to feed on corpses, as an environmentally friendly way to return bodies to the earth. JR's business plan allows him to present to and work with government entities to resolve legal and other issues before launching.

The Summer '23 BBE (7/11 – (9/19) launched with 13 candidates enrolling, including one Coconino High School student whose teacher requested a BBE presentation. In this BBE class 77%

of enrollees live beyond Flagstaff city limits and 38% are potentially eligible for the IDA saving match grant. Current microbusiness ideas include an alchemy plant medicine lab, mental health provider, a crafts-swap meet RV park, handy man business, decorative stone masonry, nail & hair salon, Tribal consulting, mobile car-detailing, and yoga mentoring.

CCHHS FY23 Services Provided

Services	Sum of Payment	Households Served
Car Repair	\$1,965.00	3
2023 - CSBG (DES)	\$465.00	1
2023 - EA (County)	\$1,500.00	2
Diaper Bank	\$52,028.00	265
2023 - Arizona Diaper Bank (Wildfire)	\$52,028.00	265
Emergency and Transitional Shelter	\$2,148.02	1
2023 - EA (County)	\$2,148.02	1
HEPA Filter	\$10,601.86	17
2023 - URRD (Wildfire)	\$10,601.86	17
Mortgage Assistance	\$8,630.13	6
2023 - CSBG (DES)	\$1,500.00	1
2023 - EA (County)	\$2,792.09	3
2023 - TANF (DES)	\$4,338.04	2
Rental Payment	\$856,730.73	338
2023 - CDBG (City of Flagstaff)	\$112,973.86	52
2023 - CSBG (DES)	\$45,837.35	53
2023 - EA (County)	\$39,124.87	40
2023 - ERAP-Rent (DES)	\$553,075.53	132
2023 - TANF (DES)	\$105,719.12	61
Repair	\$970.00	3
2023 - EA (County)	\$300.00	1
2023 - URRD (Wildfire)	\$670.00	2
Replace	\$15,288.52	18
2023 - EA (County)	\$1,345.96	7
2023 - URRD (Wildfire)	\$13,942.56	11
Supplemental Utility Payment	\$105,266.55	168
2023 - LIHEAP (DES)	\$102,266.55	165
2023 - LIHEAP ARP (DES)	\$3,000.00	3
Utility Deposit	\$4,119.34	23
2023 - EA (County)	\$150.00	1
2023 - LIHEAP (DES)	\$1,200.00	1
2023 - URRD (Wildfire)	\$2,747.00	20
2023 - Warm Spirits (Wildfire)	\$22.34	1
Utility Payment	\$1,024,609.00	1184
2023 - APS Bill Assist (Wildfire)	\$57,258.00	144
2023 - CSBG (DES)	\$697.65	4
2023 - EA (County)	\$10,543.59	20
2023 - ERAP-Utility Only (DES)	\$94,113.77	60
2023 - LIHEAP (DES)	\$660,087.59	722
2023 - LIHEAP ARP (DES)	\$7,062.00	9
2023 - LIHWAP (DES)	\$181,333.21	143
2023 - NHN (DES)	\$810.00	2
2023 - TANF (DES)	\$137.44	1
2023 - Warm Spirits (Wildfire)	\$12,565.75	79
Grand Total	\$2,082,357.15	2026

CCHHS FY23 Funding Sources

Funds	Sum of Payment	Households Served
2023 - APS Bill Assist (Wildfire)	\$57,258.00	144
2023 - Arizona Diaper Bank (Wildfire)	\$52,028.00	265
2023 - CDBG (City of Flagstaff)	\$112,973.86	52
2023 - CSBG (DES)	\$48,500.00	59
2023 - EA (County)	\$57,904.53	75
2023 - ERAP-Rent (DES)	\$553,075.53	132
2023 - ERAP-Utility Only (DES)	\$94,113.77	60
2023 - LIHEAP (DES)	\$763,554.14	888
2023 - LIHEAP ARP (DES)	\$10,062.00	12
2023 - LIHWAP (DES)	\$181,333.21	143
2023 - NHN (DES)	\$810.00	2
2023 - TANF (DES)	\$110,194.60	64
2023 - URRD (Wildfire)	\$27,961.42	50
2023 - Warm Spirits (Wildfire)	\$12,588.09	80
Grand Total	\$2,082,357.15	2026

