



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, May 16, 2022**

Time: **4:00 p.m. – 5:00 p.m.**

Zoom <https://us06web.zoom.us/j/89648833558>

Phone +1 669 900 6833 US

Meeting ID: 896 4883 3558

Agenda:

- 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, 2/28/22 *Action Item* 4:10-4:15 pm, Chair
- IV. Approval of New Terms *Action Item*
 - a. Melinda Holliday 6/22/2024
 - b. Candis Yazzie 6/1/2024
 - c. Hazel Hatch 6/1/2024
 - d. Sonya Montoya 6/22/2024
 - e. Phil Byrum 6/22/2024
 - f. Kristine Pavlik 6/22/2024
 - g. Janet Dean 6/22/2024
- V. Department Update 4:15-4:40 pm, Michele Axlund
 - a. Tiffany Kerr – Presenter (Health Disparities)
 - b. Director’s Report to CAAB (9.3 Standard)
 - c. Meeting Times and Dates:
 - d. Survey Data
- VI. Roundtable – events, and issues in the community
 - a. Thank you to APS and Unisource Tunnel Fire 4:40-4:55, Chair
- VII. Call to the Public 4:55-5:00 pm, Chair
- VIII. Adjourn 5:00 pm, Chair

Next meeting:

TBD (Presenter: Pathways Program)

Distribution List:

Public Sector District 1: Vacant
Public Sector District 2: Austin Kerr
Public Sector District 3: Phyllis Lim
Public Sector District 4: Vacant
Public Sector District 5: Miranda Morales
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 Wilde	ADES/DAAS
Andy Sinclair	ADES/DAAS
Shelly Morgan	ADES/DAAS
Alina Girbovan	ADES/DAAS

Minutes
Coconino County Health and Human Services (CCHHS)
Community Action Advisory Board (CAAB)
4:00pm – 5:00pm Monday, February 28, 2022
2625 N King St., Flagstaff, Arizona 86004

Members Present: Phil Byrum (Chair), Kristine Pavlick (Secretary), Phyllis Lim, Hazel Hatch, Sonya Montoya, Janet Dean, and Melinda Holliday

Members Absent:

Guest(s) Present: Amy Young (Division Manager, Population Health)

Management & Staff Present: Michele Axlund (Deputy Director), Eve Wolters (Deputy Director), Amy Young (Division Manager, Population Health), Lorraine Crim (Senior Services Program Manager), Scott Neuman (Special Projects 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, and everyone present introduced themselves.

III. Approval of Minutes, 9/20//2021 Action Item

Upon review of the minutes, Phil Byrum asked for a motion for approval of the 11/1/2021 meeting minutes. Kristine Pavlick motioned, and it was seconded by Melinda Holliday. 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 included the following:

SOCIAL SERVICES

Staff & Updates:

- DES launched the pilot LIHWAP (Low Income household Water Assistance Program), and we were asked by DES to help pilot this program. We are the only CAA participating in this pilot in Arizona and our staff has all completed the training. DES will house the LIHWAP funds, and our consumers will be able to apply through the state via: Online portal, paper application, call center, as well as we can apply for clients through a "side portal."
- Clients' maximum water assistance can be up to \$ \$3,000. This is a limited program and will only be available until September 2023.
- LIHEAP APR Funds: We were awarded an additional \$338,252.00 from DES for utility assistance, available September 2021 through September 30, 2022. We have currently spent \$99,119.00.

- Two new interns began from Professor Dr. Walters NAU Psy 408 class and are working in social services focused on rental assistance.

Senior Nutrition Program:

Meals on Wheels programs in both Flagstaff and Williams continue to operate normally. The congregate programs, however, continue to be served as to-go meals due to COVID, including Senior Trips. 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. NACOG did not ultimately allocate funding for these additional meals in the new contract. Senior Services is exploring other options for expanding meal service. Senior Services was awarded American Recovery Program dollars to remodel the Flagstaff and Williams Senior Center kitchens. Preliminary planning on the kitchen remodels has begun. The request for American Recovery Program dollars to replace one of the Meals on Wheels vehicles was denied. Senior Services was awarded a grant through ADOT that will cover 80% of the cost for a minivan with ramp for our Senior Trips. Homecare services continue to operate with COVID precautions in place.

EMPOWERMENT PROGRAMS

Individual Development Account (IDA) Program:

The original funding source for matching funds requires that the funding be spent by January 2023. Participants have been notified multiple times of this constraint. HHS is working with new and existing clients to figure out the strategy that will work for and benefit them the most.

IDA Program Promotion & Recruitment:

Seven of 15 (47%) of our Winter BBE enrollees are lower-income/lower-asset community members and potentially eligible for the IDA-Biz match-saving grant opportunity. Six of 13 (46%) of our Spring enrollees are lower-income/lower-asset community members and potentially eligible for the IDA-Biz match-saving grant opportunity.

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

CCHHS-CS’ 2022 Winter BBE 9-week online training began January 11th and will conclude May 8th.

Amy Young – Presenter (Community Health Improvement Plan)

Amy Young, Health & Human Services’ Division Manager for Population Health was our guest speaker. CCHHHS Community Health Improvement Plan (CHIP) was reviewed on the top four priorities (Mental Health, Poverty/Food Insecurity, Low paying jobs, Affordable Housing). Amy reviewed the presentation and showed each of the larger areas and the demographic makeup. Airbnb data and restaurant data was also shared in context with the four priority areas. Slideshow attached.

Discussion on Changing ByLaws for voting:

Michele proposed a change in the voting ByLaws for interested parties wanting to represent the low-income sector (please see handout in the CAAB packet). It was suggested that instead of a candidate having to fill out a paper application and collect 25 signatures, we would offer this electronically, such as having this available on Survey Monkey. Phil agreed stating this may remove barriers to the entry process. He did ask about the legalities of changing the verbiage to which Michele stated she would out together the new verbiage for Phil’s review then have a County Attorney sign.

V. Round Table:

Phyllis Lim: Pass

Hazel Hatch: Pass
Dayna Yates: Pass
Phil Byrum: Pass
Eve Wolters: Pass
Lorraine Crim: Pass
Scott Neuman: Pass
Sonya Montoya: Pass
Michele Axlund: Pass
Ashli Bintz: Pass
Melinda Holliday: Melinda mentioned that Lou Corporation will be holding an art show at Brandy's Café on 3/14/22. The art is for sale and will benefit supplies for next year.
Kristine Pavlick: Kristine stated City of Flag will be starting to offer ARPA assistance in April for housing projects, etc., and are low barrier funds to access. She said she will give notice when funds are available and to spread the word.
Janet Dean: Janet thanked Michele and our Social Service's department for assistance with an APS client in Ash Fork who is a disabled veteran. He was without electricity due to an issue that is a homeowner's responsibility to pay for repairs, however, he was unable to, and all parties worked together to repair the panel and restore service.

VI. Call to the Public:

No one from the public present.

XII: Adjourn:

There being no other business, Phil Byrum adjourned the meeting, and the meeting concluded at 4:49pm.

Reviewed & approved for distribution by:

Phil Byrum, Chair

Minutes by Dayna Yates

Coconino County Health & Human Service - Community Services (CCHHS-CS)
Staff Report to the Community Action Advisory Board
May 16, 2022

SOCIAL SERVICES:

Staff & Updates:

- We are currently hiring for an Administrative Specialist I, for the front desk. We have 7 applications in review,
- We are now allowing caseworkers to conduct visits while still following the CDC guidelines and all safety precautions.
- We will also be providing more opportunities for staff to attend and facilitate outreach events.
- Our two interns, Chloe, and Alexis from Psy 408c have successfully completed their internship and have graduated from NAU. We have interviewed one intern for the Fall 2022 semester. She will start in August 2022.
- We are gearing up for Fiscal Year 2023
 - Evaluating a new auditing process for the cases as LIHEAP will be taken back to the state. TANF, CSBG AND WILFIRE grants to do require as much documentation as LIHEAP.
 - With less required documents that clients will have to provide, this means quicker processing and turnaround for checks to be cut and late fees will not be 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.

FY21 Expenditures (July 2021 – May 10, 2022)

Grant		Total Funding	Expenditures as of		Fund Balance	% Expended
			5/10/2022	Adjustments		
APS Bill Assistance	1324.60.6003.6401	40,792.00	15,678.47		\$25,113.53	38.44%
CDBG	1324.60.6003.6395	134,927.00	40,402.45		\$94,524.55	29.94%
CSBG	1324.60.6003.6402	50,000.00	39,924.68		\$10,075.32	79.85%
CSBG Cares Act	1324.60.6003.6412	36,410.33	36,410.33		\$0.00	100.00%
EA County	1324.60.6003.6396	58,333.00	47,763.44		\$10,569.56	81.88%
LIHEAP	1324.60.6003.6394	\$425,437.00	\$224,105.30	272,789.35	\$474,121.05	52.68%
LIHEAP ARP	1324.60.6003.6415	\$338,252.00	\$249,111.00		\$89,141.00	73.65%
LIHEAP Cares Act	1324.60.6003.6413	\$28,038.70	28,038.70		\$0.00	100.00%
NHN	1324.60.6003.6406	810.00	810.00		\$0.00	100.00%
TANF	1324.60.6003.6407	100,000.00	98,656.30	12,935.76	\$14,279.46	98.66%
URRD	1324.60.6003.6400	23,636.00	5,137.74		\$18,498.26	21.74%
Warm Spirit	1324.60.6003.6393	12,355.00	3,343.37		\$9,011.63	27.06%
		1,534,716.14	789,381.78	285,725.11	\$745,334.36	51.44%

****Add Expenditures on 5/16/2022 for most updated numbers.**

SENIOR SERVICES:

<u>Nutrition Program:</u> Flagstaff and Williams	Total Numbers FY2022 July- January 2022	Total Numbers FY2021 July- June 2021	Total Numbers FY2020 July- June 2020
Congregate Meals served	15,535	15,416	18,330
Meals on Wheels Served	11,994	18,230	22,433
Volunteers Hours	1002	1,070	5,036

Senior Services Programming Updates:

Normal congregat 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 from the Williams Senior Center. Beginning in May, we will have a monthly trip scheduled to Flagstaff/Prescott from Williams for appointments/errands.

Senior Services was awarded American Recovery Program dollars to update the Flagstaff and Williams Senior Center kitchens. Preliminary planning on the kitchen remodels continues. The first. The Flagstaff senior center is scheduled to get an ice machine and new prep sink in early June. Facilities is working to get an architect on contract for the Williams kitchen in June.

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. NACOG did not ultimately allocate funding for these

additional meals in the new contract. Senior Services is exploring other options for expanding meal service.

Senior Services was awarded a grant through ADOT that will cover 80% of the cost for a minivan with ramp for our Senior Trips. Senior Services 20% share was paid earlier this month to ADOT, and the vehicle is being ordered by ADOT.

Homecare has moved to an electronic record system utilizing iPads.

Senior Services Staff Updates:

Senior Services is in the process of hiring one more back up driver each for the Williams and Flagstaff nutrition programs. We are also recruiting to fill a fulltime homecare aide vacancy.

EMPOWERMENT PROGRAMS:

TWO BIG ITEMS for the BBE and IDA programs!

- 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.
- A past participant called to tell us that the two programs have “changed my life, and I am so happy now!”

AFI funding required the use of a cashier’s checksck for paying vendors. Non-AFI funding to be used going forward allows participants to make purchases using credit cards, modernizing the program and allowing participants to shop for best prices as the barrier from online shopping has been removed.

IDA Program Promotion & Recruitment:

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:

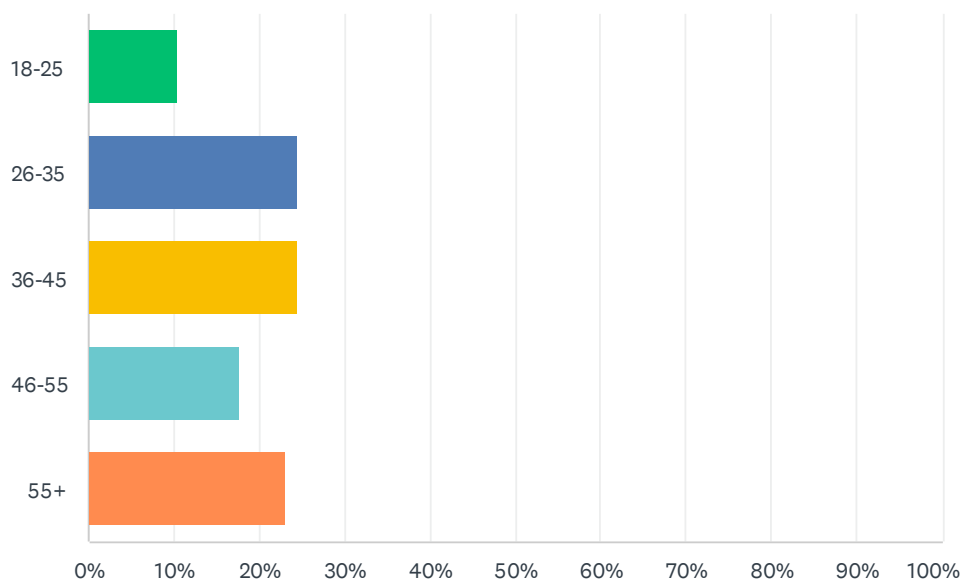
The partnership with the Small Business Development Center continues to provide four BBE sessions per year. Grant funding allows the continuation of focusing recruitment efforts on demographics consistent with County residents.

Q1 What zip code do you live in?

Answered: 184 Skipped: 7

Q2 What is your age group>

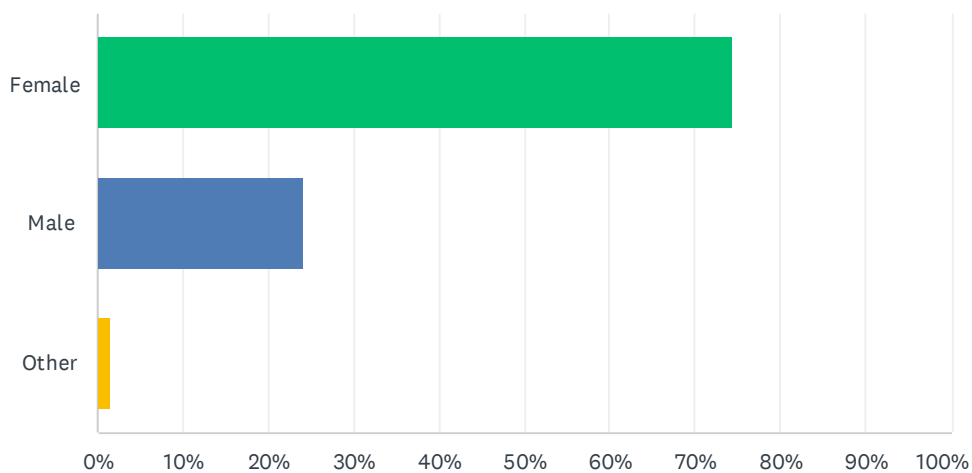
Answered: 191 Skipped: 0



ANSWER CHOICES	RESPONSES	
18-25	10.47%	20
26-35	24.61%	47
36-45	24.61%	47
46-55	17.80%	34
55+	23.04%	44
Total Respondents: 191		

Q3 What is your gender?

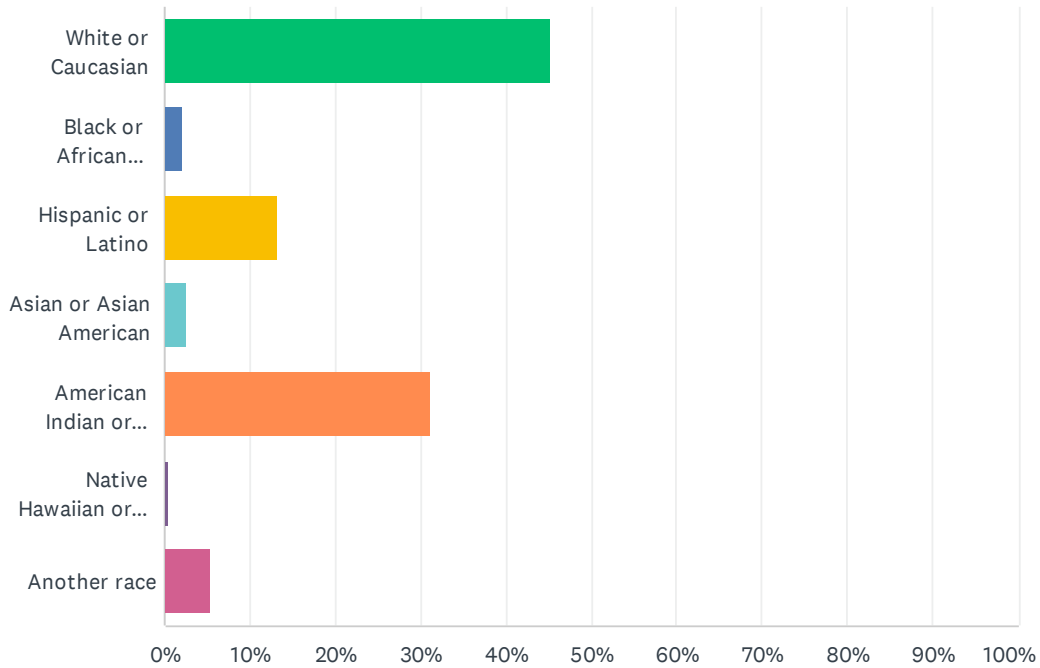
Answered: 191 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	74.35%	142
Male	24.08%	46
Other	1.57%	3
TOTAL		191

Q4 What is your race?

Answered: 190 Skipped: 1

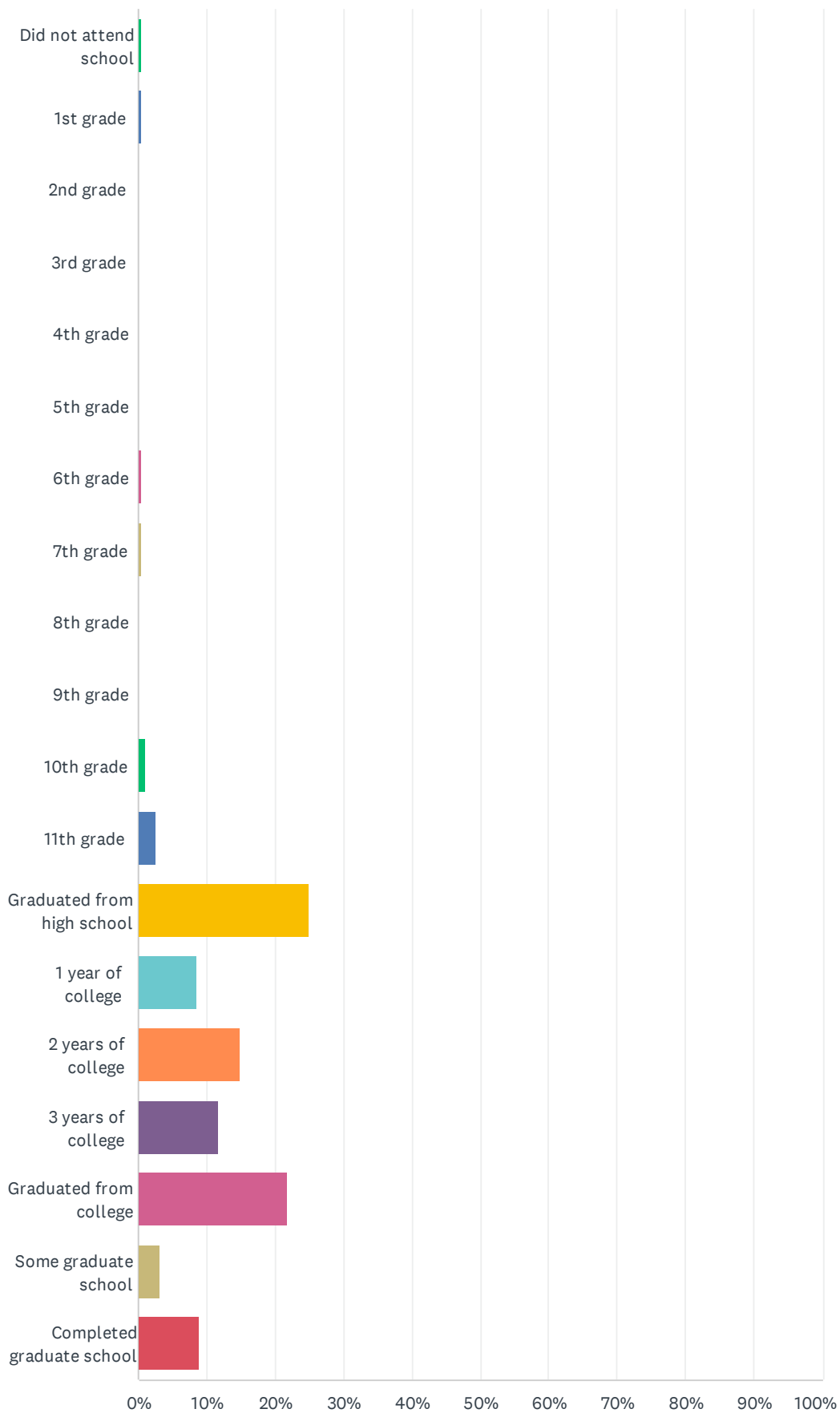


ANSWER CHOICES	RESPONSES	
White or Caucasian	45.26%	86
Black or African American	2.11%	4
Hispanic or Latino	13.16%	25
Asian or Asian American	2.63%	5
American Indian or Alaska Native	31.05%	59
Native Hawaiian or other Pacific Islander	0.53%	1
Another race	5.26%	10
TOTAL		190

Q5 What is the highest level of education you have completed?

Answered: 188 Skipped: 3

Participant Survey

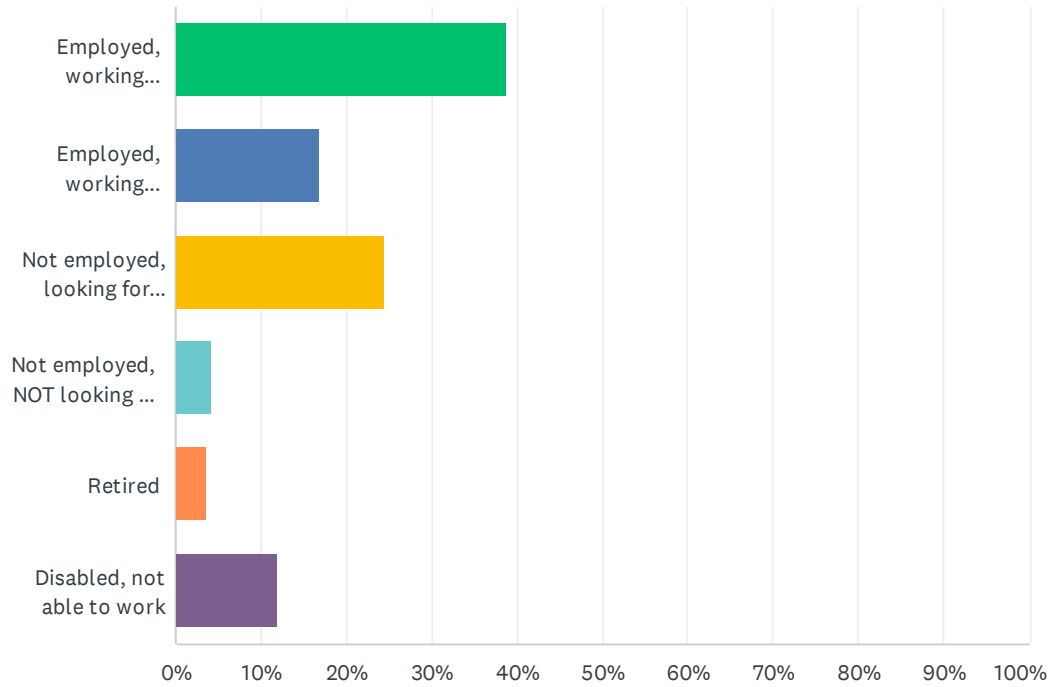


Participant Survey

ANSWER CHOICES	RESPONSES	
Did not attend school	0.53%	1
1st grade	0.53%	1
2nd grade	0.00%	0
3rd grade	0.00%	0
4th grade	0.00%	0
5th grade	0.00%	0
6th grade	0.53%	1
7th grade	0.53%	1
8th grade	0.00%	0
9th grade	0.00%	0
10th grade	1.06%	2
11th grade	2.66%	5
Graduated from high school	25.00%	47
1 year of college	8.51%	16
2 years of college	14.89%	28
3 years of college	11.70%	22
Graduated from college	21.81%	41
Some graduate school	3.19%	6
Completed graduate school	9.04%	17
TOTAL		188

Q6 Which of the following categories best describes your employment status?

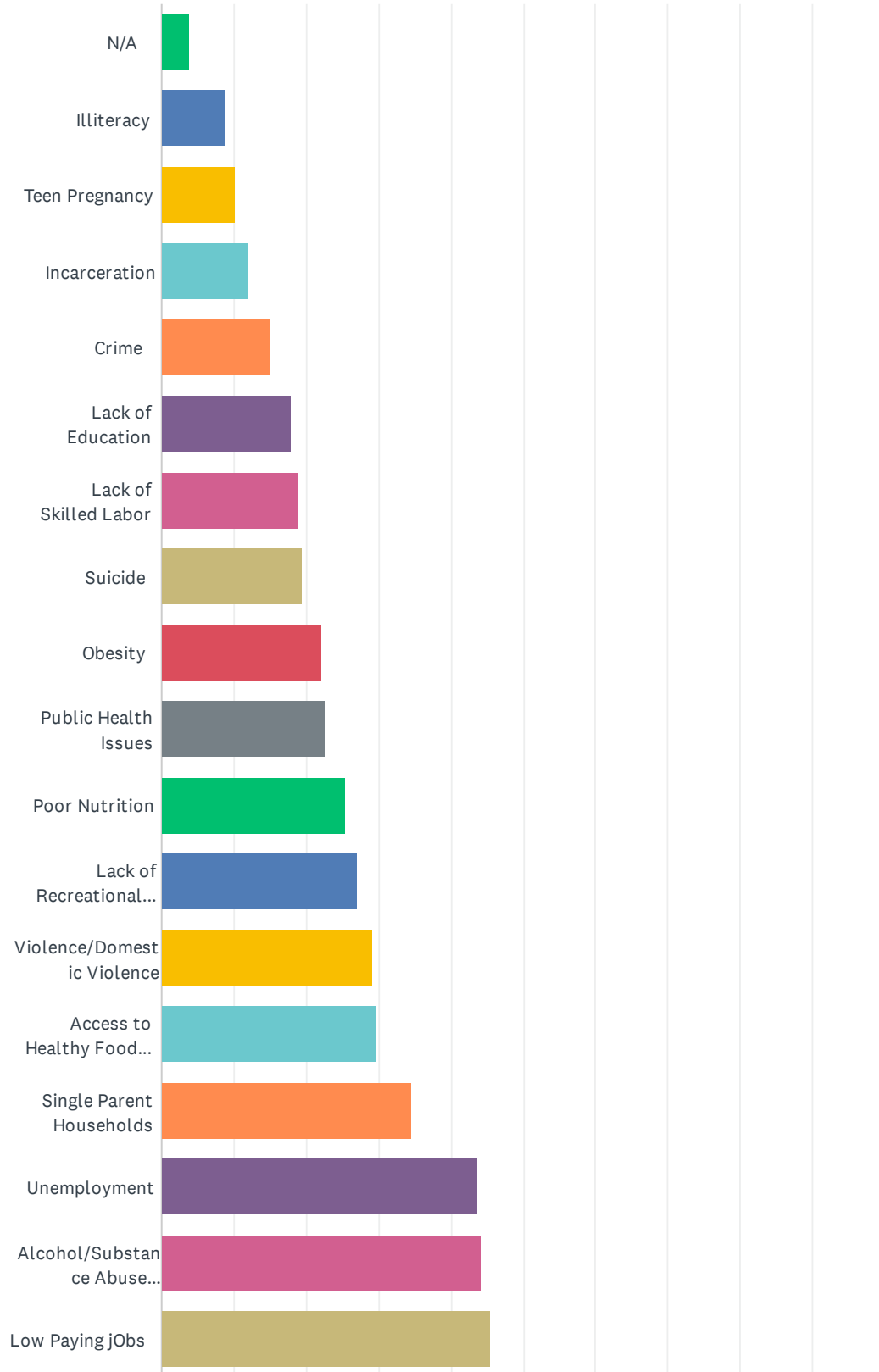
Answered: 191 Skipped: 0



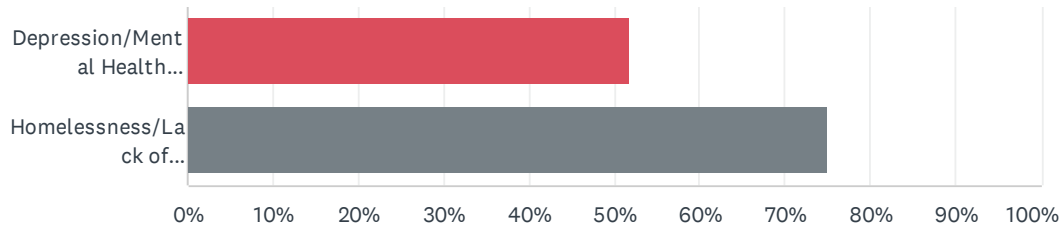
ANSWER CHOICES	RESPONSES	
Employed, working full-time	38.74%	74
Employed, working part-time	16.75%	32
Not employed, looking for work	24.61%	47
Not employed, NOT looking for work	4.19%	8
Retired	3.66%	7
Disabled, not able to work	12.04%	23
TOTAL		191

Q7 Which of the following do you see as the major problems in your community? (check all that apply)?

Answered: 185 Skipped: 6



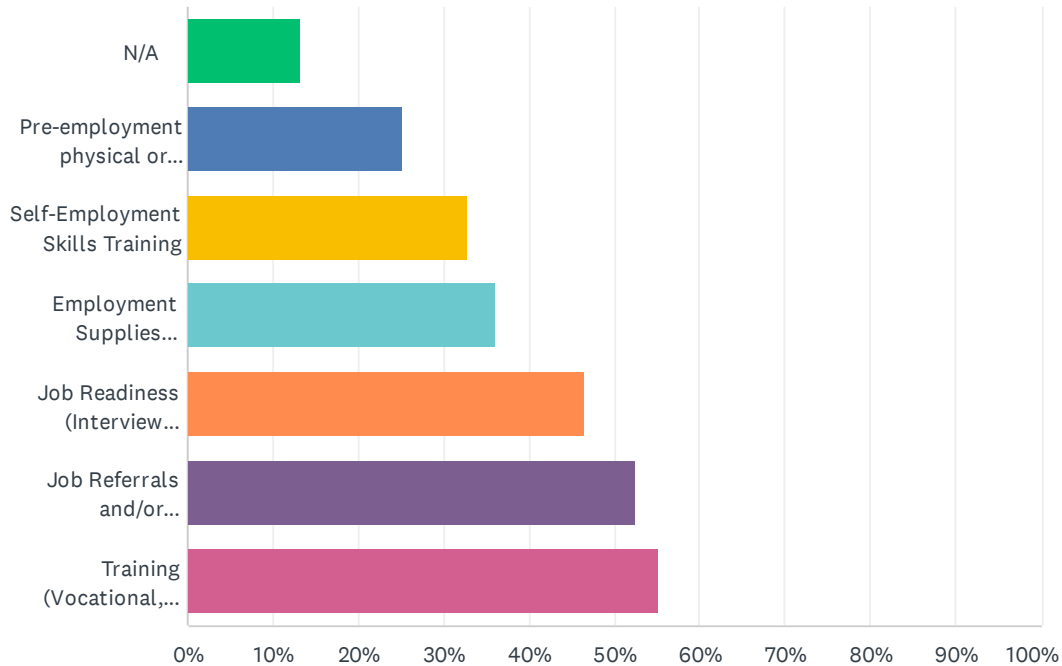
Participant Survey



ANSWER CHOICES	RESPONSES	
N/A	3.78%	7
Illiteracy	8.65%	16
Teen Pregnancy	10.27%	19
Incarceration	11.89%	22
Crime	15.14%	28
Lack of Education	17.84%	33
Lack of Skilled Labor	18.92%	35
Suicide	19.46%	36
Obesity	22.16%	41
Public Health Issues	22.70%	42
Poor Nutrition	25.41%	47
Lack of Recreational Activities	27.03%	50
Violence/Domestic Violence	29.19%	54
Access to Healthy Food Options	29.73%	55
Single Parent Households	34.59%	64
Unemployment	43.78%	81
Alcohol/Substance Abuse (Opioids)	44.32%	82
Low Paying jObs	45.41%	84
Depression/Mental Health Issues	51.89%	96
Homelessness/Lack of Affordable Housing	75.14%	139
Total Respondents: 185		

Q8 Which of the following EMPLOYMENT needs do you feel should be addressed in your community (Check all that apply)?

Answered: 183 Skipped: 8

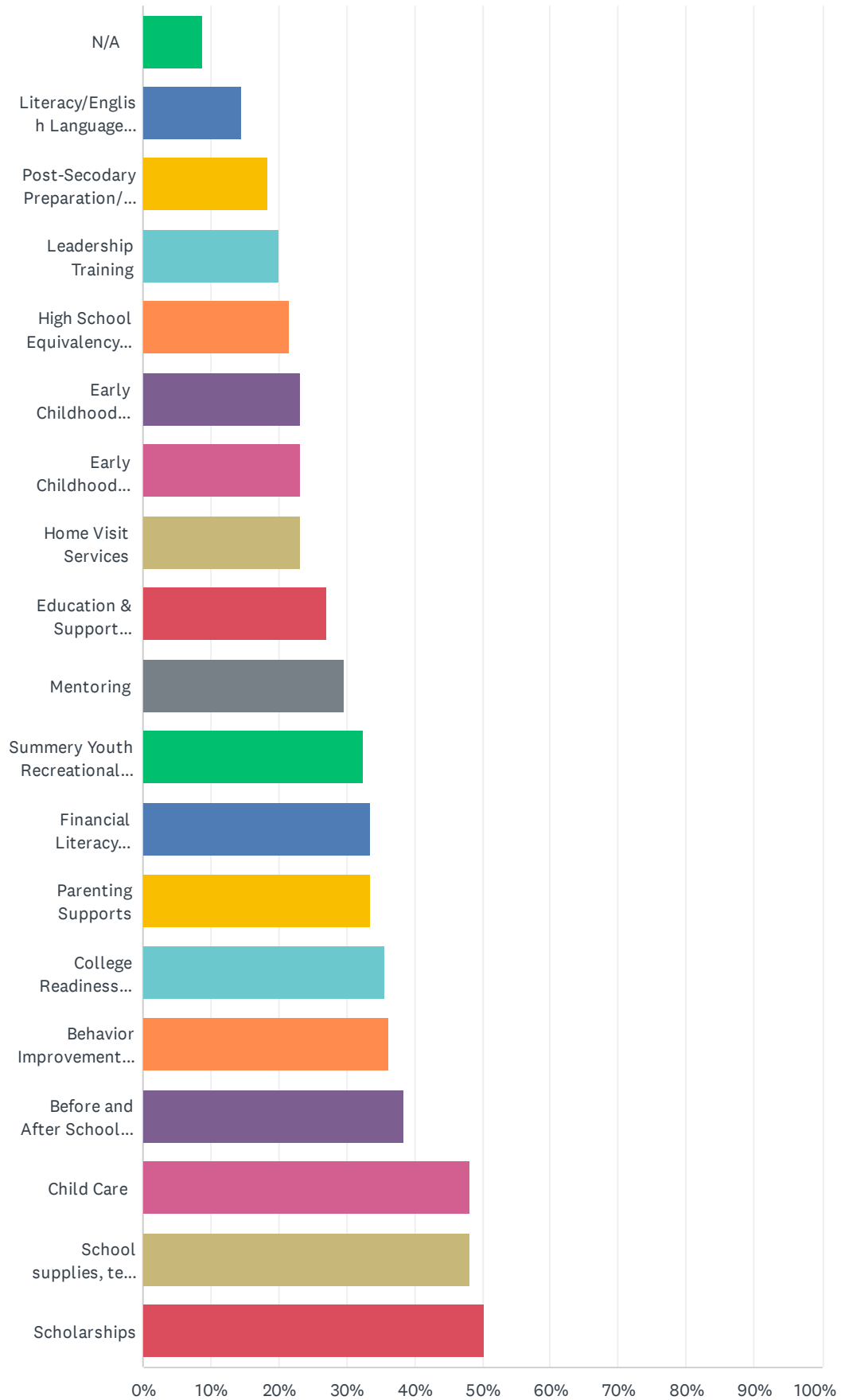


ANSWER CHOICES	RESPONSES	
N/A	13.11%	24
Pre-employment physical or background check financial assistance	25.14%	46
Self-Employment Skills Training	32.79%	60
Employment Supplies (Tools, clothing)	36.07%	66
Job Readiness (Interview Skills, Resume Development, Coaching)	46.45%	85
Job Referrals and/or Placement Assistance	52.46%	96
Training (Vocational, On-the-Job, Apprenticeship/Internship)	55.19%	101
Total Respondents: 183		

Q9 Which of the following EDUCATION needs do you feel should be addressed in your community? (Check all that apply.)

Answered: 185 Skipped: 6

Participant Survey

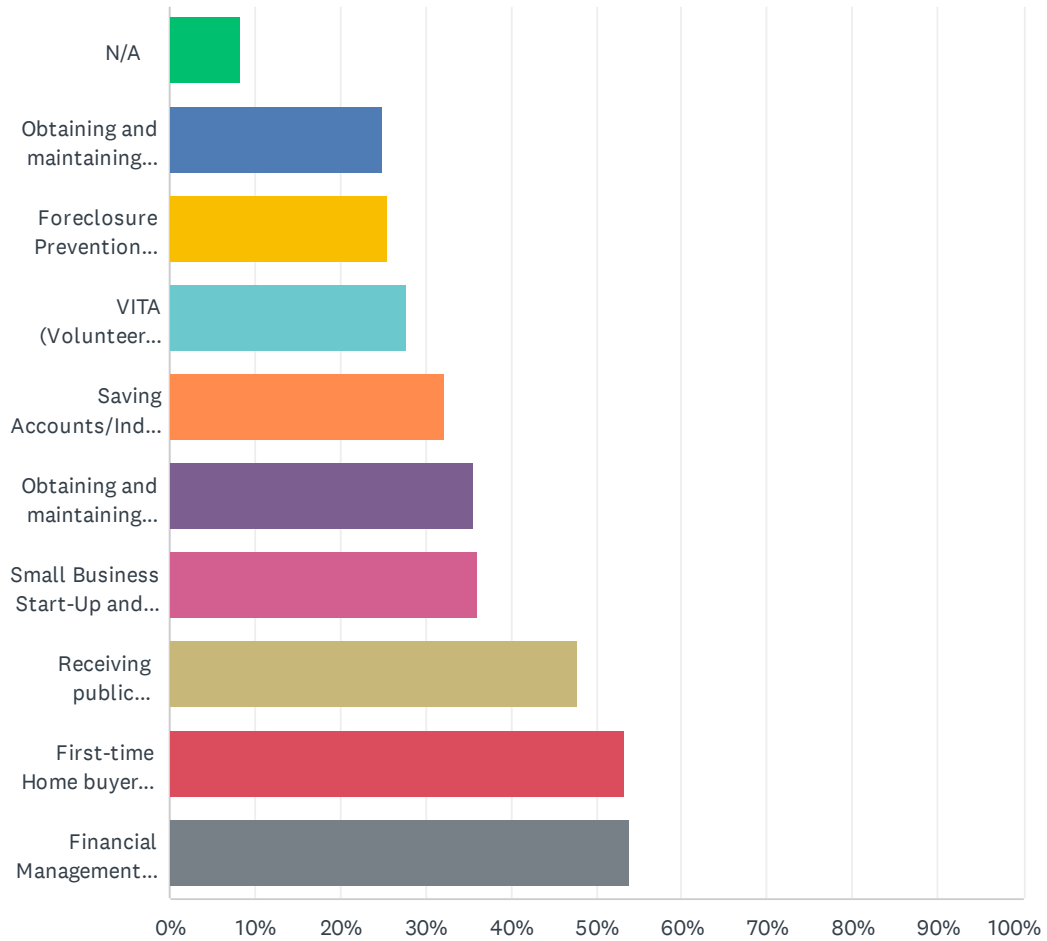


Participant Survey

ANSWER CHOICES	RESPONSES	
N/A	8.65%	16
Literacy/English Language Educational Classes	14.59%	27
Post-Secodary Preparation/Support	18.38%	34
Leadership Training	20.00%	37
High School Equivalency Classes	21.62%	40
Early Childhood Education for birth-3-year old	23.24%	43
Early Childhood Education for 3-5-year-olds	23.24%	43
Home Visit Services	23.24%	43
Education & Support Services for K-12 Children	27.03%	50
Mentoring	29.73%	55
Summery Youth Recreational and Education Activities	32.43%	60
Financial Literacy Education	33.51%	62
Parenting Supports	33.51%	62
College Readiness Preparation and Support/College application assistance	35.68%	66
Behavior Improvement Programs	36.22%	67
Before and After School Activities	38.38%	71
Child Care	48.11%	89
School supplies, text books, computer assistance and financial resources	48.11%	89
Scholarships	50.27%	93
Total Respondents: 185		

Q10 Which of the following FINANCIAL needs to you feel should be addressed in your community? (Check all that apply)

Answered: 180 Skipped: 11

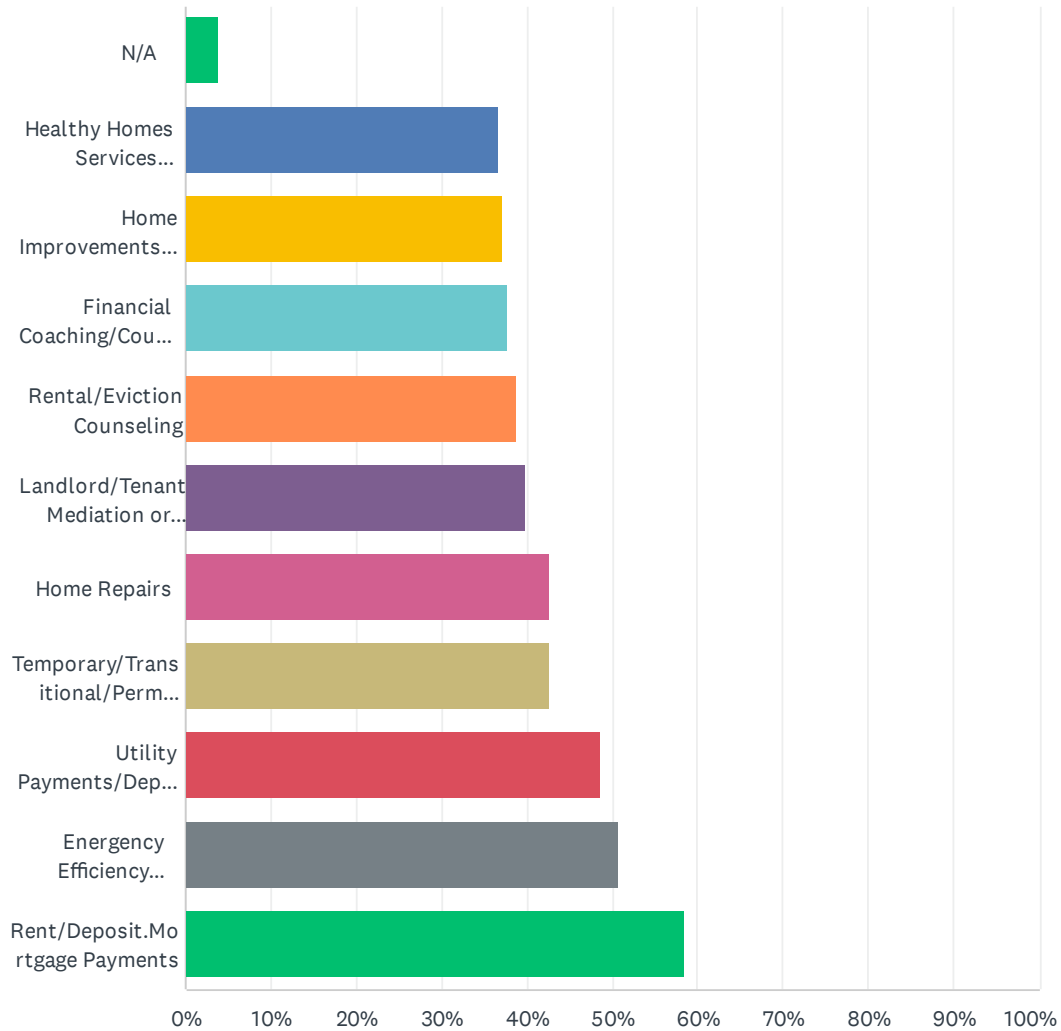


Participant Survey

ANSWER CHOICES	RESPONSES	
N/A	8.33%	15
Obtaining and maintaining Child Support Payments	25.00%	45
Foreclosure Prevention Counseling	25.56%	46
VITA (Volunteer Income Tax Assistance), EITC (Earned Income Tax Credit) or Other Tax Preparation Programs	27.78%	50
Saving Accounts/Individual Development Account/Other Asset Building Accounts	32.22%	58
Obtaining and maintaining Health Insurance	35.56%	64
Small Business Start-Up and Development Counseling and/or financial assistance	36.11%	65
Receiving public assistance benefits (Social Security/SSI, Veterans, TANF/SNAP Payments)	47.78%	86
First-time Home buyer Counseling	53.33%	96
Financial Management Programs (Budgeting/Credit Management/Credit Repair and Counseling)	53.89%	97
Total Respondents: 180		

Q11 Which of the following HOUSING needs do you feel should be addressed in your community? (Check all that apply)?

Answered: 183 Skipped: 8

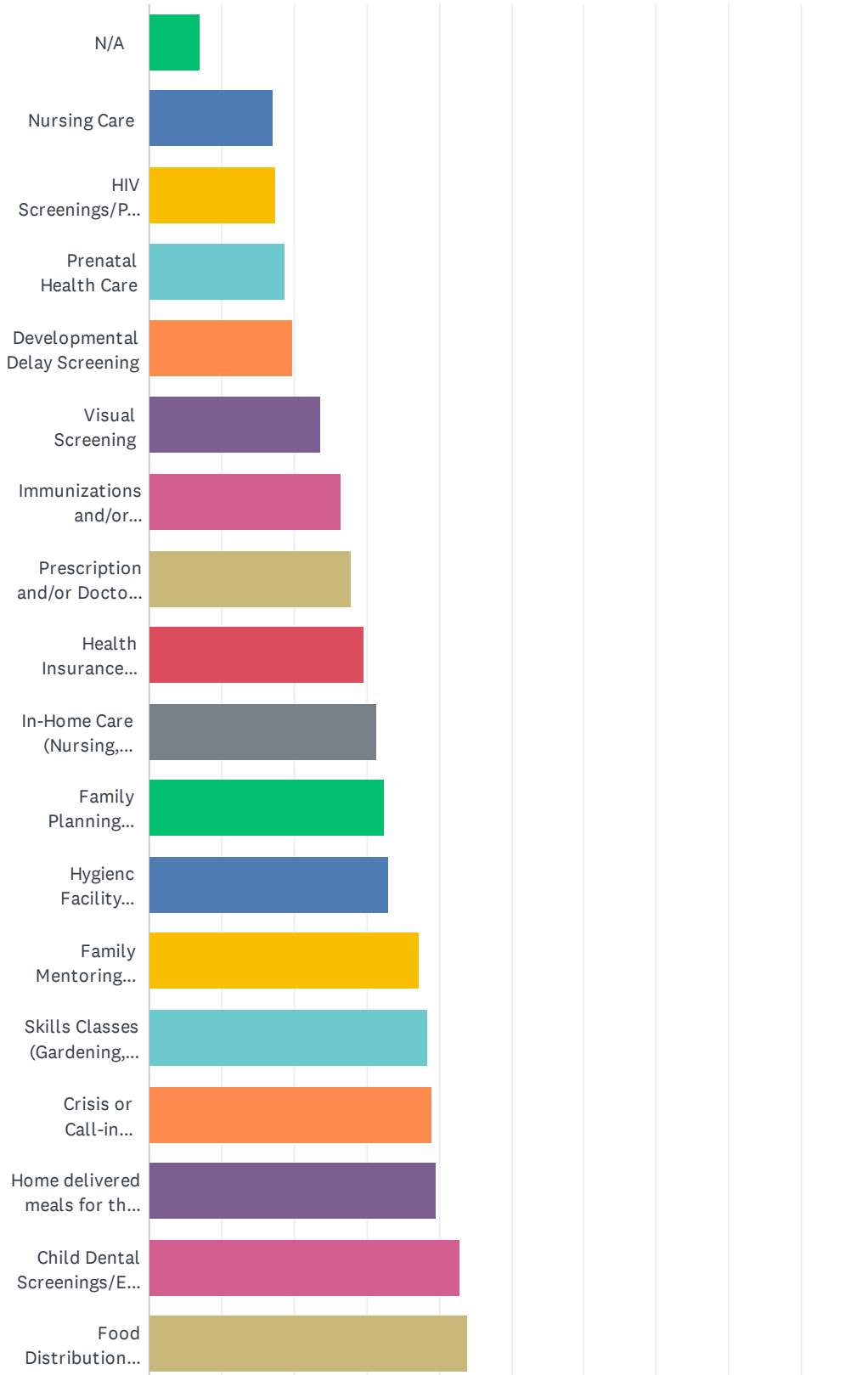


Participant Survey

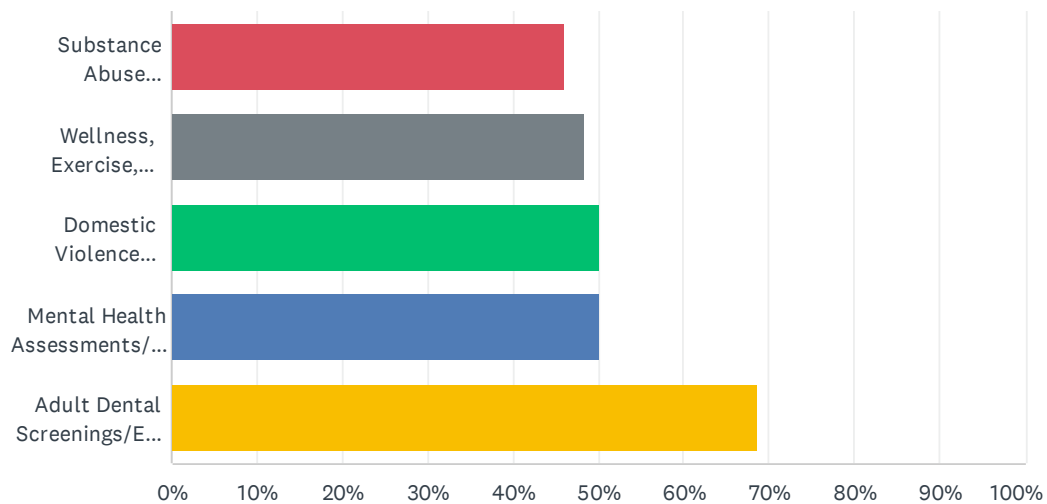
ANSWER CHOICES	RESPONSES	
N/A	3.83%	7
Healthy Homes Services (elimination of lead, radon, carbon dioxide, fire hazard, electrical issues)	36.61%	67
Home Improvements to remain Independent (handicap accessible modifications)	37.16%	68
Financial Coaching/Counseling	37.70%	69
Rental/Eviction Counseling	38.80%	71
Landlord/Tenant Mediation or Rights Education	39.89%	73
Home Repairs	42.62%	78
Temporary/Transitional/Permanent housing	42.62%	78
Utility Payments/Deposit	48.63%	89
Emergency Efficiency Improvements (insulation, furnace repair, air sealing)	50.82%	93
Rent/Deposit. Mortgage Payments	58.47%	107
Total Respondents: 183		

Q12 Which of the following HEALTH needs do you feel should be addressed in your community? (Check all that apply)

Answered: 182 Skipped: 9



Participant Survey

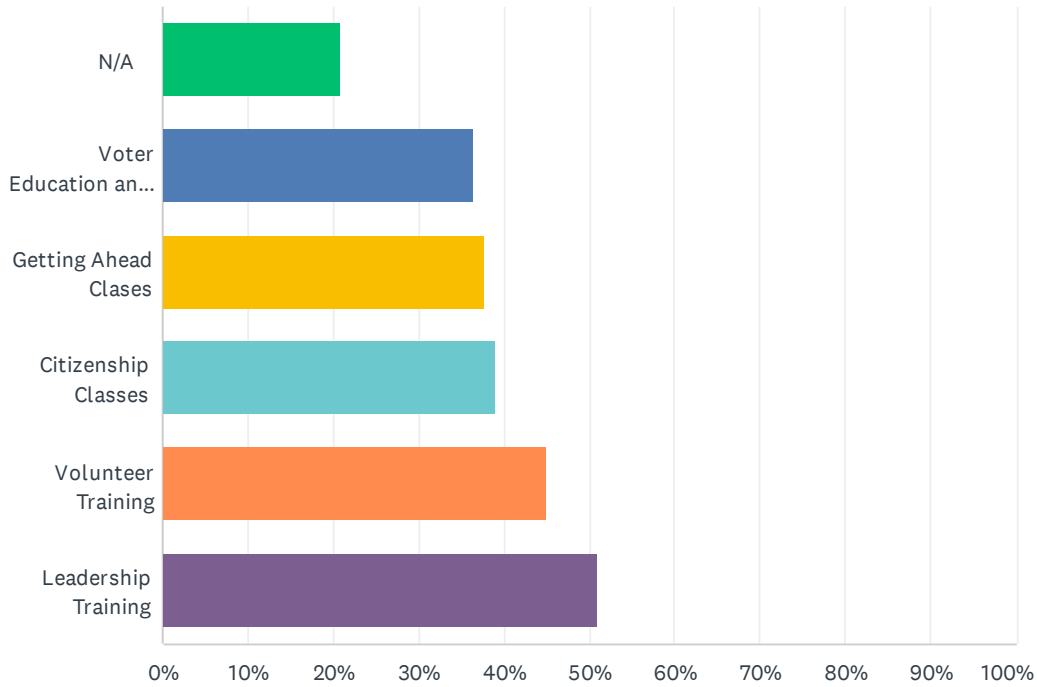


Participant Survey

ANSWER CHOICES	RESPONSES	
N/A	7.14%	13
Nursing Care	17.03%	31
HIV Screenings/Prevention Counseling	17.58%	32
Prenatal Health Care	18.68%	34
Developmental Delay Screening	19.78%	36
Visual Screening	23.63%	43
Immunizations and/or Physicals	26.37%	48
Prescription and/or Doctor Visit Payments	28.02%	51
Health Insurance Option COounseling	29.67%	54
In-Home Care (Nursing, Chores, Personal Care)	31.32%	57
Family Planning Classes.Contraceptives	32.42%	59
Hygienc Facility Utilization (showers, toilets, sinks)	32.97%	60
Family Mentoring and.or Parenting Sessions	37.36%	68
Skills Classes (Gardening, cooking, nutrition)	38.46%	70
Crisis or Call-in Response Services	39.01%	71
Home delivered meals for the elderly and disables	39.56%	72
Child Dental Screenings/Exams/Services	42.86%	78
Food Distribution (food bodes, grocery vouchers)	43.96%	80
Substance Abuse Screenings/Counseling and/or Detoxification Services	46.15%	84
Wellness, Exercise, Fitness Class (stress reduction, medication management)	48.35%	88
Domestic Violence Programs/Support	50.00%	91
Mental Health Assessments/Counseling/Support Group	50.00%	91
Adult Dental Screenings/Exams.Services	68.68%	125
Total Respondents: 182		

Q13 Which of the following Community Involvement needs do you feel should be addressed in your community? (Check all that apply)

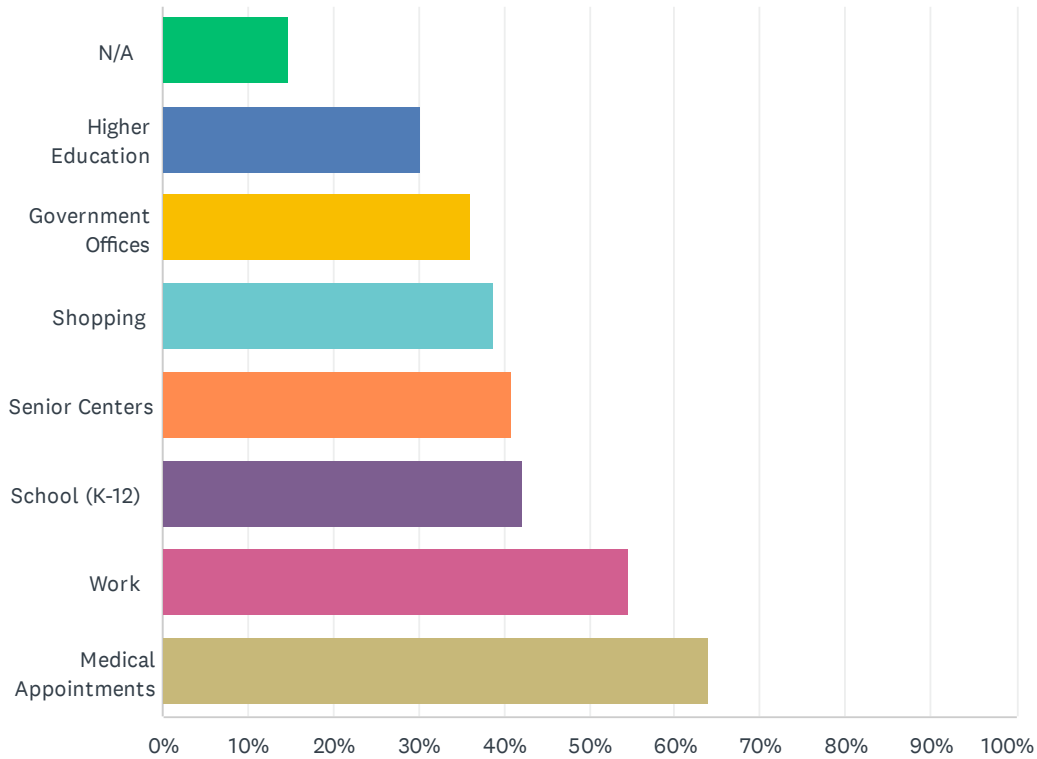
Answered: 167 Skipped: 24



ANSWER CHOICES	RESPONSES	
N/A	20.96%	35
Voter Education and Access	36.53%	61
Getting Ahead Classes	37.72%	63
Citizenship Classes	38.92%	65
Volunteer Training	44.91%	75
Leadership Training	50.90%	85
Total Respondents: 167		

Q14 Which of the following Transportation needs do you feel should be addressed in your community? (Check all that apply).

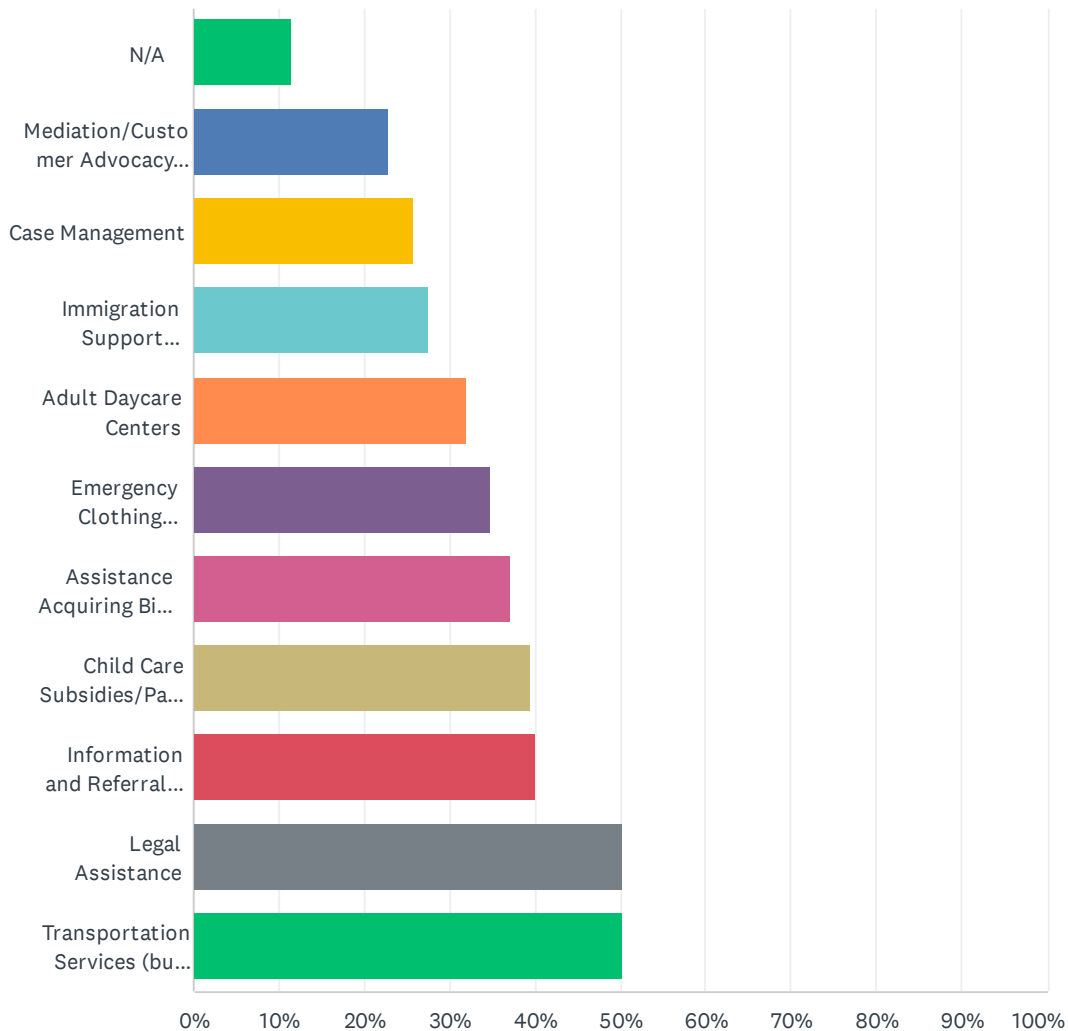
Answered: 178 Skipped: 13



ANSWER CHOICES	RESPONSES	
N/A	14.61%	26
Higher Education	30.34%	54
Government Offices	35.96%	64
Shopping	38.76%	69
Senior Centers	41.01%	73
School (K-12)	42.13%	75
Work	54.49%	97
Medical Appointments	64.04%	114
Total Respondents: 178		

Q15 Which of the following OTHER needs do you feel should be addressed in your community? (Check all that apply)

Answered: 175 Skipped: 16



Participant Survey

ANSWER CHOICES	RESPONSES	
N/A	11.43%	20
Mediation/Customer Advocacy Intervention Services	22.86%	40
Case Management	25.71%	45
Immigration Support Services	27.43%	48
Adult Daycare Centers	32.00%	56
Emergency Clothing Assistance	34.86%	61
Assistance Acquiring Birth Certificate.Social Security Card/Driver's License/Criminal Record Expungement	37.14%	65
Child Care Subsidies/Payments	39.43%	69
Information and Referrals to community resouces	40.00%	70
Legal Assistance	50.29%	88
Transportation Services (buss, taxi passes, auto purchase.repair assistance)	50.29%	88
Total Respondents: 175		