



## 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, May 24, 2021  
Time: 11:00 a.m. – 12:00 p.m.  
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### Agenda:

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|------|---|----------------------------------|
| I.   | Call to Order                                   | 11:00-11:05 am, Phil Byrum Chair |
| II.  | Welcome and Introductions                       | 11:05-11:10 am, Chair            |
| III. | Approval of Minutes, 2/22/21 <i>Action Item</i> | 11:10-11:15 am, Chair            |
| IV.  | Department Update                               | 11:15-11:30pm, Michele Axlund    |
|      | a. Director's Report to CAAB (9.3 Standard)     |                                  |
|      | b. COVID-19 Update                              |                                  |
|      | c. Survey for CAAB on priorities                |                                  |

- |      |   |                       |
|------|---|-----------------------|
| V.   | Roundtable – events and issues in the community | 11:50-12:00, Chair    |
| VI.  | Call to the Public                              | 12:00-12:05 pm, Chair |
| VII. | Adjourn   | 12:15, Chair          |

Next meeting discussion on schedule for FY22

**Distribution List:**

- Public Sector District 1: Dorothy Staskey, Vice Chair
- 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: James Carrell
- Consumer Sector: Vacant
- Private Sector: Kristine Pavlik (Secretary)
- Private Sector: Vacant
- Private Sector: Janet Dean
- Private Sector: Sonya Montoya,
- Private Sector: Phil Byrum, Chair
- Matt LaCrone ADES/DAAS
- Andy Sinclair ADES/DAAS
- Edward Chien ADES/DAAS
- Lei Ronda Grady ADES/DAAS

**Minutes**  
**Coconino County Health and Human Services (CCHHS)**  
**Community Action Advisory Board (CAAB)**  
**11 a.m. – 1 p.m., Monday, February 22, 2021**  
**2625 N King St., Flagstaff, Arizona 86004**

**Members Present:** Phil Byrum (Chair), Janet Dean, Candis Yazzie, Phyllis Lim, Melinda Holliday, Austin Kerr, Kristine Pavlick, Sonya Montoya and Hazel Hatch

**Members Absent:** James Carrell

**Guest(s) Present:** None

**Management & Staff Present:** Michele Axlund (Deputy Director), Ashli Bintz (Social Services Program Manager), Scott Neuman (Special Projects Program Manager), Lorraine Crim (Senior Services Program Manager), Diana Abele (Program Manager III), 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 11:04am by Chair, Phil Byrum.

**II. Welcome and Introductions:**

Phil Byrum, Chair, welcomed everyone and thanked them for attending, followed by all board members providing a brief description of their work with CAAB.

**III. Approval of Minutes, 11/16/2020 Action Item**

Upon review of the minutes, Phil Byrum asked for a motion for approval of the 11/16/2020 meeting minutes. Melinda Holliday motioned, and it was seconded by Hazel Hatch. The motion unanimously carried.

**IV. Discussion of CAAB Membership**

Michele discussed the vacant seats for all sectors.

**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:

**COVID-19 Update**

A written presentation was distributed to all members via their board packet prior to the meeting. See CAAB packet for specific details and Powerpoint Presentation

**Community Needs Assessment - Approval**

A written presentation was distributed to all members via their board packet prior to the meeting. See CAAB packet for specific details and Powerpoint Presentation.

**VI. Round Table:**

Phyllis Lim	Pass
Dayna Yates:	Pass
Melinda Holliday	Pass
Michele Axlund:	Pass

- Lorraine Crim: Lorraine stated that NACOG contacted her last week and notified her that we should be receiving federal money to pass out two additional meals to the MOW clients who would like them. She stated that we hopefully will be receiving authorization for nine additional meals, a total of 14, but that one is still in the works.
- Hazel Hatch: Hazel stated she has been out of the loop the last few months but is aware that Fredonia is working on obtaining grants to get young people involved in things. Food Bank is assisting with those in need of food. Believes the library has updated their computers and helping people get stuff done on the computers. They are trying to get some more businesses in town such as a grocery store.
- Diana Abele: Diana stated the Healthy Savings program will have been running for 9 months in March.
- Phil Byrum: Phil stated they are also setting customers up on payment plans and are offering other assistance services as well. Have clients visit the website. He also mentioned it is tax season and tax assistance is being offered through Northland Tax Service.
- Sonya Montoya: Sonya reminded us that Head Start and Early Head Start are actively recruiting for this school year as well as the new school year. Classes are still virtual though they are anticipating returning to in-person as COVID numbers drop.
- Ashli Bintz: Ashli thanked Michele for all the information provided during the meeting and thanked the CAAB Board for attending.
- Janet Dean: Janet stated that APS is encouraging customers who are experiencing a hardship to contact them as they are working with customers and setting up payment plans, as well as offering other assistance programs. She asked for everyone to spread the word.
- Candis Yazzie: Candis stated she is the CERT team sponsored three food distributions to Cameron, as well as Tuba City and Bird Springs.
- Kristine Pavlik: Kristine mentioned that the City of Flagstaff is working on informal working groups for housing plan with a goal to develop a plan within the next 9 months. She will send the Board the info and is asking for everyone's input.
- Scott Neuman: Scott encouraged everyone to spread the word on all of our programs, especially empowerment programs, as we do not have advertising funds and word of mouth is key. We are making an effort to move forward to Page and Tuba City though not available there exclusively, will be offered throughout the County.
- Austin Kerr: Austin mentioned a program called Third Decade which is a financial program for young adults in their 20's and 30's, or anyone interested, and offers four personal finance classes, which includes a mentor, and at the end of the classes the clients receive money to invest in a Roth IRA.

**VII. Call to the Public:**

No one from the public present.

**XIII: Adjourn:**

There being no other business, Phil Byrum asked for a motion for adjournment. Kristine Pavlik motioned, and Melinda Holliday seconded. The motion was unanimously approved, and the meeting concluded at 12:38pm.

Reviewed & Approved for distribution by:

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Phil Byrum, Chair

Minutes by Dayna Yates and Scott Neuman:

**Coconino County Health & Human Service - Community Services (CCHHS-CS)**  
**Staff Report to the Community Action Advisory Board**  
**May 24, 2021**

**SOCIAL SERVICES:**

**Senior Recertification Program (SRP):**

The Senior Recertification program is currently not accepting new applications. We are capped for funding. We currently have 272 enrolled and have spent \$132,800 since July 1, 2020.

**COVID Relief Program**

We are starting a new COVID Relief program that will give the maximum allowed amount of LIHEAP - \$800 - to households with a child under age 6, households that claim a disability, and households that are on a fixed income with a member between the ages of 40 and 60. Also a part of this plan is to provide a supplemental payment to those households who received LIHEAP assistance in FY21 but have not yet received the supplement.

**Financial Literacy:**

Financial Empowerment classes have been postponed until further notice except for BBE sessions. Diana Adele is leading a project to convert our financial empowerment class curriculum into an e-learning platform. This will make the information available through more accessible means other than a class setting. The technology will be available on smart phones and tablets.

Keys to Prosperity (K2P) is not currently an active program. We still offer financial coaching through our trained case workers for community members who request it.

Healthy Saving Program: Of the 15 participants in this new program, six have already completed their requirements for the full match with another four slated to complete the requirements for the full match by June. Additionally, participants were more likely to keep their money in the bank longer after participating in the program than before they started.

**Staff:**

- We are looking at requesting 2 new FTE positions for FY22 to help prepare cases for processing based upon potential new funding from DES. They will be the front line contact when new applications come in and will be responsible for contacting the applicants and for collecting all of the required documents. This will free up much of the case workers' time currently used to collect documents and allow them to focus on processing the cases, in turn, helping more eligible households to receive services. Roberta Coons and Tyler Barnard (front desk) are currently helping the caseworkers collect documents.

- Our former K2P coordinator has finished her term with Social Services and has accepted a position with Senior Services. She started her new position in April 2021.
- Social Services is fully staffed with 4 caseworkers in Flagstaff, one in Page and another in Williams.
- All caseworkers are processing cases throughout the county virtually and offering paper copies at each site for those that do not have the resources to apply online. Consumers can drop off their documents; the caseworker will make copies and begin working on the case.
- Our Program Manager is temporarily out and the Lead Case Worker, Teresa Gault, is filling in for her. It is undetermined when Ashli will return full-time.
- Case worker, Jeremy Higley, has moved to Washington state and will be working remotely starting June 7<sup>th</sup>.
- Starting in August, we will have one intern from NAU, Dr. Walters' Psy 408 class. The intern will rotate throughout the Community Services Department: Social Services, Career Services and Senior Services to learn how each division services the community. He has already been interviewed and seems excited to join our team.
- We received \$186,000 of CDBG funds and have, so far, helped 31 households with up to \$3,000 of rent assistance per household.
- From Nov to Apr, DES/CAA held virtual sessions with interested CAAs to help develop the platform for Wildfires's Application Portal (Utility) using Prefix Health Technologies. This new system will offer "single front door" capabilities in providing rent and utility assistance to eligible households. We have volunteered to pilot the system but do not have a start date as of yet.
- From Jul to Feb, we were able to provide \$350,327.21 of rent assistance to 164 households using funds received from the AZ DOH.

**FY21 Expenditures (July 2020-April 30, 2021):**

Expenditures as of					
Grant	Total Funding	5/14/2021	Adjustments	Fund Balance	% Expended
APS Bill Assistance	\$32,414.00	\$28,674.90		\$3,739.10	88.46%
CDBG	\$186,000.00	\$38,257.00		\$147,743.00	20.57%
CSBG	\$50,000.00	\$36,932.98		\$13,067.02	73.87%
CSBG Cares Act	\$105,000.00	\$100,915.53		\$4,084.47	96.11%
EA County	\$58,333.00	56,091.15		\$2,241.85	96.16%
LIHEAP	\$408,447.00	\$138,514.26		\$269,932.74	33.91%
LIHEAP Cares Act	\$236,211.00	\$151,436.14		\$84,774.86	64.11%

<b>NHN</b>	\$810.00	\$810.00		\$	100.00%
<b>TANF</b>	\$100,000.00	\$75,110.48		\$24,889.52	75.11%
<b>URRD</b>	\$23,327.00	\$8,814.39		\$14,512.61	37.79%
<b>COVID AZ DOH</b>	\$60,000.00	\$350,327.21	120,000.00	\$8,353.46	97.67%
<b>Warm Spirits</b>	\$12,464.00	\$12,437.07		\$26.93	99.78%
	<b>\$1,571,686.67</b>	<b>\$998,321.11</b>		<b>\$573,365.56</b>	<b>63.52%</b>

**SENIOR SERVICES:**

<b><u>Nutrition Program:</u></b> <b>Flagstaff and Williams</b>	<b>Total Numbers</b> <b>FY2021</b> <b>July- April 2021</b>	<b>Total Numbers</b> <b>FY2020</b> <b>July- June 2020</b>	<b>Total Numbers</b> <b>FY 2019</b> <b>July - June 2019</b>
Congregate Meals served	22,008	18,330	16,801
Meals on Wheels Served	27,347	22,433	15,764
Volunteers Hours	5,036	5,036	6,115

**Senior Nutrition Program:**

In Flagstaff, we continue to provide to-go meals to our congregate clients; clients may drive through or walk up to receive their meals. Meals continue to be served 5 days per week to congregate and Meals on Wheels (MOW) clients. We have received authorization from NACOG care coordinators to provide two additional frozen meals during meal delivery on Fridays so that they have meals for the weekend.

The program in Williams has followed the same schedule and delivery of extra meals for Meals on Wheels. However, the congregate meal program reopened for in-person dining on April 5, 2021 (with COVID safety protocols in place). To-go meals are still provided for those that do not wish to eat in the dining room.

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. These meals are slated to be prepared in Coconino Community College's 4<sup>th</sup> Street kitchen. We are very excited to be partnering with them.

HHS requested in their FY22 Budget potential American Recovery Program dollars to remodel the Flagstaff and Williams Senior Center kitchens. Staff are also applying for grants thru NACOG to update kitchen supplies and equipment needed.

**Homecare:**

Our case managers have begun reassessing homecare clients and preparing their careplans with the homecare aides. Homecare staff is beginning to schedule appointments and are scheduled to

begin reentering the home, resuming services with COVID safety protocols in place, later this month.

Additionally, the homecare team is transitioning to electronic record keeping utilizing iPads.

**Staff:**

We have had some recent staffing changes.

- Geneva Lay retired from her position as homecare aide, and it was filled by Jen Rodgers, who had been working as a backup driver/kitchen staff for the last year in Flagstaff.
- Now that we are resuming homecare, we are looking to hire another homecare aide for 32 hours per week.
- We welcomed Naloni Bonino-Tarbell to the senior services team. She filled the Meals on Wheels driver position that had vacated at the onset of the pandemic. It had been covered by homecare staff that are no longer able to cover it. Naloni comes to Senior Services after working in Coconino County Social Services.
- Since Jen Rodgers moved from MOW backup to homecare aide, we hired Michael Brabec as another backup in Flagstaff.
- In April, three Williams Nutrition Program positions became vacant: coordinator, cook, and driver. We are actively recruiting for those positions.

**EMPOWERMENT PROGRAMS:**

**Individual Development Account (IDA) Program:**

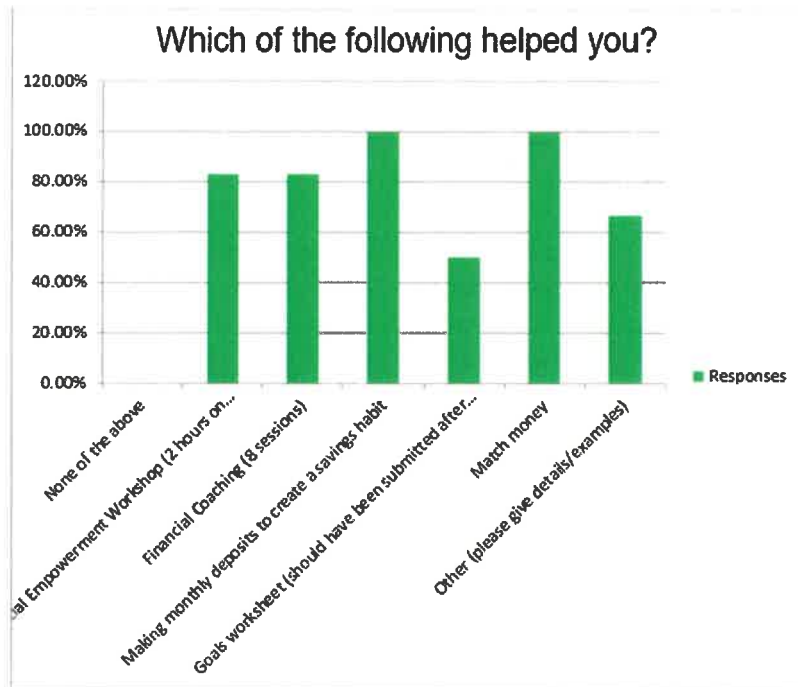
The first cohort of the Healthy Habits Emergency Saving Matching Program (HHESMP) is blazing across the finish line!!! Thanks to the many programs such as Healthy Families and WIC that helped recruit participants that were ready for this program as well as the volunteer financial coaches and caseworkers who presented the Financial Empowerment workshop.

Of the 15 participants in this new program, six have already completed their requirements for the full match with a another four slated to complete the requirements for the full match by June. The requirements for the full match were to:

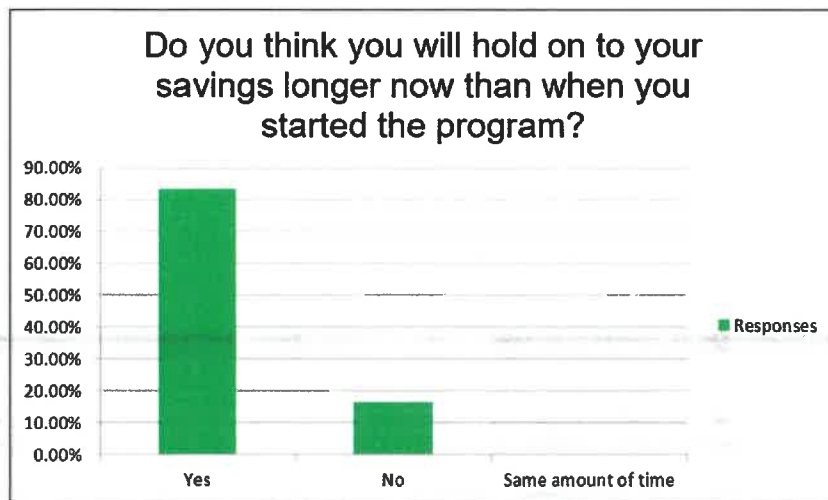
- make a deposit every month for nine months to build a savings habit
- meet with a financial coach for eight sessions to focus on individual needs
- submit a summary of their goals and progress toward them after each coaching session of
- attend a 2-hour Financial Empowerment workshop.

The participants rated the helpfulness of each component as follows:





Additionally, participants were more likely to keep their money in the bank longer after participating in the program than before they started.



Participants who did not fully complete the program did so for the following reasons:

- Emergency before 9 months
- Got job with high income so gave up slot.
- Dropped - reason unknown.
- Dropped before starting - didn't want to do Zoom.
- Moved to different state.

Components of the program cited needing improvement were the paperwork and the electronic format of worksheets when users were using an Apple I-pad.

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

IDA participant recruitment continues with most inquiries and interest coming from current and former BBE participants wanting IDA-Business capital for starting and/or expanding micro-businesses.

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. Three have enrolled. One more has submitted some supporting documentation for her application packet but has not finished the process after several months and is not responding to repeated email and phone call attempts.

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. However, only one applied and was successfully enrolled into the IDA program. This single mom, who already had launched her business, lived at a Flagstaff shelter. Unfortunately, she has dropped out and moved back to Las Vegas where she has a larger support network.

Staff is working to increase exposure to potential IDA-\$ave2Learn (IDA-\$2L) post-secondary education candidates. We have reached out to Coconino Community College (CCC) and participated in an needs/program assessment conducted by CCC's Career and Technical Education (CTE) Department. As a result, CTE staff now can better appreciate the potential value of the IDA and have agreed to increase promotion of both IDA-\$2L and IDA-Biz opportunities to their working students.

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

CCHHS-CS' 2021 Winter Session BBE Zoom-based 9-week training concluded March 9<sup>th</sup>. One participant dropped out while the other 14 advanced through the BBE material. By the final class 10 were eligible for certificates of completion with nine producing six viable business plans. Two construction company partners together produced one plan and three Indian Bible College students together produced one plan. Seven participants also made pitch presentations during the last class.

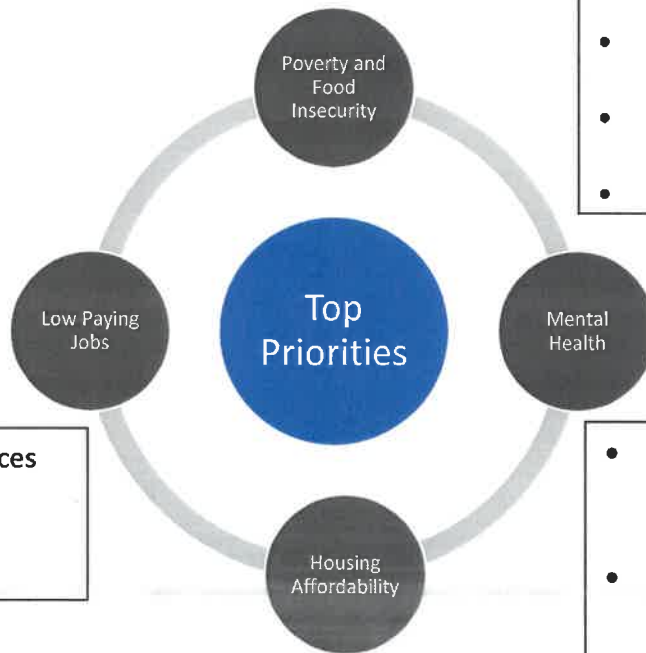
The other participants made some progress on the business plans but not sufficiently so to be considered viable yet. Names of the viable planned businesses are: Burritos Den, LBC Contracting, LLC, A Garden Grown for You, Sunshine Delights AZ, Flagstaff Youth Outdoor Adventure & Arts (YODAA), and Sam's Closet.

Our Small Business Development Center (SBDC) facilitation team did most of the instruction, utilized three guest speakers, and offered one-on-one mentoring sessions (7 students participated) and two open-hours business plan labs (0 students participated). Most participants did well in the online class environment, but a few had technology access and/or usage knowledge struggles.

The 2021 Spring BBE Zoom-based 9-week training began March 30<sup>th</sup> and will end May 25<sup>th</sup>. It has 13 participants, each developing their own unique business. The focus areas for these businesses include: full service wedding prep, pet portraiture illustrations, lash lounge or sneaker boutique, medical aesthetics/laser/massage/fitness, houseplant sales & subscription, yoga meditation, essential oils, hot tub rentals, therapy & bodywork, facial/body/cosmetics/yoga/Reiki, recycling, ccrypto currency validation, plant waste collection & composting, and Hopi products & video recipes.

CCHHS-CS is currently recruiting for its 2021 Summer BBE (6/15 – 8/10). FY22 CSBG-Discretionary funding has been requested to expand community economic development offerings, especially in Page and Tuba City, but news of whether this substantial grant will be awarded hasn't come yet.

**Strategic Planning tied to Community Needs Assessment**



- Development of financial empowerment videos for the community.
- Partner with food banks for seniors and families
- Health Disparity Grant: Focus on assistance.
- SDOH referral system with 211

- Partnering with Career Services working to provide career training.

- Partnering with mental health providers for referrals that are bi-directional.
- Health Disparity Grant: Focus on assistance.

- Increase dollars for rental & utility assistance.
- Water assistance in FY22
- Partnering with the City on their Housing Plans
- Social Safety Net: Working on brining a consultant to discuss long term planning with housing sector
- Health Disparity Grant: Focus on assistance.
- Building capacity in the Williams housing project.



# 2021

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## 2022

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