Minutes
Coconino County Community Services Community Action Advisory Board
Monday, February 11, 2019
2625 N King St.
Flagstaff, Arizona 86004

Members Present: Sonya Montoya (Chair), Dorothy Staskey (Vice-Chair, arrived 11:42am), Phil Byrum (Secretary), Patricia Helgeson, Joyce R. Browning, Candis Yazzie, Melinda Holliday, Julie Montoya, Supervisor Jim Parks, Jennifer Mikelson, and Hazel Hatch (arrived 11:35am)

Members Absent: James Carrell (E) and Greg Sampson

Guest(s) Present: Steven Flanagan (Executive Assistant to Supervisor Jim Parks), Marvin Hatch (Spouse of Hazel Hatch), and Gabriella Johnson (NAU student)

Staff Present: Norma Gallegos (Interim Director), Rosie Wear (Administrative Manager), Dayna Yates (Administrative Specialist III), Scott Neuman (Empowerment Program Manager), Susan Harlos (Social Services Program Manager), and Melinda Tracey (Senior Services Program Manager)

I. Call to Order:

Upon establishing a quorum, the meeting was called to order at 11:15am by Chair, Sonya Montoya.

II. Welcome and Introductions:

Sonya Montoya, Chair, welcomed everyone, and thanked them for attending.

III. Approval of Minutes 11/26/18:

Upon review of the minutes, Julie Montoya moved, seconded by Joyce R. Browning to approve the minutes as presented. The motion unanimously carried.

IV. Coconino County’s Organizational Renewal:

Dr Marie Peoples, Coconino County’s Deputy County Manager, provided an overview of the county’s current transition plan; the public Health Services District, Community Services, and the Career Center will merge into one large Health and Human Services Department. She indicated there are still a lot of unknowns and the county is requesting staff input. Sonya Montoya asked how staff input will be gathered as staff will feel the biggest change. Dr. Peoples responded the impetus is not to cut positions, it will be a multi-year process not without some pain. Information will be gathered by planning teams listening, learning and organizing. Joyce inquired as to which business model consultants are using, to which Dr. Peoples responded that they are using the Bridges Model detailed in the book, Managing Transitions: Making the Most of Change, by William and Susan Bridges. Joyce Browning stated that if they run into a snag during the transition planning period to refer to Open Space Technology that agencies such as NASA and Boeing used to get people invested from their hearts. Steven Flanagan asked Dr Peoples what process(es) will be utilized to get honest staff feedback without the fear of reprisal and asked if any of the processes are anonymous. Dr Peoples stated that surveys that will be sent out will be anonymous, as well as, the planning/listening groups will gather input given to them by staff. They will present the input the aggregated information, not as presented by individual employees. Sonya Montoya stated if any community involvement is needed that a great group exists right here (CAAB Members).
V. Department Updates
Norma took a moment to recognize Community Services’ employees Rosie Wear and Dayna Yates and thanked them for their roles in organizing the CAAB meeting.

A written Director’s Report was distributed to all members via their board packet prior to the meeting. Highlights of the report are reported by the Interim Director and division managers:

SOCIAL SERVICES (presented by Susan Harlos):

Senior Recertification Program
The Senior Recertification Program is proving to meet a great need in Coconino County. Since its start this fiscal year, staff have signed up and served 154 seniors utilizing $122,684.42 of Low-Income Home Energy Assistance Program (LIHEAP) funding.

Keys to Prosperity Program (K2P)
The K2P Pilot program is completing its first 6-months of coaching sessions. At the next CAAB meeting in April, staff will provide a summary of the first 6-months of results. On January 23rd a luncheon/meet up was held with coaches to get feedback on the first six months and ideas to implement going forward. In brief, all but two coaches will be continuing with K2P for another 6-months.

Impacts of the Federal Government Shutdown
Arizona Public Service (APS) allocated funding for Arizona for government workers affected by the shutdown. These funds were provided to Wildfire (previously known as Arizona Community Action Association), and contracted to the Community Action Programs in Arizona, including, Coconino County Community Services to help these employees. Staff conducted a one-day outreach for the National Park Service (NPS) which distributed over $10,000 in funding in one day. In all, $20,000 was utilized to serve 101 families.

Kachina Village Improvement Development (KVID)
Last year, Kachina Village Improvement District (KVID) raised its water rates which resulted in a fifty percent increase (rates had not been adjusted in twelve years). CCCS will screen clients for eligibility based on household size and income at 200% or below the federal poverty guideline. If clients are eligible, they will receive a $250 credit for water bills. Staff has assisted one household living in Kachina Village since January 1st.

Client Surveys
In the months of November and December, 82 completed surveys were received, and 100% of clients responded “Yes” to being treated respectfully and professionally, and said services were helpful. A summary of client needs pertained to: employment, budgeting, food, child care, education, transportation, and health issues (see Client Summary Survey form in packet).

SENIOR SERVICES (presented by Melinda Tracey):

Senior Activities
Both holiday dinners at the senior centers went as planned with a great turn-out of patrons and special guests. A total of 154 meals were served during the two holiday dinners. Flagstaff Senior Center also held its annual “Celebration of Life” ceremony in memory of those who passed-on who had been part of our meals program during 2018. Eight seniors were remembered and many shared stories.
Grants
Flagstaff Senior Center did not accumulate enough media outreach points to be eligible to apply for the Meals on Wheels America Share the Love grant during the last quarter. However, Dutch Bros. Coffee in Flagstaff requested to partner again with Community Services for their “Dutch Luv” Valentine’s Day fundraiser for Meals on Wheels. From every drink sold on Valentine’s Day, February 14th, Dutch Bros. Coffee will donate $1 to Flagstaff Meals on Wheels.

Staff
LaReina Reyes has been hired for the Lead Cook position in Flagstaff, and Margaret Bentzen was hired for the Lead Caseworker position. Melinda stated that there have been many compliments from Senior Center clients stating how LaReina’s cooking is delicious.

EMPOWERMENT PROGRAMS (presented by Scott Neuman):

Individual Development Account (IDA) Program
From November 1, 2018 through January 31, 2019, one (1) asset purchase was made by a $ave2Learn ($2L) participant and two (2) were made by a Business (Biz) participant, for a total of three (3) asset purchases. The successful business participants were the owners of a natural housecleaning company and a travel and tourism company.

Patricia asked who are the local grant funders and Administrative Manager Rosie Wear stated the Coconino Community College Foundation, Alliance Bank of Arizona, National Bank, UNS Energy, and Goodwill. She stated we are trying to match non-profits local donations with other local donations, since the federal to local match is no longer available when existing funds are exhausted.

Basic Business Empowerment (BBE)/Micro-Business Planning Training
Of the 14 participants enrolled in CCCS’ fall ’18 Page BBE two withdrew and 12 completed the training. Coconino County Career Center funded this BBE training and paid for Coconino Small Business Development Center Director Diana White to facilitate. Diana’s final report indicates all but one participant completed their business plans and pitches and received certificates of completion. Currently, we have received nine fall ’18, Page BBE training business plans, but two more still come in.

Staff recruited/enrolled 15 participants to develop 14 business plans during the spring ’19 Flagstaff BBE training. The final class was scheduled for Tuesday, March 26th, at the CCC 4th St. campus, but class cancellation/make-up has moved the date to April 2nd. SBDC Director Diana White is facilitating the Flagstaff BBE training per CCCS’ intergovernmental Agreement with Coconino Community College which hosts the Coconino SBDC.

OWNER OCCUPIED REHABILITATION PROGRAM (OOHR)
Since the November 26th CAAB meeting CCCS’ OOHR program are that rehabilitation work on the house of an applicant in Williams has gone out to bid. Applications to rehabilitate two houses in Fredonia and one from Winona have applied for assistance. All are pending initial inspections and final determination for eligibility.

ADMINISTRATION (presented by Rosie Wear, Susan, and Norma):

Department Financials
Rosie mentioned that Community Services has submitted a Service Improvement Request (SIR) for a budget increase in FY20 to increase Cook LaReina Reyes from 32 hours to 40/week to provide additional service and decrease turn-over associated with this position.
Social Services Expenditures
Susan mentioned that Caseworker Cyndi Yellow Hawk is now taking clients in the Williams office twice a week, Tues./Thurs., by appointment only. Previously Social Services was staffed by five Caseworkers, including one Caseworker in Page and four are in Flagstaff.

VI. Impacts of Federal Shutdown
Joyce Browning asked how furloughed Federal employees found out about available assistance. Susan Harlos stated there were several ways: APS did an announcement, community word of mouth, and CCCS put the word out to other agencies. Norma Gallegos stated that a press release went out the Board of Supervisors making them aware, as well as CCCS Caseworkers attended a meeting with the National Park Service. Susan Harlos also mentioned that staff logged every incoming call or in-person inquiry tracking the dollar amount, employer department, and where the client lives, and the majority resided at the Grand Canyon. Julie Montoya asked what verification is required for assistance and Susan Harlos indicated there is a small application to be completed and clients need to provide ID/employee badge and their APS bill.

Norma Gallegos also acknowledged UNS stating that they assisted clients by advertising on their website and offering no late fees, extensions, and no shut-offs. Candis Yazzie asked if resources reached the reservation as there are government employees who could have been impacted. Susan responded that very few people have APS on the reservation, but we also received very few calls. Patricia Helgeson reported that the Salvation Army also assisted affected clients. Patricia Helgeson asked if furloughed employees are eligible for assistance other than APS, and if so, is there a cap for assistance? Susan Harlos replied that all County residents are able to apply for any assistance we offer however, the grants themselves have specific income caps and in general rent is allowed one time per year (one program tops at $950), utilities are allowed maybe two to three times per year (we work with the crisis presented), and with the Low Income Home Energy Assistance Program (LIHEAP), staff can put up to an $800 credit on a client’s account.

About inquiries regarding wood vendors, Susan Harlos indicated that there are very specific requirements for wood vendors, such as insurance, which can make it difficult to sign-up wood vendors. Supervisor Parks stated that Flag Fire is cutting/piling logs now from Brookbank Meadows with the intention of selling what they can in the spring, and what doesn’t sell is being given away for free to the public via the City of Flagstaff fire department. He stated he would look into the possibility of having whatever is left be made available to clients.

VII. FY20 County Budget Process
Community Services has uploaded two Service Improvement Requests (SIR) for consideration by county management and the Board of Supervisors. One is what was mentioned above reclassifying the Cook to a Lead Cook and increasing it by 0.2 FTE to convert a 0.8 FTE Cook to a 1.0 FTE Lead Cook for the Flagstaff Senior Nutrition Program.

The other SIR will increase our capacity to meet eviction prevention needs in our community, thereby stabilizing low-income individuals and families. In FY19, the Board appropriated an additional $35,000 one-time funds for housing assistance, giving us a total of $68,333 in General Fund Emergency Assistance for the year. As of January 2019, all the General Fund appropriations were fully expended. Staff recommends the permanent increase of general fund support for emergency housing assistance in
the amount of $50,000 due to the long term and recent indicators that show that the housing costs for Coconino County far exceed the norm for the state of Arizona.

**VIII. Update on FY18/19 Strategic Plan (presented primarily by Norma):**
Norma Gallegos, Interim Director requested that this item be tabled to the next meeting. The members unanimously agreed.

**IX. Round Table:**
- Dorothy Staskey: Pass
- Joyce R Browning: Pass
- Dayna Yates: Pass
- Hazel Hatch: Pass
- Susan Harlos: Pass
- Jennifer Mikelson: Pass
- Sup. Jim Parks: County Supervisor Parks stated he was able to attend the holiday party at the Flagstaff Senior Center and had a great time (though no one asked him to play his Fiddle)! He said regarding the County organizational transition that Norma Gallegos, current Interim Director, should apply for the Health and Human Services Department Director position. He also commented that the County’s rural areas have shortage of business and employment opportunities, especially on the Navajo Nation. He said the shutdown of the NGS Power Plant will cause the loss of a lot of jobs and he would like to reach out to companies across the nation about bringing a manufacturing facility to the reservation. Supervisor Parks said not everyone is cut out to attend college and he would like to see trade schools or apprenticeship programs brought to the reservation, such as welding or construction.

- Steven Flanagan: Steven mentioned a Veteran Stand Down event is coming up in May to assist at-risk veterans, and the next Community Emergency Response Team (CERT) training is posted on the Sheriff’s website. Steven inquired about assistance for seniors who are able to cook for themselves but do not have transportation to get to and from the grocery store. Staff indicated they would investigate this.

- Melinda Holliday: Melinda asked if the Fiscal Year Annual Report handout can be duplicated to hand out in taxis. Rosie and Norma both stated that can be done.

- Sonya Montoya: Sonya mentioned that she loves the Annual Report infographic handout.

- Norma Gallegos: Norma reported that on 4/2/19 there is a BOS work session scheduled to go over economic trends on poverty. She also mentioned the Cesar Chavez Celebration at the American Legion on 3/29/19, will be honoring Purple Heart Veterans. Norma also said she is on the Census 2020 National Working Committee, and the City-County Joint Committee and that 4/1/19 is Census Action Day.

- Scott Neuman: Scott asked for referrals for the BBE class that starts May 14th.

- Candis Yazzie: Candis inquired as to how to go about making a recommendation to the County. She said the area on the reservation where roadside vendors operate is closed for 3-8 months for construction and these vendors are looking for a temporary place to operate. She is wondering if there are County resources available that can help with clearing an area for them to operate. Supervisor Parks asked if there is an area that can currently be utilized, and Candis replied yes, possibly two sites, but they would need to be cleared of rocks, brush, and such. Supervisor Parks indicated he would look into this.

- Julie Montoya: Julie commented that with so many new CCCS staff members, she recommends they get a tour of Sharon Manor so they know what they are referring to/for.
Patricia asked if we may be able to hold a CAAB meeting there to which Julie replied it is a smaller space, but that she will look into it.

Patricia Helgeson: Patricia mentioned that James Carrell’s sister had a heart attack and asked us to have him and her in our thoughts. She also said she stepped down from the Williams Salvation Army Board and was replaced by Cindy Rioux, who also runs the nonprofit, Hope for the World. And she announced that Kinder Kamp fundraisers are very time consuming and only raise $2000 last year, so this year they have a GoFundMe page as this will require less effort and time, and is asking for assistance in spreading the word. Lastly, Patricia requested to have future CAAB meeting dates at the bottom of the agenda.

Phil Byrum: Phil reported that UNS Energy is making changes to meters where all accounts will be individually metered as opposed to having the bill in the name of the landlord or mobile home park, for example. He mentioned that this will impact the low income community. He wondered if UniSource puts a program into place where techs identify and red tag an appliance, would NAGOC, CCCS or another agency be willing to do weatherization work?

Rosie Wear: Rosie encouraged distribution of CCCS’ annual report infographic.

X. Call to the Public:
No public comments.

XI: Adjourn:
There being no other business, Sonya Montoya adjourned the meeting at 1:03pm.

Reviewed & Approved for distribution by:

Phil Byrum, Secretary

Transcribed by Dayna Yates and Scott Neuman: