Minutes
Coconino County Community Services (CCCS) Community Action Advisory Board (CAAB)
Monday, April 15, 2019
2625 N King St.
Flagstaff, Arizona 86004

Members Present: Sonya Montoya (Chair), Dorothy Staskey (Vice-Chair), Phil Byrum (Secretary), Patricia Helgeson, Greg Sampson, Melinda Holliday, Jennifer Mikelson, and Hazel Hatch

Members Absent: James Carrell (E), Candis Yazzie (E), Julie Montoya (E), and Supervisor Jim Parks

Guest(s) Present: Kim Musselman (Director of Special Initiatives with Coconino County), Greg Webb (Event Coordinator Census 2020), and Marvin Hatch (Spouse of Hazel Hatch),

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

I. Call to Order:
Up on establishing a quorum, the meeting was called to order at 11:07am by Chair, Sonya Montoya.

II. Welcome and Introductions:
Sonya Montoya, Chair, welcomed everyone, and thanked them for attending.

Kim Musselman, Director of Special Initiatives and Greg Webb, part-time volunteer and Event Coordinator with Census 2020,
past children were not always counted, since it wasn't clear which parent should count the child. Kim said children should be counted with the residence where they spend the most time, though if 50/50, whichever household the child is in on April 1.

Norma noted that grant funding, including for example LIHEAP, is often determined by the Census count. Kim mentioned the County is partnering with NAU and stated that eight NAU Capstone Communications classes are working on an outreach project on how to reach and communicate the Census info to college students. The presentations will be about 30 minutes long and will be held on Friday, May 3, 2019 from 9:00am – 3:00pm at City Hall Council Chambers. Sonya mentioned that she attended a meeting in another County and was told the Census personal information will not be available to the public for 72 years.

**Update on Integration of Departments**

Kim stated that the new name is still being worked on and will be presented to Board of Supervisors (BOS) for approval, and that the recruitment process of the new Health & Human Services Director is still in process. She mentioned that the Leadership teams were getting together on April 15, 2019 and are going to do a program assessment looking at barriers and opportunities, which includes a building remodel and paperwork/system integration. Patricia asked if with the recruitment of the Director, will each department or unit have its own assistant director or the like. Kim said, “yes,” each previous department and division will have subject matter specialists, though titles and job descriptions are yet to be decided.

**V. Department Updates**

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

**SOCIAL SERVICES (presented by Susan):**

**Senior Recertification Program**

Since the beginning of FY19 (July 1, 2018), CCCS has enrolled and served 288 seniors in 195 households providing
• 8 participants established or increased their savings
• 13 participants established or improved their credit score
• 18 participants attended CCCS’ financial literacy workshop

3) Success story from the first 6 months:
One participant started with 11 active credit cards with balances. She had no savings, no budget, her credit score was 688 and she needed to move to establish her own household. Her goal for the 6-months of coaching was to save enough to cover her moving costs, consolidate her credit card debt, and increase her credit score. While being coached she closed-out nine of her credit cards, saved $4,000, utilizing the “Pay Yourself First” tool. She discovered she could save much more than she thought, and increased her credit score to 767, funding her move into her own apartment.

Financial Literacy Workshops
Our Page caseworker, Stacy Lucero, completed OWEENA financial literacy training-for-trainers. This training is specifically designed for helping Native Americans communities and incorporates cultural values to reinforce the financial concepts being learned. Stacy and Flagstaff caseworker Ashli Bintz, who previously was OWEENA trained, will create a shortened, 4-hour version of the training. They will test it on CCCS staff, revise as needed, and then co-facilitate it in Flagstaff and Page starting in May 2019.

CCCS is part of United Way’s financial empowerment committee with its Launch Flagstaff and VITA programs, NAU, and the Earn-to-Learn IDA Program. College students and VITA participants will be offered CCCS’ financial empowerment workshops. And CCCS Social Services’ clients will be referred for VITA tax assistance and those interested in college will be referred to NAU’s enrollment specialists for student financial aid, including FASFA assistance. Collaboration should lead to faster client progress. A Financial Literacy Awareness Campaign planned for April of next year.

Client Surveys
During January and February, 54 client surveys were completed.
completed saving and match grant purchases and five others are actively saving. Another participant was approved, but did not open her account and was dropped.

Year to date, we have had two Education IDA participants successfully complete the program. One of which is attends Arizona State University, another completed her program at Empire Beauty School of Flagstaff. Eight education participants are actively saving. We have had two participants request to drop so far this year, both for personal reasons. One had fully completed their savings and so is a “partial completion,” the other did not complete the savings program.

Norma acknowledged the partnership CCCS has with Alliance Bank of Arizona and Greg Sampson, and mentioned Greg is retiring soon, and that June CAAB meeting will be his last. It is hoped that Greg’s replacement may be interested in CAAB service.

**Basic Business Empowerment (BBE) / Micro-Business Planning Training**

Seven of the 15 participants staff enrolled for the Spring ’19 Flagstaff BBE completed business plans. One presented early, but the other six pitched their business to our guest evaluation panel of three judges during the final class held on Tuesday, April 2nd. Businesses include: interpreting/translation services, marketing, native jewelry making and selling, hydrologic consulting, home fireproofing remediation and consulting, micro-greens vertical farming, and adventure travel for persons with disabilities.

Small Business Development Center (SBDC) Director Diana White facilitated the training per CCCS’ Intergovernmental Agreement with Coconino Community College (CCC) which hosts Coconino SBDC. Diana has taken a new position with Northern Arizona Center for Entrepreneurship and Technology (NACET). But, per a part-time employment contract with CCC, Diana will still facilitate CCCS’ summer ’19 BBE training in Flagstaff starting May 14th, until CCC is able to hire and train a new SBDC Director.

Patricia suggested recruiting BBE participants using an app
grants expenditures and are trying to spend Warm Spirits grant money. Norma stated we are getting a fair share of LIHEAP funds next year. Norma also mentioned that utility companies are lobbying for us at the Federal level and that Arizona is expecting to receive $25 million dollars.

VI. Coconino County Audit Report for FY18
Norma said the Arizona Auditor General has completed its FY18 Financial and Single Audit of Coconino County. It is a requirement for the report to be available to CAAB members and the report can be found at the following website:

Rosie added that there were no audits conducted of CCCS programs this year, also meanings there weren’t any findings.

VII. Update FY20 County Budget Process
Norma reported that CCCS’ budget was presented to the County Managers Team on April 14, 2019 requesting an additional and recurring $50,000 for rental assistance. Also, requested were full-time (40) hours and title reclassification from Cook to Lead Cook at Joe Montoya Senior Center. The budget will be presented to BOS on May 6, 2019 with the expectation the budget will be adopted by BOS in June. Norma said that County management is anticipating a recession in FY20 or FY21 and though CCCS’ requested budget increase is not great, it is more likely to be approved this year.

VIII. Update on FY18/19 Strategic Plan (presented primarily by Norma):
Norma provided a status update on CCCS’ FY 19 Strategic Plan goals, objectives, proposed strategic measure priorities. All are generally on track with the previously approved timeline. For details, see Addendum A in the CAAB packet.

Norma also mentioned that Naloni Bonino-Tarbell was nominated for Volunteer of the Year and won first place in her volunteer category. Naloni’s work on planning, development, and implementation of CCCS’ Keys to Prosperity volunteer-based financial empowerment coaching has been invaluable.

IX. Round Table:
Dorothy Staskey: Pass
behind Olsen’s Grain.

Greg Sampson: Greg expressed his shock regarding Joyce’s passing adding that she was always full of energy. He will retire soon so the June CAAB meeting will be his last.

X. Call to the Public:
As a group we read the “Promise of Community Action.” There were no additional public comments.

XI: Adjourn:
There being no other business, Sonya asked for and Melinda Holliday motioned for adjournment of the meeting at 12:55pm, seconded by Patricia Helgeson.

Reviewed & Approved for distribution by:

Phil Byrum, Secretary

Transcribed by Dayna Yates and Scott Neuman: