

Maricopa County Community Services Commission
Monday, August 17, 2020 6:00 PM
234 N Central Ave. #3000 Phoenix AZ 85004
The Advisory Tri-Partite Board of the Maricopa County Community Action Agency

Meeting Minutes

MEMBERS PRESENT		
Public Sector	Private Sector	Consumer Representative
Councilman John Carnero, Tolleson	Jayson Matthews Valley of the Sun United Way	Jessica Gonzalez Low-Income Representative
	Adonis Deniz Jr. Mercy Care	
	Lauriane Hanson Equality Health	
	Bonnie Temme Salt River Project	
MEMBERS ABSENT		
Public Sector	Private Sector	Consumer Representative
Councilman Ricardo Vital, Guadalupe		Pam DiPietro Low-Income Representative
Councilman Roland Winters, Surprise		
GUESTS AND STAFF PRESENT		
Guests	Staff	
No Guest	Sandra Mendez, Community Services Assistant Director	
	Norma Gallegos, CS Eviction Prevention Prog. Coordinator	
	Cathy Chiang, CS Community Action Program Manager	
	Nayeli Martinez, Community Services Commission Liaison	
	Luke Emerson, CS Management Analyst	

1. Call to Order

Chairman, Jayson Matthews, called the meeting to order at 6:08 P.M.

2. Roll Call

Ms. Nayeli Martinez conducted roll call. Six (6) of the nine (9) seated Commission members were present. A quorum was established.

3. Pledge of Allegiance

The pledge was led by Chairman, Jayson Matthews.

4. CAA Report

- **Dashboard Indicators (DI) Reports (CSBG Org. Standard 5.9 & 8.7)**

Ms. Sandra Mendez provided an overview of the final expenditures for SFY20 Dashboard indicators. Funds were expended at 97.63%. Ms. Mendez noted that the Arizona Department of Housing did not chose to renew the pilot rental assistance program that was in place for SFY20. Instead for SFY21, ADOH subcontracted with Maricopa County to provide rental assistance to county residents impacted by the COVID-19 Pandemic.

Ms. Mendez was happy to report that Arizona Public Service (APS) funds were expended at 99.70%. MCHSD received these funds in late SFY20, to assist with high energy bills that resulted from the APS Summer Moratorium.

Ms. Mendez added that SRP COVID-19 funds were not fully expended as the funds were allocated in April 2020, allowing two (2) months for full expenditure. URRD funding was also under expended as the funds are tied to utility deposits. The COVID-19 Pandemic prompted utility companies to enter into a state of moratorium and deposits are presently not in demand. Ms. Bonnie Temme shared that any unspent SRP COVID-19 funding will be repurposed back into the community.

Next, Ms. Mendez shared the year-to-date expenditures for the present fiscal year, SFY21. As of August 14, 2020, MCHSD has received a funding award for the first six (6) months of the fiscal year. MCHSD anticipates more funding will be received from the Arizona Department of Economic Security (ADES) in January 2021. MCHSD is also managing a \$27 million-dollar COVID Crisis Rental Assistance Program for the first six (6) months of the fiscal year, funds are due to be expended by December 2020. Ms. Mendez noted the deadline is fast approaching and MCHSD aims to expend \$6M by December 2020.

Ms. Mendez stressed that the department is racing against two other deadlines as the utility moratorium and eviction moratorium are set to end in October 2020. Ms. Lauriane Hanson noted that the demand for assistance is evident, and suggested the county pursue the ability to submit applications online. Ms. Mendez added that the county launched a portal on the website to allow applicants to submit a pre-application and upload required documentation. The pre-applications are then routed to the appropriate Community Action Program (CAP) agency. MCHSD is also processing applications through the ADOH Rental and Eviction Prevention Assistance Program (REPAP). MCHSD is scheduled to train ten (10) case workers the week of August 24, 2020 to help work through any application backlogs.

Ms. Mendez reminded the board that MCHSD is still working under the COVID-19 waiver for wet signatures, but phone interviews are still being conducted. MCHSD is limited in terms of capacity due to the low number of caseworkers and staff. CAP agencies are still hiring and MCHSD anticipates they will be able to speed up expenditures once they are fully staffed. Ms. Temme raised a question and proposed the county leverage funding across the board to ensure expenditure of utility funding as well. Ms. Mendez agreed and shared that all CAP agency have received direction to leverage funding for utility assistance and rental assistance fund sources.

Finally, Ms. Mendez announced that the Community Development Division and Community Services Division partnered to provide rental assistance through the Community Development Block Grant (CDBG) Rental Assistance Program. Unlike most programs, this program must be expended within 18 months. CSD is also expecting to receive an additional \$550K from the Arizona Department of Housing (ADOH) to continue the Rental and Eviction Prevention program.

All Commission board members received electronic copies of the Dashboard Indicator Report.

- **Customer Satisfaction Survey (CSBG Org. Standard 1.3)**

Ms. Mendez provided an update to the final SFY20 Customer Satisfaction Survey results. Ms. Mendez highlighted that few negative responses were received, and most applicants are satisfied with the services provided. Ms. Mendez added that the full report is 12 pages and will be provided in full following the meeting.

All Commission board members received electronic copies of the Customer Satisfaction Survey report.

- **COVID Crisis Rental Assistance (CCRA) Program - Update**

Ms. Cathy Chiang shared that the program had a soft launch date of July 14, 2020 and officially launched on the website on July 20, 2020. Agencies are required to submit an expenditure plan and their expenditures are monitored daily by Cathy's unit. Tempe Community Action Agency (TCAA) hired temporary staff as early as July and can adapt to the high demand. Other agencies had to wait to receive the final signed contracts

before they could use funding to hire staff. Ms. Chiang stressed that agencies may need through the first week of September to finish staffing their offices.

Ms. Lauriane Hanson inquired if the county has had problems collecting the required Landlord form and W9 form. Ms. Mendez shared that some applicants may have difficulties, however Maricopa County is in communication with the Clerk of the Board and Landlord Association to inform landlords on the program requirements, so they are willing to provide the necessary information. The county offers landlords the option to register themselves as vendors or provide a W9 form.

- **SFY21 Needs Assessments Update (CSBG Org. Standard 3.1 - 3.5)**

Ms. Norma Gallegos shared that MCSHD is looking to work in partnership with Valley of the Sun United Way. A draft scope of work has been drafted and will be available for the board to review by October 2020.

- **SFY21 Community Action Program (CAP) Plan (CSBG Org Standard 4.4)**

Ms. Norma Gallegos provided a brief overview of the last Community Action Plan that was drafted. The SFY21 CAP Plan is the last plan derived from the 2017 Community Needs Assessment. A new CAP Plan will be developed following the new SFY21 Needs Assessment.

The provided draft CAP plan highlights emerging trends resulting from the COVID-19 Pandemic. All Commission board members received electronic copies of the draft SFY21 CAP Plan.

- **Board Membership – Review (CSBG Org. Standard 5.5)**

Ms. Nayeli Martinez updated the board on the most recently expired terms for board members across all sectors. MCHSD redirected all efforts toward COVID-19 crisis assistance and was not able to promptly renew memberships. Ms. Martinez shared that she would follow up with all expired membership owners via e-mail. Commission members are able to renew their membership by completing the Intent to Continue service form from Section 305 of the Commission Board Policy Manual. The deadline to provide a completed form is Monday, August 31, 2020. Ms. Martinez added that the Nomination Committee would then meet to make recommendations to the board for the October 19, 2020 commission meeting.

- **Commission Orientation – Proposed dates**

Ms. Martinez proposed a new date for the Commission Orientation that was postponed in March 2020 due to the COVID-19 Pandemic. Board members received a list of proposed dates in September and selected Saturday, September 26, 2020 @ 9 AM. Ms. Martinez added that the training will be done over webinar and will require a commitment of approximately 3 hours.

5. Action Items:

- **Approval of Meeting Minutes for June 22, 2020**

Motion to approve the Meeting Minutes for June 22, 2020 was made by Mr. Adonis Deniz. Ms. Lauriane Hanson seconded the motion. The motion was passed unanimously.

- **Approval of SFY21 Draft Community Action Program (CAP) Plan**

Motion to approve the SFY21 Commission Meeting Schedule was made Mr. Adonis Deniz. Ms. Jessica Gonzalez seconded the motion. The motion was passed unanimously.

- **Approval of September 26, 2020 Commission Orientation Date**

Motion to approve September 26, 2020 Commission Orientation date was made by Ms. Bonnie Temme. Ms. Lauriane Hanson seconded the motion. The motion was passed unanimously.

6. Call to Public

- **Commissioner Member Updates**

Ms. Bonnie Temme provided a brief update on the efforts SRP has taken during the COVID-19 Pandemic. Currently, SRP is not ruled by the Arizona Corporation Committee (ACC) and is governed by state legislation. SRP will end their COVID-19 moratorium on October 1, 2020 ahead of the ACC deadline of October 15, 2020. Ms. Temme noted that SRP has been communicating with customers and have advised that any overdue amounts above \$80 will automatically be enrolled into a payment plan. Customers with limited incomes are advised that funding is available through programs offered by MCHSD. Ms. Temme added that SRP saw an increase in approximately 20,000 new eligible customers join the discount program. Ms. Temme also reassured commissioners that she may be able to advocate for more funding in the future as MCHSD demonstrated a quick expenditure of funds in a short time frame.

7. Adjournment

Chairman, Jayson Matthews adjourned the meeting at 7:30 P.M.

**Next Meeting of the Maricopa County Community Services Commission
Monday, October 19, 2020 at 6:00 PM. Location is yet to be decided depending on ongoing COVID-19
situation.**