

Maricopa County Community Services Commission

Monday, January 22nd, 2018 6:00pm

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
	Bonnie Temme Salt River Program	Connie Norris Low-Income Representative
	Jason Matthews Valley of the Sun United Way	Anita Lawson Low-Income Representative
MEMBERS ABSENT		
Public Sector	Private Sector	Consumer Representative
Judge Lilia Alvarez Town of Guadalupe		Pam DiPietro Foothills Foodbank
Councilwoman Veronica Malone Avondale		
GUESTS AND STAFF PRESENT		
Guests		Staff
Sherry Steele, Avondale CAP Manager		Sandra Mendez, Assistant Director
		Cathy Chiang, Community Action Program Manager
		Eddie Limon, Community Action Program Coordinator
		Nayeli Martinez, Management Assistant

1. **Call to Order**

Acting Chairwoman, Bonnie Temme, called the meeting to order at 6:07 p.m.

2. **Roll Call**

Ms. Nayeli Martinez completed roll call. Four (4) of the seven (7) seated Commission members were present. A quorum was established.

3. **Pledge of Allegiance**

The pledge was led by Acting Chairwoman, Bonnie Temme.

4. **CAA Director's Report**

• **Dashboard Indicator (DI) Report**

Ms. Sandra Mendez provided an overview of the State Fiscal Year (SFY) 2018 Dashboard Indicator (DI) Report, reflecting fund depletion patterns as of January 1st, 2018. Ms. Mendez explained that agencies are allowed to establish their own expenditure plans based on local needs and demand factors in their service area. Community Services received allocations or awards totaling over \$3,072,793.00 in funds to be utilized for direct service purposes in SFY 2018. A total of \$2,090,980.00 has been expended as of January 1, 2018.

Ms. Mendez explained that although we are entering low temperature season for utility assistance, Community Services has seen an increase in utility payments made to Arizona Public Service (APS). As

a result, there are anomalies in the fund depletion patterns. Ms. Mendez noted that City of Surprise and City of Peoria are two examples that have received high bills from APS. These two cities have struggled to manage the demand factor for utility bills. In some cases, the bills are in excess of \$2000. Ms. Mendez shared that based on time elapsed in the contract year, Community Action Program (CAP) Offices are on target. CAP Offices received mid-year amendments in LIHEAP voucher funds to offset high utility bills.

Next, Ms. Mendez went over the Short Term Crisis Services Program (STCS) chart. She highlighted an anomaly with STCS depletion funds. Ms. Mendez explained that Community Services uses Community Services Block Grant (CSBG) funds to supplement TANF money. This year in Mid-Year Amendments, Community Services received a carry forward award from Department of Economic Security (DES). This one-time CSBG carry forward money will be used to help rental assistance programs. Currently, rental assistance requests have doubled utility assistance requests over the past two (2) years. Ms. Mendez noted the infusion of more contract money into contracts justifies the low expenditure trends for cities like City of Avondale who has expended 35% of available funds.

Finally, under the Households Served graph, Ms. Mendez explained that Households served as of January 1st is a normal average considering time elapsed in the contract year. The amount of households served may drop if APS bills continue to go up. Community Services tries to prevent that from happening by infusing money into more vouchers.

Moreover, the graph for administrative expenditures shows that most agencies are meeting their expenditure goals. All agencies are near the 49% goal with the exception of Scottsdale, Tempe and Guadalupe. These figures were not available at the time this report was prepared.

- **CSD Staff Changes**

Ms. Mendez introduced Mrs. Cathy Chiang as the new Community Action Program Manager. Mrs. Chiang has already established relationships with community action programs. This is a newly created position primarily working with subcontractors.

Ms. Mendez also announced that Ms. Nayeli Martinez who was previously the Administrative Assistant to Community Services Division and has been promoted to Management Assistant. Ms. Martinez will be working on policy analysis, policy development, data collection and management. She will be reporting to Mrs. Chiang. Ms. Mendez Will be advertising for another staff assistant soon. Community Services also has a vacant Contracts Administrator position to fill.

- **Commission Composition Subcommittee Update**

Ms. Mendez shared that the Commission Composition Subcommittee reviewed geographical service areas to encourage equal representation by all areas, as Maricopa County serves 23 cities.

Mr. Eddie Limon shared that Commission bylaws and service areas were analyzed together. In collaboration with Maricopa County Department of Transportation (MCDOT), Community Services created the Community Services Division (CSD) Regional Service Map. The proposed map breaks down regions based on population, thus ensuring each region is represented as mandated by legislation. Mr. Limon explained that legislation states that the Commission must be composed of 1/3 elected officials, 1/3 community members and 1/3 private sector representatives. The key on the map outlines how many members will be selected for each region. Mr. Limon proposed to add the CSD Regional Service Map to the HSD procedure manual. Mr. Limon next introduced two amendments to the commission bylaws, Article 3 section B (Composition) and Article 3 Section J (Voting). Article 3 Section B describes implementation of the CSD Regional Service Map. Section J proposes having the chairperson abstain from voting and serve as a tie breaker.

Mr. Limon explained that a discussion about the HSD Procedure Manual is due at the next commission meeting, as the current manual is still under review.

Low-Income Representative, Ms. Connie Norris, proposed an edit to the CSD Regional Service Map to include Sun City and Waddell in the listing for the west region as well as “unincorporated” County areas.

Valley of the Sun United Way Representative, Jayson Matthews, also contributed that a policy should be created to help interpret the implementation of the Map.

Finally, Mr. Limon will be making the suggested edits to the representation listed on the map and the color areas in the map key. Mr. Limon also expressed he will work on creating a policy to compliment the CSD Regional Service Map rather than create another amendment in the Commission Bylaws.

- **ACAA Contract FY19**

Ms. Mendez briefly spoke about ACAA and how they run the home energy assistance funds. ACAA receives URRD money, APS assistance funds, SRP assistance funds and SW gas assistance funds and they put all funds into one contract with Community Services. Ms. Mendez shared that while the work funded by ACAA revolves around crisis assistance, she would like to shift the focus to community centered goals. This would streamline the utility and crisis assistance program so funding can be sent out quickly and effectively with the least amount of administrative burden as possible. Ms. Mendez explained that the ACAA contract provides about 6% of funds for administrative purposes. Community Services would like to have CAP offices directly subcontract with ACAA to save administrative funding. The administrative money can then be used towards community related projects. Ms. Mendez will propose this change to the CAP directors at the next CAP director's meeting taking place January 30th. No decision has been made yet, but Community Services will advise ACAA that the partnership may be moving to end.

- **Update – APS Rate Review**

Ms. Mendez provided a status update regarding issues with the high depletion of APS funds dating back to September/October 2017. Ms. Mendez explained that APS experienced glitches in their billing database which prevented bills from getting to clients in a timely manner. Some customers did not receive a bill for three (3) months. Consequently, The Arizona Republic Newspaper has published opinion editorials addressing issues with abnormally high bills. Ms. Mendez shared she has been involved in meetings with Resident Utility Consumer Office (RUCO) and APS to consider a possible rate review. Ms. Mendez stressed that community services is still seeing 3 month bill crisis with customers although APS assured they would grant customers twelve (12) month payment plans. APS has not followed through on this claim yet. Moreover, community services has also experienced problems with APS and their E3 discount program. The new discount rate grants everyone a flat 25% discount. Ms. Mendez noted that very little was done on behalf of APS to advertise the discount change. APS has also changed client eligibility requirements. Clients who are entitled to an E3 discount, are not being registered. Ms. Mendez believes there must be a glitch in APS E3 system. In response to these problems, APS has requested community services provide names of clients not enrolled in E3 program. Ms. Mendez has explained that community services does not have the capacity to do research on behalf of APS. In the meantime, Ms. Mendez will continue to work with RUCO and APS on a monthly basis to reach a resolution in time for the difficult summer months.

Mr. Jayson Matthews, proposed to have APS conduct rate education through United Way. This way the rate education will be directed at vulnerable populations and general public.

Ms. Mendez shared she would like to help set up rate review sessions for everyone, not limited to CAP customers. APS needs to specially target low income customers, as they appear to be uneducated on the issues affecting the low income community.

Low Income Representative, Anita Lawson, shared that El Mirage customers who have struggled with APS bills and got shut off have been required to pay \$300 deposits even though payments are guaranteed by Maricopa County.

5. **Action Items**

- **Approval of Meeting Minutes October 23rd, 2017**

The motion to approve the minutes from the October 23rd, 2017 Commission meeting was made by Ms. Connie Norris. Mr. Jayson Matthews seconded the motion. The motion carried unanimously with the condition that a change be made to the Roll Call section of the minutes.

- **Approval of By Law Amendments**

The motion to approve Article 3 Section B amendment was made by Mr. Jayson Matthews. Ms. Connie Norris seconded the motion. The motion carried unanimously.

The motion to approve Article 3 Section J amendment was made by Ms. Anita Lawson. Mr. Jayson Mathews seconded the motion.

- **Creation of Member Nomination Committee**

Ms. Mendez recruited members to form part of the Nomination Committee. The Nomination Committee would have a time commitment of two (2) meetings per month for about one (1) hour and thirty (30) minutes. The preferred method would be teleconference. The goal is to identify potential representatives for regional representation in time for the April Commission meeting.

Mr. Eddie Limon and Ms. Sandra Mendez will be on the committee. Mr. Jayson Matthews volunteered to serve on the committee. Ms. Connie Norris shared she will attempt to participate. Acting Chairperson, Bonnie Temme, volunteered to serve on the committee if needed. Ms. Anita Lawson also expressed interest in participating.

Meetings will take place during work hours and information will be sent out ahead of time. Any questions can be addressed by Mr. Eddie Limon.

6. **Call to Public**

- Ms. Sherry Steele, Avondale CAP Manager, attended the Commission meeting as a representative of Councilwoman Veronica Malone. Ms. Steele shared that Avondale CAP hosted a successful career expo in partnership with Goodwill Community Center. Monthly job fairs will be hosted with quarterly hiring events. Ms. Steele also shared she is thankful for HSD's involvement in the APS discussions. She attended the APS summit and noted that APS was promoting acceptance of the new rates. Ms. Steele is concerned as customers who do not chose a new rate plan will be assigned a plan that may not benefit them.
- Ms. Connie Norris shared there was a workshop called "Don't be a victim" in Sun City that was very interesting and informative. Further, Ms. Norris shared she originally proposed a new bus route through Peoria and it is now in place. Ms. Norris was happy to report that the route used to take three (3) hours and now people can get to the Job Training Program off McDowell and 99th avenue 7 days a week in about forty-five (45) minutes.
- Mr. Jayson Matthews shared that United Ways will be hosting another Project connect on February 22nd. Mr. Matthews highlighted that educational material on APS's new rates can be distributed at the Project Connect.
- Ms. Mendez provided an update on the Senior Utility Assistance Program. HSD is working on a funding formula in the hopes to expend funds by June. Currently, progress is pending DES approval of bypassing the signature procedure.

7. **Adjournment**

Acting Chairwoman Bonnie Temme adjourned the meeting at 7:57 PM

Next Meeting of the Maricopa County Community Services Commission

Monday, April 23rd 2018 at 6:00pm to be held at
234 N. Central Ave. #3000, Phoenix, AZ 85004

HSD Mission Statement:

To provide and coordinate essential support and social services to vulnerable populations to enhance economic, educational, and social opportunities and strengthen communities.