



Maricopa County Community Services Commission
Human Services Department – Community Services Division

The Advisory Tri-Partite Board of the Maricopa County Community Action Agency

Meeting Minutes

Monday, July 25, 2022 – 6:00PM

Online: [Link to Teams](#) | **Phone:** (480) 702-3496 ID: 345 052 779#

COMMISSION MEMBERS PRESENT:	Bonnie Temme, Lauriane Hanson, Adonis Deniz, Chris Groninger
COMMISSION MEMBERS ABSENT:	
STAFF PRESENT:	Director: Jacqueline Edwards Assistant Director – Cathy Chiang Client Services Program Supervisor: Jared Beard Community Action Program Coordinator – Joanne Loeza Community Services Technical Assistant – Heidi Hopkins Management Assistant – Charlene Gardner
GUESTS:	Santiago Cornejo, City of Tolleson Tyler Rosensteel

1. Call to Order

Acting Chair, Lauriane Hanson, called the meeting to order at 6:02 P.M.

2. Roll Call

Joanne Loeza conducted roll call. Three (3) of the four (4) Commission members were present. A quorum was established. Commission member Adonis Deniz was able to join later.

3. Pledge of Allegiance

The pledge was led by Acting Chair, Lauriane Hanson.

4. Community Action Promise

Joanne Loeza recited the Community Action Promise.

5. Director’s Message

Human Services Director Jacqueline Edwards introduced herself and thanked the Commission for their time and service. She shared the mission and vision of the Human Services Department. She is very excited for the new fiscal year and to start implementing new strategies and roles where there is going to be an increase in collaboration with clients to provide them the best type of services. By always incorporating Community Action into the services, they want to make a significant impact in their community in the long term by using the Community Needs Assessment and finding out exactly what each community needs.



Maricopa County Community Services Commission **Human Services Department – Community Services Division**

The Advisory Tri-Partite Board of the Maricopa County Community Action Agency

Acting Chair Lauriane Hanson announced a change in the agenda order.

6. Action Items

Approval of June 20, 2022 Meeting Minutes

Motion to approve the Meeting Minutes was made by Chris Groninger, seconded by Adonis Deniz. The motion was passed with three (3) votes from Lauriane Hanson, Chris Groninger, and Adonis Deniz. Bonnie Temme abstained from voting.

Approval of Tyler Rosensteel for Private Sector Representative for the Community Services Commission

Motion to approve Tyler Rosensteel to be a Private Sector Representative for the Community Services Commission was made by Bonnie Temme, seconded by Chris Groninger. The motion was passed unanimously with four (4) votes.

Approval of Jessica Berg for Consumer Sector Representative for the Community Services Commission

Motion to approve Jessica Berg to be a Consumer Sector Representative for the Community Services Commission was made by Adonis Deniz, seconded by Bonnie Temme. The motion was passed unanimously with four (4) votes.

Approval of Head Start Policy Council Chair for Consumer Sector Representative for the Community Services Commission

Motion to approve Head Start Policy Council Chair to be a Consumer Sector Representative for the Community Services Commission was made by Bonnie Temme, seconded by Chris Groninger. The motion was passed unanimously with four (4) votes.

7. Community Action Agency Report

Financial Report

Assistant Director Cathy Chiang presented the Financial Report. Because it is a new fiscal year, they will now be concentrating on speaking about their clients and give a high level financial report to the Commission. For Fiscal Year 2022 (FY22), Maricopa County Human Services (HSD) expended \$3.48 million of their Department of Economic Services (DES) funds. They will have \$3.5 million of DES funds available to use for Fiscal Year 2023. HSD served 2,789 clients with those DES funds in the past FY22 but served 8,790 individuals overall with all services HSD provides to their clients. As mentioned before, DES will now oversee their LIHEAP funds starting in October, so they will have a separate portal for clients to receive that service. As of now, there is no clear indication of how the process will go since DES has not updated Maricopa County, but case workers are ready to guide clients to the appropriate portal. HSD went through the transition of transferring to a new data system, so they have offered assistance to DES to help them with the process.



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Community Initiatives – Partner Spotlight

Santiago Cornejo from the City of Tolleson provided the Commission with an update about the services and programs that are being offered at the City of Tolleson. Referring the Community Needs Assessment conducted back in 2021, 18% of Tolleson residents live below the poverty level and 38% responded that they needed food support. The Community Action Program (CAP) in Tolleson wants to include programming and bridge the gaps in the community. One way of doing that is by having a farmer's market – it will help bridge that gap residents have with their unmet food needs and it will also help provide healthier eating options to the community. Many of the low-income clients struggle to attain fresh produce and there are no grocery stores nearby; "carnicerias" or meat-markets are the only ones with fresh produce but will commonly sell them for a high price. Many of their clients will benefit from this program because not only will they be getting food, but it will be fresh food that will help promote healthier lifestyles. Tolleson hopes to serve 175 families monthly and over 2,100 families yearly. With the support of Maricopa County, they will be able to meet that need in the community.

Agency Partners

Assistant Director Cathy Chiang provided an update to the Commission about their Agency Partners for FY23. Looking at all the information and data through their data system, Maricopa County decided to look at some agency partners more as navigators – they decided to invest in their initiatives because Maricopa County felt they could do more with that investment in their community and services than having case workers process applications. Therefore, the new Agency Partners will now be Avondale, Buckeye, Scottsdale, Surprise, Peoria, Tempe Community Action Agency, and Tolleson.

CASI TA Update

Joanne Loeza provided an update to the Commission. The Covid and Safety Net Innovation (CASI) Technical Assistance (TA) Initiative selected a few agencies across the nation to help design and plan new approaches to create collaborative partnerships to strengthen the safety net for clients. Maricopa County Human Services Department has been working with their inner division of Workforce Development and their partners at AZ DES since February to create a collaborative streamline between Maricopa County's inner-divisions to create a referral process to provide to clients seeking more than one service. Maricopa County was selected as one of the nation's best practices in this project and were filmed last month to showcase their strategies. As the end of the project is coming to its conclusion, the County has created a specific plan to start incorporating their referral process between Workforce and Human Services.

Recent Conferences

Jared Beard provided an update to the Commission about the CAPLAW Conference himself and a few other staff attended this June. There were various sessions that were available to attend at the Conference, but they all dealt with Governance, Human Resources, Financial, Program, and Specialized Topics. Some sessions discussed how to have inclusive leadership in Commission boards, and others discussed creating succession plans for the organization.



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Overall, there were a lot of great sessions that help broaden the knowledge of how Community Action Agencies work in different states.

Charlene Gardner provided an update to the Commission on the NEUAC Conference she and another colleague attended in June. Some of the main focal points discussed was advocating for LIHEAP and emphasizing the guidelines for funding and working with clients to create that flexibility if needed. There is a virtual library filled with resources that talk about LIHEAP and its history and how its distributed. Another point discussed was working towards energy equity and gathering the data necessary to accomplish that. There are many underserved communities that get left behind with energy-saving options because there is a lack of trust and communication. There are other challenges that surface when discussing energy equity but there is a lot of room for improvement.

8. Strategic Plan

Joanne Loeza provided an update on the Strategic Plan to the Commission. The consultant, Community Alliance Consulting, has distributed a Community Survey to each of Maricopa County's service areas and now are waiting for people to submit. In addition, they are also conducting focus groups in these service areas. They will be conducting their focus group with the Commission after the adjournment of this meeting.

9. Call to Public

Tyler Rosensteel introduced himself to staff and the Commission. He is a senior director at Solari – a statewide nonprofit that assists in crisis and health and human services. They operate the #988, the state suicide hotline and harm reduction hard prevention hotline. He is very pleased to be here and excited to be selected to serve on the Commission.

10. Adjournment

There being no other business, Acting Chair Lauriane Hanson adjourned the meeting at 7:04 P.M.