

Maricopa County Community Services Commission

Monday, March 23, 2020 6:00 PM

Teleconference: 602-506-9695 Access Code: 311011#

*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<br>Valley of the Sun United Way | Jessica Gonzalez<br>Low-Income Representative |
|                                   | Adonis Deniz Jr.<br>Mercy Care                  |   |
|                                   | Lauriane Hanson<br>Equality Health              |   |
|                                   | Bonnie Temme<br>Salt River Project              |   |

**MEMBERS ABSENT**

| Public Sector                       | Private Sector | Consumer Representative                   |
|-------------------------------------|----------------|---|
| Councilman Ricardo Vital, Guadalupe |                | Pam DiPietro<br>Low-Income Representative |
| Councilman Roland Winters, Surprise |                |   |

**GUESTS AND STAFF PRESENT**

| Guests | Staff  |
|--------|--|
|        | Sandra Mendez, Community Services Assistant Director     |
|        | Norma Gallegos, CS Eviction Prevention Prog. Coordinator |
|        | Laurie Ontiveros, Community Services Admin. Supervisor   |
|        | Nayeli Martinez, Community Services Commission Liaison   |
|        | Charlene Gardner, CS Management Assistant                |
|        | Luke Emerson, CS Management Analyst                      |

1. **Call to Order**

Chairman, Jayson Matthews, called the meeting to order at 6:02 P.M.

2. **Roll Call**

Miss Nayeli Martinez did 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  
COVID-19**

Ms. Sandra Mendez reported City of Tolleson, and City of Peoria have closed offices to foot traffic. In place of the in-office application process, a telephone interview process has been permitted. Ms. Mendez indicated that they are working on a process to obtain the necessary documents from the applicant, as this requirement has not been waived by DES. Currently, a drop off site has been set up where copies are made and given back to clients. Documents are also being accepted using encrypted emails, fax and text with photos. If client is unable to send encrypted email, an encrypted email method will be provided to the client.

The Peoria Resource center has been completely closed to any foot traffic and moved their interview location to a church located in downtown Peoria. Peoria is also conducting phone interviews. If business hours have changed, the Commission will be notified of updated hours.

Ms. Mendez stated that DES granted a waiver to conduct telephone interviews in leu of home visits, to keep staff safe. Buckeye and Cave Creek CAPs have closed and have a telephone intake line established

(3/23/20). These locations will schedule and execute interviews with clients via telephone. Moving forward, she anticipates more offices closing but iterated that all services providers are up and running.

Ms. Mendez shared that the Arizona Department of Housing is going to make funding available for eviction prevention services. Funding is anticipated to be available within the next two weeks. Families effected by COVID-19 are not required to have a five-day eviction notice.

Ms. Lauriane Hanson inquired about how the other CAP agencies are doing and if they received waivers. Ms. Mendez replied that DES is holding telephone weekly telephone call with the Community Action network, statewide. Last Wednesday, DES provided waivers for face-to-face interviews, monitoring process, and ink signature process (originals). The waivers were applied statewide, not just for Maricopa County.

Ms. Mendez shared that Phoenix and Mesa CAN are still open for business. Glendale CAP's business operation is unknown currently.

Ms. Mendez shared that she is uncertain what impact COVID-19 developments will have on their ability to spend money at current spending rate. In efforts to be proactive, Ms. Mendez requested a waiver from DES to carryover funds, in excessive of 10%, so that the funds stay in Maricopa County in an event that the spending pattern should slow down. MCHSD is expected to receive addition funds for CSBG and LIHEAP due to COVID-19, in the current year.

Ms. Mendez stated that DES has not mentioned an increase of TANF funds. MCHSD participated in teleconference with DOH to discuss the availability of additional fund to assist with the eviction prevention relief. Ms. Mendez expects to see an increase in demand for services, in April, when moratorium lifts. There has been a huge spike with request for eviction prevention services, with people trying to be proactive with seeking relief.

### **Dashboard Indicator (DI) Report**

Ms. Mendez stated that 75% of the contract year has elapsed for utility and rent assistant (since March 19, 2020). Funds are 71.5% expended. She indicated that she would like to see expenditures increase to 80-85% this time of year. MCHSD received additional funds in January 2020 which impacted expenditure rate. They are working closely with those agencies that are under 71%.

For rental assistance, ADOH expenditures and TANF expenditures are on target.

Ms. Mendez shared that APS is expended at 54%, due to accepting a significant increase in funding in the middle of the contract year. The CS Program Leads are working with agencies closely to expend those funds. SRP is expended at 95%. URRD is expended 53%. Staff is working with agencies in expending these funds, as well. LIHEAP is expended at 71%. SWG is expended at 87% and SW Energy share funds are at 96%. If any funds are left over, Ms. Mendez plans to request carrying over funds, to ensure funding remains within the local communities, for Maricopa County.

All board members received an electronic copy of the Dashboard Indicator Report.

### **SFY20 Customer Satisfaction Survey (CSBG Org. Standard 1.3)**

Luke Emerson shared information on how customer satisfaction surveys are implemented on a monthly basis. Agencies are experiencing challenges in collecting enough email responses to statistically impact the decision-making processes. Previously, quarterly survey data was only available for review; however, monthly information is now available. MCHSD established a survey response rate goal of at least 20% from clients. Mr. Emerson shared with the Commission that this goal was met.

Mr. Emerson provided the Commission with some of the customer surveys responses and reiterated that the data from these surveys will lead to improve services for our clients.

Ms. Mendez stated that MCHSD encourages agencies to request client's email in order to send surveys. The surveys do not go directly to the Community Services Division (CS). They go to department staff that compiles and calculates results. CS takes information seriously and reaches out to agencies to improve services. On occasion if the information comes back not in compliance or non-conducive to contract, staff works with agencies to rectify and resolve any issues.

All board members received an electronic copy of the First and Second SFY 20 Quarter Customer Satisfaction Survey results.

### **Case Management Advisory Committee Update**

Ms. Mendez shared information regarding the establishment of a Case Management Advisory Committee, comprised of several Commission members and a representative from each agency to create a long-term case management methodology, to be implemented in 2021. This project has been delayed due to the upcoming release of a Request for Proposal for CAP services. Once contractors have been identified, the Committee will meet to develop standardized service methodology to assist households, beyond crisis management.

### **Onsite Monitoring Schedule**

Ms. Mendez stated that the MCHSD subrecipient on-site monitoring has been postponed due to COVID-19. She anticipated conducting on-site monitoring in the summer. She will keep the Commission posted.

### **Request for Proposal updates**

Ms. Laurie Ontiveros shared that the Request for Proposal (RFP) process for selecting CAP service providers for SFY21, is moving forward. RFP has been finalized and is currently with the County Office of Procurement for release. Release date should be in April 2020. This solicitation is for the service areas that are currently served by non-profit agencies. Ms. Ontiveros also mentioned that a new Intergovernmental Agreement (IGA) will be developed for service areas served by local municipalities. IGA should be ready for their City Council approval in April, as well.

Ms. Mendez mentioned that they may implement a "Plan B" for the CAP RFPs due to the COVID-19. They are exploring a six-month extension on all current CAP service provider. Ms. Bonnie Temme asked if we could request a year extension. Ms. Mendez indicated that she will see if that is an option.

Ms. Ontiveros shared that SFY21 needs assessment RFP has been postponed until sometime after the end of the fiscal year due to COVID-19. Ms. Ontiveros suggested that the Commission review the previous needs assessment from 2016 that was included in the meeting material.

Ms. Mendez shared that they are interested in using information from the existing Maricopa County Public Health Department's needs assessment, to aid in the CS efforts. Ms. Mendez feels that having Public Health's information, from subject expertise, would be very helpful. Ms. Lauriane Hanson supports the use of Maricopa County Public Health's needs assessment information for Community Services' purposes.

### **Census 2020 – Community Action Counts**

Ms. Nayeli Martinez states MCHSD will be part of the National Community Action Partnership Complete Count Committee. CAP service providers have been asked to post flyers with information about Census 2020. Ms. Martinez shared that most of the County's population is miscounted, which impacts the amount of funding received. She indicated that the Census is important as it helps draw congressional states and more importantly to distribute federal monies. Most of these communities that are undercounted are eligible for and could benefit from federal funding. Census day starts April 1<sup>st</sup> and last through the end of July 2020.

Ms. Temme shared that the SRP newsletters references the Census 2020, survey as it helps everyone in our communities. Ms. Temme shared that the printing of the newsletters has been placed on hold, until May.

Ms. Hanson requested a copy of Census information to distribute in their clinics, as the Census may assist in directing funding to those clinics. All board members received copies of the English and Spanish Census Flyers via e-mail.

**Status Update: Advisory Commission Vacancies (CSBG Org. Standard 5.5)**

Ms. Martinez shared that a new question was added to the Customer Satisfaction Survey asking if the individual is interested in serving on the Commission. As a result, CSD received interest from 4 individuals to represent the East valley. Pending COVID-19 updates, Ms. Martinez will reach out to determine their availability and answer any questions they may have.

After attending NASCSP Winter Conference, Ms. Norma Gallegos and Ms. Martinez plan to revise the Commission Bylaws, policy procedure manual, and application based on national best practices. Ms. Martinez shared that the revised bylaws will be reviewed and approved by CSD Commission Nomination Committee.

**Commission Orientation – Postponed (CSBG Org. Standard 5.8)**

Ms. Martinez shared that the Commission Orientation has been postponed as it would be more valuable to be held face-to-face verses other alternatives. Ms. Martinez shared that Ms. Gallegos and herself, were able to identify information that would be most valuable, which would condense the orientation to three hours. Ms. Martinez anticipates rescheduling the orientation in Summer 2020.

**SFY21 Commission Meeting Schedule**

Ms. Martinez shared Commission meeting schedule for SFY21 and noted the meeting will be held at the same timeframe from previous years.

**5. Discussion – Affordable Housing**

Mr. Jayson Matthews suggested tabling the affordable housing discussion to the next meeting due to COVID-19 pandemic. Mr. Matthews explained this is the beginning of the storm and daily events effects this topic. Next meeting is May 18, 2020; discussions regarding affordable housing will be revisited.

Councilman John Carnero agreed to table conversation on Affordable Housing due to COVID-19 crisis. Mr. Carnero further suggested that it's important to stay informed on daily events, as this will continue to impact the housing situation.

**6. • Approval of Meeting Minutes for January 27,2020**

Motion to approve the Meeting Minutes for January 27,2020 was made by Ms. Jessica Gonzalez. Ms. Bor Temme second the motion. The motion was passed unanimously.

**• Approval of SFY21 Commission Meeting Schedule**

Motion to approve the SFY21 Commission Meeting Schedule was made Ms. Lauriane Hanson. Councilman John Carnero second the motion. The motion was passed unanimously.

**Call to Public/Commission Member Updates**

**• Commissioner Member Updates**

Ms. Bonnie Temme thanked Ms. Mendez and Ms. Cathy Chiang on their representation at the LIHEAP Ac Day that was held in Washington DC.

**6. Adjournment**

Chairman, Jayson Matthews adjourned the meeting at 7:45 PM.

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**Next Meeting of the Maricopa County Community Services Commission**

Monday, May 18, 2020 at 6:00 pm 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.*