



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, January 24, 2022 – 6:00PM

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

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| COMMISSION MEMBERS PRESENT: | Jayson Matthews, Bonnie Temme, Adonis Deniz, Lauriane Hanson, Jessica Gonzales |
| COMMISSION MEMBERS ABSENT: | Pam DiPietro |
| STAFF PRESENT: | Assistant Director – Cathy Chiang Administrative Services Supervisor – Laurie Ontiveros Community Action Program Coordinator – Joanne Loeza |
| GUESTS: | |

1. Call to Order

Chairman, Jayson Matthews, called the meeting to order at 6:01 P.M.

2. Roll Call

Joanne Loeza conducted roll call. Five (5) of the six (6) seated Commission members were present. A quorum was established.

3. Pledge of Allegiance

The pledge was led by Chairman, Jayson Matthews.

4. Community Action Promise

Joanne Loeza recited the Community Action Promise.

5. CAA Report

Review of Maricopa County Expenditures

Assistant Director Cathy Chiang wanted to tell the Commission that the data that is going to be presented only shows data points but does not tell you the entire story regarding where it stands. Now that we have a new data system, the team needs to be aware that it shows a snapshot of our program budgets and not the funding source budgets. Additionally, it only shows the paid amounts that have been given to clients and does not show the encumbered amounts – encumbered amounts include the payments that have been obligated to clients.

As they move forward, they are continuing to prioritize ERA with the rental and utility payments and using the other funding sources as they see fit. Even though there only has been a 3.29% expenditure in CSBG Cares, there is not much worry since this fund can be moved and used throughout fiscal years so there is going to be a use after ERA is fully expended. There has



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been an additional \$32 million that was awarded by the Treasury to go towards ERA and there are hopes that ERA 2.0 will be fully funded to carry the department into the case management model they are trying to build for the next fiscal year. Currently, there are 4000 applications sitting in the portal, where 2000 of those are for rental requests, where 500 of those are first time recipients. For TANF and CSBG Cares, the department is using these funds for those applicants that have a big amount for their past due rent payments so that ERA is being used for their future rental payments and help them get back on track.

There is a higher demand on our utility side, and CSBG Cares has been primarily focused on taking care of water and any outside utilities that may not be covered under LIHEAP. CDBG COVID has allowed for better flexibility in terms of how the client can be helped but the program was sunset because of the huge allocation of ERA. They have now been reallocated to the cities through our community and economic development team.

With mortgage funding, there is going to be a small amount of funds for the department to have because the state has a robust program through their portal where clients are mostly going to. There are some mortgage applications still coming through so there is help for them, but it is long process working with mortgage companies.

The City of Chandler was awarded their own direct allocation from the Treasury, which they accepted in their first allocation round. During that reallocation round, the City of Chandler decided to contract with Maricopa County and use the agency to provide direct service to their clients. Maricopa County will be administrating and managing their ERA funds, so that will be reported separately from the County's funds.

One of the new things that surfaced from as a result from all the funding was a call center team – there was a huge influx of calls coming and were unsure on what these calls were going to consist of. The team started with two call center representatives and now have a total of 5 on the team because of the increase of calls. They are capturing the data of the calls received and this data is giving us an idea on the typical calls the County gets. The total calls received in November were 690, in December it was 996, and so far in January, there has been over 1300 calls. Because of the huge jump of calls being received, the data being collected is going to be used to create a Frequently Asked Questions or show general information on the County's website to better help clients before they give the call center a call.

One of the hot topics at the County is being to handle clients long termed and moving more towards a long-term case management model. There are going to be more departments onboarding into the Dynamics data system and that is going to allow for more collaboration between them to ensure a client is receiving all the services they need. Maricopa County has applied for a Case Management Technical Assistance Initiative (CASI), where only a few agencies will be selected – the County is still in the running and will soon hear back if they have been accepted into the program.



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5. SFY22 Strategic Planning (SP) Process

Laurie Ontiveros gave a brief update on the Strategic Planning process. There has been a bit of a delay because there was only one response to the Task Order released by Maricopa County. It was over budget and did not provide the components needed for this project. As a result, the County will be moving forward with the Request for Proposal (RFP) and solicit out to the public in hopes of getting more responses. There will be a time frame with the RFP process. After it is closed, the sub-committee will be evaluating the proposals that were submitted and make a selection from there.

6. Action Items

Approval of November 15, 2021 Meeting Minutes

Motion to approve the Meeting Minutes was made by Jessica Gonzales, seconded by Lauriane Hanson. The motion was passed with five (5) votes.

7. Call to Public

There were no members from the public that wanted to speak.

Commission member Bonnie Temme informed everyone about a national organization called National Energy Utility Affordability Coalition. It is an organization of nonprofits as well as utilities and advocacy groups where their primary focus is utilities and their affordability. Each year they launch a “LIHEAP Call to all Parties” letter, where it is sent out to community members in all states asking for their signatures in support. The letter is asking the leaders in Washington D.C. for support in LIHEAP funds, more specifically the regular LIHEAP funds, where people that have been fortunate to not experience any COVID hardships can still apply for assistance.

Joanne Loeza provided an update on the four vacancies spots on the Commission. The compiled list of elected officials is being reviewed currently by the Director of Human Services. They are going to see the areas of interest, and organizations they are involved in to see if they are a good fit for the Commission.

8. Adjournment

There being no other business, Chairman Jayson Matthews adjourned the meeting at 6:43 P.M.