



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, September 19, 2022 – 6:00PM

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

COMMISSION MEMBERS PRESENT:	Bonnie Temme, Chris Groninger, Jessica Berg, Tyler Rosensteel, Genesis Verduzco (alternate for Lauriane Hanson)
COMMISSION MEMBERS ABSENT:	Adonis Deniz
STAFF PRESENT:	Director: Jacqueline Edwards Assistant Director – Cathy Chiang Program Service Specialist – Regina Lopez Community Services Technical Assistant – Heidi Hopkins Maria Diaz – CSD Client Service Specialist Dennis Norman – CSD Client Service Specialist
GUESTS:	

1. Call to Order

Acting Chair, Bonnie Temme, called the meeting to order at 6:01 P.M.

2. Roll Call

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

3. Pledge of Allegiance

The pledge was led by Acting Chair, Bonnie Temme.

4. Community Action Promise

Regina Lopez recited the Community Action Promise.

5. Director’s Message

Human Services Director Jacqueline Edwards thanked the Commission for their time and commitment. She acknowledged the vacancies on the Commission for the Public Official Seats. Director Edwards is working with the County Clerk of the Board Office to get the positions filled and has been advised that the Bylaws must be updated in order to move forward with filling the vacancies. The Human Services team is working collectively to draft the updated



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

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

Bylaws to reflect the roles and responsibilities of the Board of Supervisors, which will be shared with the Commission. There is not yet an estimated timeframe for the draft of the updated Bylaws to be ready.

Director Edwards also shared changes in the Human Services Department, specifically, the temporary shift of Home Energy Efficiency Services (Weatherization) to fall under the Community Services Division (CSD) led by Assistant Director Cathy Chiang. Due to the alignment of services in both Home Energy Efficiency and CSD, CSD's utilization of technology to reach clients during the pandemic, and the implementation of the Client Services Call Center staff, Director Edwards is confident that CSD will provide great client centered services. She also noted that CSD staff has been wonderful and willing to accept this new challenge.

Director Edwards encouraged the Commission to ask staff any questions about our efforts in Human Services and she will be happy to give updates at each Commission meeting.

6. Action Items

Approval of July 25, 2022 Meeting Minutes

Motion to approve the Meeting Minutes was made by Chris Groninger, seconded by Tyler Rosensteel. The motion was passed with three (3) votes from Genesis Verduzco, Chris Groninger, and Tyler Rosensteel. Jessica Berg abstained from voting.

Approval of Lauriane Hanson as Chairperson for the Community Services Commission

Motion to approve Lauriane Hanson as Chairperson for the Community Services Commission was made by Tyler Rosensteel, 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. So far in Fiscal Year 2023, Maricopa County Human Services (HSD) has expended \$709,822.18 of their Department of Economic Services (DES) funds. Out of a budget of \$3.4 million, there is still \$2.7 million available for clients in Fiscal Year 2023. HSD has served 779 clients so far with those DES funds.

Staff Updates

As of October 1, 2022, DES is taking over the eligibility role for LIHEAP, and CSD will now make the referral to DES who will send payment to the utility companies. CSD will focus on transitioning from a transactional process to transformational work. Due to this shift, CSD has hired 8 new Client Service Specialists, bringing the total number of staff to 41, and is implementing the Case Management structure which will launch on November 1, 2022. CSD is working with DES to ensure staff is provided with training for the new portal for LIHEAP. With the implementation of Dynamics, this has increased the opportunity for CSD to work with



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

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

other HSD teams, such as Workforce Development and Head Start, to help us better serve our mutual clients.

NACo Award

Recently, Maricopa County received 43 achievement awards through the National Association of Counties (NACo). CSD received its first ever award for the implementation of the Contact Center. The Contact Center was born as a result of the Covid-19 pandemic in order to help CSD continue to service clients after everything shut down.

Recent Conferences

Maria Diaz provided an update to the Commission on the Community Action Partnership Annual Convention which she attended with colleague Dennis Norman. Maria expressed her gratitude for the opportunity to attend the convention in New York where she was able to engage with professionals from other agencies around the country and see the big picture of Community Action, which she does not typically see through her day-to-day work. One session that Maria attended which she felt really connected with her work in Human Services was entitled *Transforming Communities Through Place Based Human Services*. This session put emphasis on not only assisting applicants when in crisis, but also with long term case management for the entire family. The focus on empowering the family to help lift them out of poverty is in line with the new case management structure in HSD.

Dennis Norman provided an update to the Commission on his experience at the Community Action Partnership Annual Convention. Dennis also expressed his gratitude for the opportunity to attend the convention in New York. As an employee who does not engage in policy discussions as part of his day-to-day work, Dennis learned a lot about different fund sources, where the funds come from, and how they can be used. He was also able to connect the missions and visions from other agencies around the country to our own mission and vision with HSD to emphasize that we all have a common goal in helping to lift communities out of poverty. Two points that resonated with Dennis are that helping to lift communities out of poverty is a form of justice, and that we at HSD are working toward achieving justice for low-income communities.

Cathy Chiang also noted that CSD has made a commitment to increase education and development for staff. CSD will continue to seek out opportunities for staff to attend conferences at the national level. In January 2023, Cathy Chiang, Laurie Ontiveros and Client Services Program Supervisor Jared Beard will begin the 2–3-year process to become Certified Community Action Professionals. HSD is also pursuing the Platinum Level Pathways to Excellence award. Once achieved, Maricopa County Human Services will be the first Community Action Agency in Arizona to earn this status.

8. Community Initiatives

Laurie Ontiveros provided an update to the Commission on the Community Initiatives for which CSD has partnered with the City of Tolleson, Town of Wickenburg, Town of Gila Bend,



Maricopa County Community Services Commission

Human Services Department – Community Services Division

The Advisory Tri-Partite Board of the Maricopa County Community Action Agency and Town of Guadalupe. This is a true partnership, as each municipality provides a twenty-five percent cash match to the funding being provided by Maricopa County. One focus of the Community Initiatives is to help expand and enhance services by identifying high impact and high need areas that align with the Maricopa County Needs Assessment. A common theme throughout the Needs Assessment is nutrition and food distribution. CSD is working with these partners to help identify target numbers, desired outcomes, and outputs for the Initiatives. CSD is also working closely with these partners to develop logic models that clearly lay out the desired outcomes and how they align with National Performance Indicators (NPIs). CSD is meeting with partners on a regular basis, has planned on-site visits to observe the initiatives in action, and will conduct monitoring to see how the contract deliverables are lining up with outcomes. In the last Commission meeting, Santiago Cornejo, Human Services Director at City of Tolleson, presented details on how the Community Initiative has been put to work in Tolleson. There is a plan to have representatives from the remaining partners in the Community Initiatives present at future Commission meetings. The term for the Community Initiatives is for one Fiscal Year (July 1, 2022 through June 30, 2023).

9. Call to Public

Commissioner Jessica Berg introduced herself and provided insight to other services outside of food distribution at St. Vincent de Paul (SVdP). She sees a connection between what is being done on the Commission with the homelessness services being provided by SVdP. She is happy to be working with the Commission and is looking forward to learning more about the work of the Commission and how she can contribute.

Commissioner Tyler Rosensteel provided insight into Solari, Inc., and the services they provide. Solari has been contracted with the State of Arizona to provide 9-8-8 services for the entire state. The services include phone-based care in the areas of suicide prevention, self-harm reduction, and behavioral health. Solari is also working with municipalities throughout the state to make sure that people experiencing a behavioral health crisis are directed to the behavioral health system rather than to the criminal justice system.

Genesis Verduzco provided insight into the services that Equality Health provides for the community. One of the primary focuses of Equality Health is to ensure that there is equity in healthcare across the state and that community members are receiving quality care.

Commissioner Chris Groninger provided insight into the services of the Arizona Bar Foundation. They focus on addressing the immense need for legal services in the Civil legal system in the state. They also help identify some of the issues that contribute to homelessness, hunger, and poor health, which tends to stem from legal issues. The Arizona Bar Foundation also focuses on public legal education.

Commissioner Bonne Temme provided insight on her role with Salt River Project as a liaison between SRP and the vulnerable populations in the community. One aspect of her role as a liaison is to advocate to SRP Executives on behalf of the community by explaining the needs



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

The Advisory Tri-Partite Board of the Maricopa County Community Action Agency that have been observed by community partners. She also works with a team of Customer Resource Counselors that work with the limited income population to help them explore the variety of services that they can be connected with for assistance.

Assistant Director Cathy Chiang announced to the Commission that staff member Heidi Hopkins received her certification as a National ROMA Implementor (Results Oriented Management and Accountability). Heidi shared her journey through the ROMA certification process, which began in November 2021 with the application process and was completed in September 2022 with the acceptance of her written portfolio and final exam. Heidi will also be starting the certification process as a ROMA Trainer in January 2023. Staff member Laurie Ontiveros explained the ROMA Cycle and how it enhances the way Maricopa County plans and provides for the needs of the community.

Commissioner Bonnie Temme commended the Maricopa County Human Services team on how they have adapted to the changes and challenges in the community and their ability to continue to provide excellent service.

10. Adjournment

There being no other business, Acting Chair Bonnie Temme adjourned the meeting at 7:16 P.M.