



**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, April 18 2022 – 6:00PM

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

COMMISSION MEMBERS PRESENT:	Jayson Matthews, Bonnie Temme, Adonis Deniz, Lauriane Hanson
COMMISSION MEMBERS ABSENT:	
STAFF PRESENT:	Assistant Director – Cathy Chiang Administrative Services Supervisor – Laurie Ontiveros Community Action Program Coordinator – Joanne Loeza Landlord Coordinator – Nawal Apura CS Technical Assistant – Heidi Hopkins
GUESTS:	Pam DiPietro

**1. Call to Order**

Chairman, Jayson Matthews, called the meeting to order at 6:03 P.M.

**2. Roll Call**

Joanne Loeza conducted roll call. Four (4) of the four (4) Commission members were present. A quorum was established.

**3. Pledge of Allegiance**

The pledge was led by Chairman, Jayson Matthews.

**4. Community Action Promise**

Chairman Matthews recited the Community Action Promise.

**5. SFY22 Strategic Plan**

Laurie Ontiveros provided everyone with an update of the Strategic Plan. The Evaluation Committee consisted of Pam DiPietro, Jayson Matthews, and Joanne Loeza. They all evaluated various proposals that were submitted for the bid. The Evaluation Committee decided to move forward with Community Alliance Consulting to conduct their Strategic Plan. Community Alliance Consulting has previously worked with Maricopa County with the Early Head Start Division. Laurie reached out to them, and they commented that they were satisfied with the work that consulting group has done for them. The Strategic Plan will not only be conducted with the CAP agencies the County oversees, but it will also include the internal Human Services staff and the Community Services Commission. They will be meeting with the County this upcoming Friday to discuss the initial steps of the Strategic Plan.



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### **6. Commission Updates**

Joanne Loeza presented changes to the Commission's bylaws. The first change is including required orientation to newly appointed Commission members within 6 months of their appointment. She mentioned that it is a CSBG requirement to have this implemented in the Commission's bylaws. The second change is changing the terms of service for Commission members. It currently states that a term of service is valid for 1 or 2 fiscal years, depending on the sector the Commission member is in. However, the proposed change is to change the term of service to within a year of their approved nomination or appointment. She mentioned that this is to prevent having various seats open at the same time. The third change is including language that allows for teleconferencing Commission meetings and having voting during this time still hold the same power as voting in in-person meetings.

Joanne Loeza will be conducting training for all Commission members, where they will be updated with new CSBG information and taking a refresher course on Community Action.

### **7. Action Items**

#### **Approval of January 24, 2021 Meeting Minutes**

Motion to approve the Meeting Minutes was made by Lauriane Hanson, seconded by Bonnie Temme. The motion was passed unanimously with four (4) votes.

#### **Approval of Bid Proposal for Strategic Plan**

Motion to approve Community Alliance Consulting as the consulting group to complete Strategic Plan was made by Bonnie Temme, seconded by Adonis Deniz. The motion was passed unanimously with four (4) votes.

#### **Approval of changes to Commission Bylaws**

Motion to approve the proposed changes to the Commission's bylaws was made by Adonis Deniz, seconded by Lauriane Hanson. The motion was passed unanimously with four (4) votes.

#### **Approval of Pam DiPietro's Intent to Continue Service**

Motion to approve Commission member Pam DiPietro's Intent to Continue Service form was made by Adonis Deniz, seconded by Bonnie Temme. The motion was passed unanimously with four (4) votes.

### **8. Community Action Agency Report**

Assistant Director Cathy Chiang provided an update on the funding sources. For the Emergency Rental Assistance (ERA) funds, she anticipates that funding will be expended no later than September of 2022. There has been an increase in expedited cases – people who are being taken to court or who have been locked out are considered high priority cases. Cathy also mentioned that the documentation review part of the application process is taking longer than usual due to a rise of fraudulent and questionable cases. However, she still expects ERA 1.0 to be fully extended by the end of September.



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Moving forward with ERA 2.0, there is going to be a long-term case management model that will be implemented. Since we will no longer be doing short-case assistance, there might be a slowdown in the application process to allow for a full in-depth review of case documents.

A big change that will happen for the next fiscal year is that the Department of Economic Security will be taking their voucher dollars internally and no longer will be distributing them to agencies, including Maricopa County. There is going to be a referral process implemented so that clients will still receive the assistance they need. It will also allow the County to begin their long-term case management model.

Cathy let everyone know that the County has applied for the NACo Award for their creation of the Call Center. NACo stands for the National Association of Counties. Every year, they award counties on innovative programs or initiatives that counties throughout the nation have created. The Call Center was put together quickly in response to the rise of calls that arose from a huge intake of applications. The Call Center was launched in October of 2021, where there were 1299 total calls, and now most recently from March, there have been almost 3000 calls received. The team touches almost 80% of all applications that come through the system. Calls come for a wide variety of reasons: assistance with application, landlords checking on the status of their check, expedited cases, etc. Data gets shared with the different CAP agencies so that they can improve their interactions with clients.

Laurie Ontiveros introduced the new Landlord Coordinator, Nawal Apura. She will be working directly with landlords and the justice courts to help mediate between clients. Laurie also introduced Heidi Hopkins; she is currently going through the R.O.M.A. Implementor training. Cathy Chiang formally announced the Human Services Division has found their new Assistant Director for the Adult Services Division, who is Jayson Matthews. He will be formally stepping down from the Commission.

### **9. Call to Public**

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

There were no updates from the Commission.

Cathy Chiang let everyone know that they have hired four more Client Services Specialists and a new Client Services Supervisor.

### **10. Adjournment**

There being no other business, Chairman Jayson Matthews adjourned the meeting at 6:53 P.M.