



Gila County Community Services Division

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"Unite low-income residents and community resources to overcome the challenges of poverty."

Gila County Community Action Program Advisory Board

Meeting Minutes

August 17, 2016

I. Call to Order/Welcome

The Gila County Community Action Program (CAP) Advisory Board met for the Annual Meeting at 10:00 a.m. at 5515 S. Apache Ave. Suite 200, Globe AZ. Chairman Annie Hinojos called the meeting to order at 10:08 a.m. Chairman Hinojos deferred to Vice-Chairman Vickie Quesada to preside over the meeting.

II. Roll Call and Introductions

Present: Vicky Quesada, Margret Celix, Audrey Opitz and Lynn Canning.

Via Teleconference: Annie Hinojos, Nolberto (Chuco) Waddell and Cody Newman.

Absent: Mario Villegas and Michael Black.

Guests/Staff: Dorine Prine, Nick Montague, Allison Torres and Karla Fandrich.

III. Information/Discussion/Action to approve the CAP Advisory Board's May 11, 2016 meeting minutes.

Upon motion by Audrey Opitz, and seconded by Lynn Canning, the Board unanimously approved the May 11, 2016 meeting minutes.

IV. Information/Discussion/Action to approve the 4th quarter financial report.

Upon motion by Lynn Canning, seconded by Audrey Opitz, the Advisory Board unanimously approved the 4th quarter financial report for the period April 2016 through June 2016.

V. Information/Discussion regarding the Fiscal Year (FY) 2017 CAP Budget. (Nick Montague)

A discussion was held regarding changes to the quarterly budget format. Nick Montague wants the Advisory Board members to understand and utilize the information more readily. Chairman Hinojos would like to meet with Ms. Prine and Mr. Montague to go over some ideas. It was brought up by those present that the households served could be categorized to see who is being assisted. They would like to see children (birth to 5), disabled and elderly in those categories.

There was discussion on the use of acronyms and if there could be a list of their meaning. Ms. Prine stated that a list of acronyms will be provided before or at the next meeting. Mr. Montague stated that he can make a few samples with different budget formats for review at the next meeting on Wednesday November 16, 2016.

VI. Information/Discussion/Action to approve the calendar of CAP Advisory Board Regular Meetings for FY 2017.

Chairman Hinojos stressed the importance for Advisory Board members to attend Regular and Annual Meetings. She encouraged Advisory Board members to note the dates of the future meetings on their calendars. She stated that if a member is unable to attend, they should contact the Chairman by phone, e-mail or fax at least 24 hours before the scheduled meeting to ensure a quorum. Upon motion by Lynn Canning, seconded by Audrey Opitz, the Advisory Board unanimously approved the meeting dates and times for 2017 FY.

VII. Information/Discussion/Action to certify the election (held in Payson from July 25, 2016 through August 5, 2016) results for a Low-Income Sector representative on the CAP Advisory Board and declare the results official.

Chairman Hinojos reviewed the election results. Cody Newman received 124 votes, Deborah Hahn received 6 votes, and John Wakelin received 80 votes from the residents of the Payson area. The Advisory Board unanimously declared and certified the election results as official that Cody Newman is the new Advisory Board member representing the Low-Income Sector for the Payson area. Mr. Newman's term of office will end December 31, 2019.

VIII. Reports/Updates

A. Chairman's Report (Annie Hinojos)

- Chairman Hinojos welcomed Mr. Newman as the new Advisory Board member. She apologized for not being able to attend in person.

B. Director's Report (Malissa Buzan)

- Ms. Buzan had a scheduling conflict so Ms. Prine spoke in her stead. On behalf of the CAP, we welcome Mr. Newman to the Advisory Board and we look forward to his invaluable membership. Community Services has hired a new Deputy Director that will be providing assistance to Ms. Buzan and other staff. Estelle Belarde, formerly the Housing Services Coordinator, will be the Deputy Director.

C. Coordinator's Report (Dorine Prine)

- CAP Success Stories: Allison Torres, the Case Manager in Globe, shared two of her success stories. The first one was regarding an elderly client with no family that came to be homeless. The client had no transportation and relied on walking in the heat and riding local transit whenever he could afford to. The client did have a small fixed income. He found an apartment, and Ms. Torres was able to help with move-in assistance. Later, he found he was not eligible for the apartment and was homeless again. Ms. Torres made many phone calls in search for rentals within his budget. Another agency was going to send him to a shelter in the valley, but Globe is his home. Ms. Torres called a landlord that CAP works with and he had a one bedroom trailer to rent. The trailer was suitable and the client moved in immediately. He is still living in the trailer and maintaining his bills.

The second story was about an elderly client, nearly blind, with other health issues and was home bound. The gas bill was unusually high due to an old heater and he needed help paying that bill. Ms. Torres helped with the gas bill and with Supplemental Nutrition Assistance Program (SNAP) outreach. Ms. Torres was able to renew his SNAP benefits and assisted him in renewing the Telephone Assistance Program. Ms. Torres saw the client's health decline and it was hard for him to write checks to pay the bills. She assisted him in signing up for payments to be directly withdrawn from his bank account. He was struggling with daily activities and Ms. Torres made some phone calls to find help, someone suggested Arizona Long Term Care System (ALTCS). Ms. Torres referred the client and assisted with the process. The hospital contacted Ms. Torres to advise her that the client fell and had to be admitted. Ms. Torres was able to assure him that she would check to make sure that the utilities were paid and she followed up with the status of the ALTCS application. The client moved into a nursing home and was approved for ALTCS. Both of these clients illustrate how valuable our case management is to our clients. Through community partnership, referrals and research, CAP is able to assist beyond rent and utilities.

- Customer Satisfaction Data Report for all of Community Services: The report was presented to the Advisory Board. A total of 33 surveys were collected. The results are as follows:
 - 26 surveys were from CAP services. CAP had a reduced amount of client contact due to the end of the fiscal year.
 - 100% were served in a timely and professional manner.
 - 100% stated the staff was friendly and knowledgeable.
 - 88% were previously aware of the service available through community services.
 - 100% would use this service again.
 - 100% would recommend this service to a friend.
- CAP Advisory Board Bylaws: Ms. Prine stated the Advisory Board Bylaws are being revised and amended. Ms. Prine is working with Marian Sheppard, Clerk for the Board of Supervisors. When a final draft has been completed, the Bylaws will need to be reviewed by Ms. Buzan and then by the County Attorney. The Advisory Board members agreed on being presented the Bylaws after approval by the County Attorney.

IX. Call to the Public

There were no comments from the public.

X. Adjournment

Vice-Chairman Quesada adjourned the meeting at 11:34 a.m.