

Citizens' Advisory Board

WEDNESDAY, MARCH 2ND, 2022 AT 6:00 PM

| Members Present | Absent | County Staff Present |
|---|---|---|
| Jennifer Sullivan – Chair Yvonne Starks – Vice Chair Sherry Martin, Chair Noemi Cagatin-Porter Mia McFarland Roseanna Camacho Sean Whalen | Adriane Wilson Bridgette Johnson Zellynda Perkins | Nelly Mbajah Lynda Buchanan Kristin Kenyon Donn Falconer Shannon Bjorkman-Stewart |

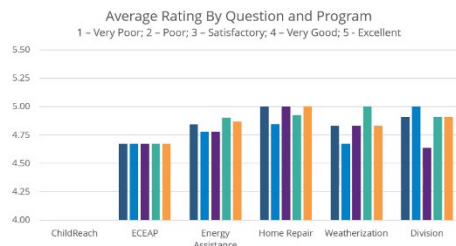
- Call to Order - Jenny Sullivan, Chair
 - Jenny Calls the Meeting to Order at 6:05 PM

- Approval of Agenda
 - Motion To Approve Agenda as amended, Noemi calls Motion, Yvonne Seconds, Vote, all approve

- CSBG Programs Update
 - Lynda Buchanan – Updates on the budget
 - Kristin Kenyon – Gives the Program update
 - Exciting News – the ECAP Program have raised income level from 110% to 140%
 - Buckley is up and running – We had an assistant teacher from Bonney Lake apply for the position
 - We got the room setup quickly (looks welcoming and fun)
 - Nelly Mbajah – Gives Program updates for Childreach
 - Donn Falconer – Gives Program updates for Energy assistance/Weatherization
 - Big Utilities are going to start issuing shut off notices – outreach is key to helping people, and the utilities are working with us
 - Water Program is almost online
 - Will pay up to \$2500 on water and Sewer bills, including stormwater
 - Hopefully going to start in the next two weeks
 - Weatherization
 - Multiple projects are under contract with more one the way
 - Minor Home Repair
 - March 16: second contractor forum

- Lynda Buchanan – Goes over Customer Satisfaction Data

| How did you hear about us? | |
|----------------------------|-------|
| 2020 | 2021 |
| United Way 211 | 24 15 |
| Event | 3 3 |
| Family/Friend | 61 69 |
| Human Services Employee | 18 11 |
| Internet | 5 16 |
| Newsletter | 9 5 |
| Newspaper | 2 2 |
| Other | 26 29 |
| PC Website | 9 13 |
| Referred | 52 46 |
| Social Media | 1 2 |



2021 Customer Satisfaction Survey Results

- Mia McFarland – How many Surveys did you collect?
 - Lynda – we send out over 600 a year
 - Nelly Mbajah – on Surveys that have a low score and people have indicated we can contact them. We reach out to them to ask how we can do better.
- Lynda Buchanan – Goes Over CSBG Reporting
 - Issues with dating in the reporting system
 - Commerce has requested how we do CAB orientation
- Nelly Mbajah – How we are doing a giveaway of essential (cares funding)
 - Give Away coming up in Roy on 3/4/2022
 - 65 Households have registered (109 people)
 - We have partnered with all Human Services divisions and the Health Department to support the residents of Roy for this event
 - Plan on doing more of these events
 - Event happening right behind Roy Municipal Court Building
 - Starts at 10am, but we will be arriving early (8am to start getting ready)
 - We ask you park at the large Gravel parking Lot across the road or at the fire department
 - ECEAP has been struggling with the covid Requirements
 - Using some of the cares funding for test kits / and take-home kits
 - Kristin Kenyon – Do you need any more volunteers?
 - Yes
 - Jenny Sullivan – How does the volunteering work? Work Shifts? Stop by?
 - Nelly Mbajah – We would be happy to have you help in any way you can.
- Sean Whalen – still a lot of money in the budget, how are we going to spend it?
 - Nelly Mbajah – we plan on using the funding with:
 - Essential Item Giveaways (4 Total)
 - ECEAP Covid Testing
 - Sheds for storage
 - Outdoor Space improvement – playground improves



- Bring in a consultant from the community needs assessment – going to bring in a consultant
- Bring in a consultant for childcare strategies, a focus group to help realize the gaps
- If you have any idea, we are open to it
- Sean Whalen – JBLM is a location that gets overlooked/underserved
- Jenny – The program in Roy is very exciting and we are looking forward to seeing how it and the rest of the programs go
- Public Comment
 - Jenny Sullivan opens for Public Comment
 - Chloe – ECAP Funding tonight? Says it on the website.
 - Bryan Barmore – would you be able to tell me where on the website? We want to make sure the information is correct moving forward:
 - Chloe - Information was in an internal email at their organization
- Good of the Order
 - Jenny Sullivan calls for Good of the Order
- Adjournment
 - Jenny Sullivan Adjourns the meeting at 6:58pm

Next Meeting April 6, 2022 – 6 PM

A handwritten signature in black ink, appearing to read "Jill Sullivan", written over a horizontal line.

Chair Signature – Jennifer Sullivan