



Shelby County Government

Community Services Agency Advisory Board

Meeting Minutes - Executive Summary

Date: December 16, 2025 | Time: 2:00 PM | Adjourned: 3:05 PM

Next Meeting: March 10, 2026

Attendees: Stephanie Reyes, Amira Randolph, Marian Bacon, Demetria Malone, Ambi Phillips, Karen Gause, Darell Kiner, Bob Phillips, Beverly Perkins, Vernua Hanrahan, Vicky LaVaeu. Staff in attendance: CSA Executive Director – Dana Brooks, Program Manager – Donna Gray, Operations Manager – Teresa Page

Key Decisions & Actions

- Motion and Approved: October 2025 meeting minutes.
- Introductions: Vicky LaVaeu joined the meeting.
- Discussion: LIHEAP processing bottlenecks with new systems and requirements, staffing risks, volunteer options, and SmartSimple updates.

Financial Overview

- Budget Allocation: Direct Assistance 83.42%; Admin 6.31%; Salaries/Fringe ~8–9%; O&M 1.53%.
- Funding Status: CSBG FY2026 contract suspended Nov 1–Dec 15 due to government shutdown; services resume January. LIHEAP FY26 federal funding also pending; operating under FY25 funds. DAG contract active: \$25,050 (July 1, 2025 – June 30, 2026).

Program Updates

- CSBG: Delayed rent/mortgage portal and supportive services due to funding lapse; employees reassigned to LIHEAP; uptick in calls (1,000+ per week); vacancies: 2 social workers.

- LIHEAP: Launch delayed to Nov 3; shifted to online application via SmartSimple; crisis applications prioritized; regular applications waitlisted until FY26 contract execution; 5,000 applications pending; prioritization based on vulnerability (seniors, disabled, young children, veterans); benefit range: \$174–\$750; average benefit \$530.

Agency Updates

- Building: Lease renewal approved; storage room completed; front door replacement underway.
- Systems: SmartSimple training ongoing as system glitches are evaluated state-wide; THO agreement finalizing.
- County Migration: Transition to Oracle ERP/ERM (One Connect) effective Jan 1, 2026.

Audit Findings

- FY25 LIHEAP audit results: 1 Veteran missed priority points; awarded a \$200 adjustment to his existing award. THO energy burden calculation issue resolved post-review.

Vacant Positions

- Hiring freeze until mid-January 2026. Positions on hold: Outreach Coordinator, 3–4 LIHEAP FTEs, 2 CSBG social workers.

Next Steps

- Resume CSBG services in January; monitor for potential February shutdown.
- Process LIHEAP backlog post-contract issuance.
- Continue SmartSimple training and system updates.
- Attend MLGW senior services event in January if not postponed.