



Shelby County Government

Community Services Agency Advisory Board

Meeting Minutes - Executive Summary

Date: June 10, 2025 | Time: 2:00 PM | Adjourned: 3:14 PM

Next Meeting: September 9, 2025 *Rescheduled for October due to funding/congressional updates and delays in disbursement of funds and information

Attendees: Stephanie Reyes, Amira Randolph, Marian Bacon, Demetria Malone, Karen Gause, Ambi Phillips, Clair Lott (intern); Staff in attendance: CSA Executive Director – Dana Brooks, Program Manager – Donna Gray, Fiscal Manager – Paula Jones, Supervisor A – Teresa Page and Data Quality Manager – Stacia Kelly

Key Decisions & Actions

- Motion and Approved: March 2025 meeting minutes.
- Committees: Nominating Committee to address low-income board representation; Planning, Education & Evaluation Committee to finalize mission statement by July 2025.
- Mission Statement under review: 'To create a thriving community through education, resources, and partnerships that promote growth and economic stability for individuals and families in Shelby County.' Will be finalized in July/August.

Financial Overview

- Total Budget: \$64.3M (Direct Assistance: \$54M – 83.42%; Admin: 6.31%; Salaries/Fringe: ~8–9%; O&M: 1.53%)
- Adjustments: \$349K moved from admin to direct assistance (EPP); \$277K transferred to close FY2022.

Program & Service Highlights

- LIHEAP Applicants (Oct–May): 2,551 → 364 (sharp decline after April due to unavailable funds).
- CEAP Applicants: 16 → 16 (steady)
- Eviction Prevention: Increased significantly (Oct: 34 → May: 63).
- Supportive Services: 36 households; focus on financial literacy and education.

- Top ZIP Codes Served: 38116, 38115, 38109, 38118, 38127, 38128; Highest poverty ZIP: 38126 (\$10,734 avg income).
- Poverty Rates: U.S. 12.6%; TN 13.3%; Shelby County 16.5%; Memphis 21.4%.

Agency Updates

- Building: Lease renewal under legal review; will go to Mayor for signature.
- Systems: Appointment and portal booking analysis underway.
- CSBG: FY24 Desk Review Audit – No findings; FY26 projected \$90K less funding.
- Community Needs Assessment: In progress; results to inform CAP and strategic plan.

THDA / LIHEAP Changes (FY26)

- Benefit capped at \$750; stricter prioritization and documentation.
- Disability proof required (SSI/SSDI only); zero-income verification mandatory.
- U.S. citizenship required; vendor refund protocols added.
- Online application still suspended; new database (Smart Simple) rollout with training planned.

Other Updates

- ERA/EPP: Program closing end of June; all funds obligated. Contract is nonrenewable.
- Vacant Positions: Accountant B; 2–3 LIHEAP processors; CEAP CSAll case worker; Outreach Coordinator.

Challenges & Next Steps

- Anticipated federal funding reductions and program changes.
- Discontinuation of EPP; LIHEAP benefit reductions.
- Focus on energy conservation education, stronger partnerships, and community messaging.
- ROMA training scheduled for July 9, 2025.