COMMUNITY ACTION AGENCY (CAA) GOVERNING BOARD MEETING
Monday • July 24, 2017 • immediately following ACSET Governing Board
Westside Service Center • 215 Straight Avenue NW, Grand Rapids, MI 49504

AGENDA

1. Call to Order, Chairperson Senita Lenear
2. Public Comment – Agenda Items
3. Approval of the May 22, 2017 Minutes
   a. ACSET Financial Report- Notes to June 2017 Board Financials
5. CAA Advisory Governing Board Member Nominations
   Susan Cervantes, ACSET CAA Associate Director
   Susan Cervantes
   Laura Krist, ACSET Human Resource Director
8. CAA Reorganization Update
   Jacob Maas, ACSET Chief Executive Officer
9. Other Business- Cancellation of September 25, 2017 CAA Governing Board Meeting
10. Public Comment
11. Adjournment

Next Scheduled ACSET CAA Governing Board Meeting:
   Monday, August 28, 2017
ACSET COMMUNITY ACTION AGENCY (CAA) GOVERNING BOARD MEETING  
Monday • May 22 2017 • immediately following ACSET Governing Board  
Westside Service Center • 215 Straight Avenue NW, Grand Rapids, MI 49504  

MINUTES

CAA Members Present: Commissioners Stek, Allen, Mast, Womack

CAA Members Absent: Commissioner Lenear

ACSET Staff Present: Jacob Maas, Brenda Isenhart, Laura Krist, Janette Monroe, Melanie White, Nancy Wiest, Sherrie Gillespie

Guests Present: None

1. Call to Order, Vice-Chairperson Stan Stek at 9:03 a.m.

2. Public Comment – Agenda Items- None

3. Approval of the April 24, 2017 Minutes  
   Motion- Com. Mast  
   Supported- Com. Allen  
   Item approved by vote- Motion carried

4. Report on Financial Activities
   a. ACSET Financial Report- Notes to March 2017 Board Financials  
      Brenda Isenhart reviewed ACSET CAA Board Financials for the nine months ending March 31, 2017. Brenda answered board members’ questions.
   b. Notes Proposed FY 2018 CAA Budget  
      Brenda reported that the CAA budget for fiscal year ending June 30, 2018 is being presented. The grant revenue for the fiscal year ending 2018 is being proposed at $1,046,000 compared to the prior year of $4,313,000. This budget only includes one quarter of the fiscal year 2018 as it is anticipated that Community Action Programs will be administered by Kent County instead of ACSET as of October 1, 2017.  
      Motion- Com. Womack  
      Supported- Com. Mast  
      Item approved by vote- Motion carried

5. CAA Advisory Governing Board Nominations  
   Jacob Maas, ACSET Chief Executive Officer, reported that on May 18, 2017, the CAA Advisory Governing Board reviewed and voted to approve Ms. Wende Randall’s application for appointment to the board. Jacob noted that Ms. Randall replaced Tracie Coffman as the Essential Needs Task Force Director. Ms. Randall will be an asset to the Advisory Governing Board as she will be representing the interests and needs of all Kent County residents in her position and will be bringing her experience to the board. Jacob requested the CAA Governing Board’s approval to appoint Wende Randall to the CAA Advisory Governing Board as a Private Sector representative. 
   Motion- Com. Allen  
   Supported- Com. Womack  
   Item approved by vote- Motion carried
   Information Item
   Laura Krist, ACSET Human Resource Director, reported that ACSET CAA currently has 23 positions of 32
   filled, 9 vacancies, and 1 temporary position filled. Brief discussion took place, and Laura answered board
   members’ questions.

7. Community Action Agency (CAA) Reorganization Update
   Discussion Item
   Jacob Maas, ACSET Chief Executive Officer, reported that the reorganization plan for CAA and Kent County is
   moving along and is still on target for an October 1st effective date. Jacob noted that both ACSET and Kent
   County legal departments as well as the City of Grand Rapids legal staff are working on agreements. Jacob
   noted that ACSET is awaiting a response from the SEIU representative to confirm a meeting date and time to
   further discuss the transition of those ACSET staff to Kent County UAW. Jacob noted that monthly meetings
   have begun taking place with ACSET CAA staff, and currently, there have not been many questions or
   concerns. Brief discussion took place, and Jacob answered board members’ questions.

8. Other Business- Jacob Maas requested cancellation of June 26, 2017 ACSET CAA Governing Board meeting.
   No objections.

9. Public Comment- None

10. Adjournment at 9:20 a.m. by Vice-Chairperson Stan Stek
    
    Motion- Com. Allen
    Supported- Com. Womack
    Item approved by vote- Motion carried

Recorded by: ________________________________ Received by: ________________________________
ACSET Memorandum

TO: ACSET CAA Governing Board
FROM: Brenda Isenhart, ACSET Chief Financial Officer
DATE: July 17, 2017
RE: Notes to June 2017 Board Financials

Revenue
Year to date earned revenues total $5,224,627 for the year ending June 30, 2017. This amount is 13.1% below the budgeted revenues.

Expense
Operating expenses of $2,303,368 represent 44.1% of the total expenses for the year ending June 30, 2017 and are 16.2% under budget. All Operating expense categories are within the approved budget.

Subcontractors, direct client expenses, and commodities expenses all directly benefit our clients and represent 55.9% of total expenses. All three of these categories are underspent.

Administrative expenses total 8.7% of operating expenses and only 5.6% of all expenses (excluding the non-cash commodities expense).

Balance Sheet
A combined balance sheet is presented for your review. The increase in cash from the previous year end is a result of lower Accounts Receivable (Grants) and additional funding held for compensated absences.
## Statement of Revenue & Expenses
For the Twelve Months Ending June 30, 2017

<table>
<thead>
<tr>
<th></th>
<th>YTD Thru June 2017 Actual</th>
<th>YTD Thru June 2016 Actual</th>
<th>YTD 2016/2017 Budget</th>
<th>Budget Variance</th>
<th>Budget Variance %</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Revenue</strong></td>
<td>$ 5,224,627</td>
<td>$ 4,125,856</td>
<td>$ 6,012,000</td>
<td>($787,373)</td>
<td>-13.10%</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating Expenses</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wages</td>
<td>$ 1,157,146</td>
<td>$ 915,092</td>
<td>$ 1,258,000</td>
<td>$100,854</td>
<td>8.02%</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>454,511</td>
<td>360,577</td>
<td>503,000</td>
<td>48,489</td>
<td>9.64%</td>
</tr>
<tr>
<td>Consumable supplies</td>
<td>76,911</td>
<td>71,750</td>
<td>123,000</td>
<td>46,089</td>
<td>37.47%</td>
</tr>
<tr>
<td>Transportation</td>
<td>84,520</td>
<td>63,291</td>
<td>96,000</td>
<td>11,480</td>
<td>11.96%</td>
</tr>
<tr>
<td>Outside services</td>
<td>184,052</td>
<td>123,137</td>
<td>233,000</td>
<td>48,948</td>
<td>21.01%</td>
</tr>
<tr>
<td>Space and communications</td>
<td>201,965</td>
<td>180,928</td>
<td>246,000</td>
<td>44,035</td>
<td>17.90%</td>
</tr>
<tr>
<td>Equipment rent and maintenance</td>
<td>9,303</td>
<td>9,198</td>
<td>20,000</td>
<td>10,697</td>
<td>53.49%</td>
</tr>
<tr>
<td>Equipment purchases</td>
<td>86,710</td>
<td>67,579</td>
<td>183,000</td>
<td>96,290</td>
<td>52.62%</td>
</tr>
<tr>
<td>Other expense</td>
<td>48,250</td>
<td>46,222</td>
<td>86,000</td>
<td>37,750</td>
<td>43.90%</td>
</tr>
<tr>
<td><strong>Total operating expense</strong></td>
<td>$ 2,303,368</td>
<td>$ 1,837,774</td>
<td>$ 2,748,000</td>
<td>$444,632</td>
<td>16.18%</td>
</tr>
<tr>
<td>Subcontractors</td>
<td>$ 438,689</td>
<td>$ 460,452</td>
<td>$ 601,000</td>
<td>$162,311</td>
<td>27.01%</td>
</tr>
<tr>
<td>Direct Client Expenses</td>
<td>$ 859,309</td>
<td>$ 811,028</td>
<td>$ 913,000</td>
<td>$53,691</td>
<td>5.88%</td>
</tr>
<tr>
<td>Commodities</td>
<td>$ 1,623,261</td>
<td>$ 1,016,602</td>
<td>$ 1,750,000</td>
<td>$126,739</td>
<td>7.24%</td>
</tr>
<tr>
<td></td>
<td>$ 2,921,259</td>
<td>$ 2,288,082</td>
<td>$ 3,264,000</td>
<td>$342,741</td>
<td>10.50%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$ 5,224,627</td>
<td>$ 4,125,856</td>
<td>$ 6,012,000</td>
<td>$787,373</td>
<td>13.10%</td>
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<tr>
<td>Excess of Revenue over Expense</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
## Area Community Services Employment Training
### Community Action Agency Programs

Actual expenses by cost category
For the Twelve Months Ending June 30, 2017

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Administration Expenses</th>
<th>Program Expenses</th>
<th>Total YTD June 2017 Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and wages</td>
<td>$129,353</td>
<td>$1,027,793</td>
<td>$1,157,146</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>50,396</td>
<td>404,115</td>
<td>454,511</td>
</tr>
<tr>
<td>Consumables</td>
<td>2,519</td>
<td>74,392</td>
<td>76,911</td>
</tr>
<tr>
<td>Transportation</td>
<td>850</td>
<td>83,670</td>
<td>84,520</td>
</tr>
<tr>
<td>Outside services</td>
<td>6,083</td>
<td>177,969</td>
<td>184,052</td>
</tr>
<tr>
<td>Space and communications</td>
<td>3,279</td>
<td>198,686</td>
<td>201,965</td>
</tr>
<tr>
<td>Equipment rent and maintenance</td>
<td>173</td>
<td>9,130</td>
<td>9,303</td>
</tr>
<tr>
<td>Equipment purchases</td>
<td>163</td>
<td>86,547</td>
<td>86,710</td>
</tr>
<tr>
<td>Other expense</td>
<td>7,730</td>
<td>40,520</td>
<td>48,250</td>
</tr>
<tr>
<td><strong>Total operating expense</strong></td>
<td><strong>$200,546</strong></td>
<td><strong>$2,102,822</strong></td>
<td><strong>$2,303,368</strong></td>
</tr>
</tbody>
</table>

8.7%  
91.3%
### Area Community Services Employment and Training Council

#### Balance Sheet

**Governmental Activities**

<table>
<thead>
<tr>
<th></th>
<th>Unaudited 6/30/17</th>
<th>Audited 6/30/16</th>
<th>Audited 6/30/15</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash &amp; Cash Equivalents</td>
<td>$1,011,202</td>
<td>$617,357</td>
<td>$971,425</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>1,746,042</td>
<td>2,923,954</td>
<td>2,045,944</td>
</tr>
<tr>
<td>Inventory (at Cost)</td>
<td>552,658</td>
<td>415,323</td>
<td>157,488</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>310,302</td>
<td>265,690</td>
<td>100,909</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>3,620,204</td>
<td>4,222,324</td>
<td>3,275,767</td>
</tr>
<tr>
<td><strong>Long-term Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property &amp; Equipment</td>
<td>706,840</td>
<td>490,048</td>
<td>403,833</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>$4,327,044</td>
<td>$4,712,372</td>
<td>$3,679,600</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Short-term Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>$1,555,630</td>
<td>$1,914,424</td>
<td>$1,345,252</td>
</tr>
<tr>
<td>Unearned Revenue</td>
<td>694,388</td>
<td>912,308</td>
<td>976,760</td>
</tr>
<tr>
<td>C/P Compensated Absences</td>
<td>475,000</td>
<td>475,000</td>
<td>147,926</td>
</tr>
<tr>
<td><strong>Total Short Term Liabilities</strong></td>
<td>$2,725,018</td>
<td>$3,301,732</td>
<td>$2,469,938</td>
</tr>
<tr>
<td>LT Compensated Absences</td>
<td>259,051</td>
<td>184,131</td>
<td>284,966</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>$2,984,069</td>
<td>$3,485,863</td>
<td>$2,754,904</td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Net Assets</td>
<td>1,342,975</td>
<td>1,226,509</td>
<td>922,696</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td>$4,327,044</td>
<td>$4,712,372</td>
<td>$3,677,600</td>
</tr>
</tbody>
</table>
ACSET Memorandum

TO: ACSET CAA Governing Board
FROM: ASCET CAA Staff
DATE: July 17, 2017
RE: Advisory Governing Board Member Application

Since 1968, local community action agencies have been required to have tripartite governing boards to gain and retain designation as eligible entities and to receive CSBG funding. Effective tripartite boards reflect and promote the unique anti-poverty leadership, action, and mobilization responsibilities assigned by law to community action agencies. Boards are responsible for assuring that agencies continue to assess and respond to the causes and conditions of poverty in their community, achieve anticipated family and community outcomes, and remain administratively and fiscally sound. Sections 676B of the Community Services Block Grant Reauthorization Act of 1998 requires that, as a condition of designation, private nonprofit entities and public organizations administer their CSBG program through tripartite boards that “fully participate in the development, planning, implementation, and evaluation of the program to serve low-income communities.”

Board Composition

Consumer Sector: Low-Income Individuals and Families or Representatives

For public organizations, such as city, county, or town governments, the law requires that a minimum of one-third of tripartite board membership be comprised of low income individuals and families who reside in areas served or representatives of low-income individuals and families to insure that those who are served by the agency are represented so that they have a strong voice in agency governance and direction and are able to convey to those they represent the presence and significance of community action in their community.

Public Sector: Elected Officials or Their Representatives

One-third must be elected officials, holding office at their time of selection, or their representatives.
Private Sector: Major Groups and Interests in the Community Served

One third members must be chosen from business, industry, and labor, religious, law enforcement, education, or other major groups and interests in the community served.

Per ACSET Community Action Division Advisory Board By-laws that prescribe the procedure for selecting members, staff is seeking appointment of Wende Randall to the Advisory Governing Board as a Private Sector representative. Ms. Randall is qualified to serve on the Advisory Board with her education, experience and current position as the Essential Needs Task Force Coordinator. On May 18, 2017, the Advisory Governing Board to the Community Action division of ACSET reviewed and voted to present her application for approval to the CAA Governing Board.

Ms. White-Hatinger is also seeking board membership as a Private Sector representative. She qualifies within her current position as Service Center Manager at West Michigan Works – Kent County as well as her education and experience. She has been associate with Community Action Agency and its operations for over five years as well as an annual supporter of the Walk for Warmth. Pending review and voting from the CAA Advisory Governing Board on July 20, 2017, Ms. White-Hatinger’s application is being presented for approval to the ACSET CAA Governing Board.

In review of the Advisory Governing Board by-laws, specifically Section 3 of Membership, it states that, “At the end of their two (2) year term, members will be given the opportunity to reapply and will be selected via the established selection process.” Tracie Coffman has reapplied to the Advisory Governing Board as a Private Sector representative. Ms. Coffman is qualified to serve on the Advisory Board with her education, experience and current position as the Program Officer of W. K. Kellogg Foundation. Pending review and voting from the CAA Advisory Governing Board on July 20, 2017, Ms. Coffman’s application is being presented for approval to the ACSET CAA Governing Board.
## 1. CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Wende</td>
</tr>
<tr>
<td>Last Name</td>
<td>Randall</td>
</tr>
<tr>
<td>Address</td>
<td>908 42nd St SW</td>
</tr>
<tr>
<td>City</td>
<td>Wyoming</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td>49509</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:wrandall@hwmuw.org">wrandall@hwmuw.org</a></td>
</tr>
<tr>
<td>Phone Number</td>
<td>6162952485</td>
</tr>
<tr>
<td>Alternate Phone Number</td>
<td></td>
</tr>
</tbody>
</table>

## MAILING ADDRESS (IF DIFFERENT FROM HOME ADDRESS)

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>118 Commerce Ave. SW</td>
</tr>
<tr>
<td>Address2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Grand Rapids</td>
</tr>
<tr>
<td>State</td>
<td>MI</td>
</tr>
<tr>
<td>Zip</td>
<td></td>
</tr>
</tbody>
</table>
## KENT COUNTY RESIDENCY AND EMPLOYMENT

**Are you a resident of Kent County?**
Yes

**Are you employed within Kent County?**
Yes

**Employer**
Heart of WM United Way - ENTF

**Business Address**
118 Commerce SW, Grand Rapids

**Applicable Employment Experience**
- Director of Kent County Essential Needs Task Force (Present)
- Goodwill Industries Workforce Development Director (2003-2017)

**Education Background**
BA - Kalamazoo College

**Community/Organizational Memberships, Affiliations**
- JHS Thespians BRAVO Board Member (2015-Present)
- English Language Tutor, Literacy Center of West Michigan (2016-Present)
- Girl Scouts of MI Shore to Shore Troop Leader (2005-2010)
- Goodwill team captain for The Mental Health Foundation Stomp Out Stigma (2013-2016)

**References**
- Tony Calcagno, Goodwill Industries
- Wendy Falb, Literacy Center of West Michigan
- Lynda Sweigart, Hope Network

**The ACSET Community Action Advisory Board sets a minimum expectation of 75% attendance for all members of the board. If appointed, will you be able to comply with the terms of the Attendance Policy?**
Yes

**Why do you want to be considered for this appointment?**
In my role as Director of the Kent County Essential Needs Task Force, I believe it is important to represent the interests and needs of all Kent County residents, in accessing important resources throughout the county. I plan to bring their concerns to the table, and supporting the board with data which may be helpful in future planning.

**ATTACH YOUR RESUME**
WendeRandall_2017.docx

**ADDITIONAL INFORMATION**
Professional Competencies

• Fostering collaborative relationships among teams and community partners, through open and timely communication and attention to systems priorities and concerns of all constituents
• Providing an environment for learning, critical thinking and advancement, building success for individuals and teams
• Establishing a vision for services, utilizing available resources, and collaborating for the reduction of redundant services and improved efficiency
• Leading teams in achieving excellence in service operations
• Utilizing data analysis, and narrative to guide future decisions and improve outcomes
• Initiating and implementing strong business practices and process changes for improved community impact

Experience

Director – Kent County Essential Needs Task Force – Present

• Provide overall administrative direction to operations of the Essential Needs Task Force (ENTF)
• Coordination of subcommittees, the Leadership Committee, and/or other standing or ad hoc subgroups
• Work with local, state and other collaborative initiatives, to maximize community coordination of resources and services addressing essential needs (housing, food, utilities, transportation, employment), and related poverty reduction efforts
• Coordinate ENTF advocacy on essential needs with elected public officials at local, state, levels with Subcommittees, Governance Committee member organizations, other relevant community partners
• In collaboration with Housing CoC Steering Council, assures compliance with annual HUD and MSHDA planning and housing support funding requirements. Assures functioning of each ENTF standing subcommittee, and any of their respective committees or workgroups, including established meeting schedules and agendas
• Represent ENTF on the Kent County Human Services Committee of the Kent County Board of Commissioners
• Provide oversight and coordination of grant proposals and resource/funding solicitation on behalf of ENTF, including Subcommittees. Writes grants to support the work of ENTF
• Serve as spokesperson to the public and to media on matters related to essential community needs, in collaboration with ENTF Subcommittee leadership, Governance Committee member organizations

Workforce Development Director – Goodwill Industries of Greater Grand Rapids – 2003-2017

• Develop and implement policies, training plans, and operating procedures, and oversee tracking systems for workforce development department
• Oversee collaborative services for multiple program areas, including Employment Services Collaborative, Supported Employment, WIOA Youth, and Northern services
• Write grant proposals, including service design, budgets, and implementation plans
• Coordinate department communications and establish agendas for department and work-group meetings
• Network and build awareness of Goodwill mission and services among community partners, businesses, government agencies and general public
• Coordinate quality review efforts of workforce development program operations as part of ongoing contract monitoring, accreditation, and Single Audit readiness process; establish and facilitate corrective action plans, as needed
• Manage program operational and administrative budgets totaling $2mil; Oversee annual budget development process for entire workforce development department
• Analyze monthly and annual program performance and report to executive leaders and other stakeholders through department and organizational/strategic scorecards
• Represent Goodwill at various community discussions and state-wide participant advocacy events
• Train and supervise Managers of multiple programs, including but not limited to program management, provision of services, and leadership skills
• Serve as liaison between Goodwill Employment Center and Goodwill Facilities Department; oversee building operations, including troubleshooting of safety/maintenance concerns

**Dealer Service Supervisor** – Yamaha Band & Orchestral Division – 2002-2003
• Developed and facilitated training program for Dealer Service Department in areas of policy, procedure, and product knowledge
• Provided support and ongoing training to new Dealer Service team during transition/move to California operations
• Managed Dealer Service Representatives, ensuring a consistently high level of service by providing positive reinforcement and motivation, troubleshooting systems problems, leading team building exercises and addressing concerns in a timely manner
• Compiled, analyzed and distributed daily and monthly reports regarding call volume, service level and credit held orders

**Internet Recruiter** – Kforce Professional Staffing – 2001-2002
• Screened applicant resumes submitted to company website and searched Internet sites for appropriate candidates to meet company placement needs
• Attended weekly department meetings to align efforts with department priorities
• Assisted with Human Resource functions, including new hire paperwork and employee orientation

**Manager** – Pier 1 Imports – 1995-2000
• Provided daily sales, operations, and merchandising oversight to Customer Service Associates and Assistant Managers, ensuring goals were met, through positive reinforcement and motivation, troubleshooting skills, team building exercises and prompt resolution of concerns
• Developed and presented training workshops for new store teams, as well as peer training for store management teams within the sales district; conducted performance evaluations for 30 employees

**Education, Training, Additional Experience**

**Bachelor of Arts** – Kalamazoo College, Kalamazoo, MI – 1993
**Tutor (Volunteer)** – Literacy Center of West Michigan – August 2016-Present
**Strategic Planning** – Goodwill Industries – 2014, 2008
**MARO Leadership Academy** - MARO – 2011-2012
**Executive Leader Program** – Inforum – 2010
**Senior Leadership Program** – Goodwill Industries International – 2009-2010
**Cost Principles** – Management Concepts – 2009
**Applying for Federal Grants** – Management Concepts – 2009
**Lean Training** – Goodwill Industries – 2007

**Professional References**

Wendy Falb, Executive Director, Literacy Center of West Michigan
Lynda Sweigart, Executive Director, Hope Network Workforce Development
Tony Calcagno, Chief Talent Development Officer, Goodwill Industries
1. CONTACT INFORMATION

<table>
<thead>
<tr>
<th>First Name</th>
<th>Jessica</th>
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<tbody>
<tr>
<td>Last Name</td>
<td>White-Hatinger</td>
</tr>
<tr>
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<tr>
<td>Address</td>
<td>215 Straight Ave. NW</td>
</tr>
<tr>
<td>City</td>
<td>Grand Rapids</td>
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<tr>
<td>State</td>
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<td>Zip</td>
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</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:jwhitehatinger@westmiworks.org">jwhitehatinger@westmiworks.org</a></td>
</tr>
<tr>
<td>Phone Number</td>
<td>616-901-6835</td>
</tr>
<tr>
<td>Alternate Phone Number</td>
<td>616-336-4126</td>
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MAILING ADDRESS (IF DIFFERENT FROM HOME ADDRESS)

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<td>Zip</td>
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</table>
Are you a resident of Kent County?
Yes

Are you employed within Kent County?
Yes

Employer
ACSET / West Michigan Works!

Business Address
1550 Leonard NE Grand Rapids

Applicable Employment Experience

Education Background
Bachelor of Social Work, GVSU
Currently pursing Master of Public Administration, GVSU

Community/Organizational Memberships, Affiliations
Leadership Grand Rapids, 2017
Business Solutions Prof. 2014
ENTF Economic & Workforce Dev., 2011

List any other (past or present) community service experience
Child & Family Resource Council, 2011

References
Jane Kreha, Marketing & Communications Director, 616-336-3440
Brittany Lenertz, Current Supervisor / Regional Director, 231-672-0848

Why do you want to be considered for this appointment?
CAA directly impacts our community in very tangible ways that I believe are relevant and necessary to uplift individuals and families; I would be honored to be part of that work!

ATTACH YOUR RESUME
JWH_Resume.doc

ADDITIONAL INFORMATION
I started my career as a bilingual GED instructor in the JET Welfare Reform program and through experience and understanding of the systems within our community, have grown in my passion to serve all job seekers.
Jessica White-Hatinger
Lowell, MI 49331
(616) 901-6835 / jwhitehatinger@westmiworks.org

Positive Attitude – Diligent – Responsive

PROFESSIONAL EXPERIENCE
10/2011 – Present ACSET / West Michigan Works! Grand Rapids, MI

Service Center Manager / Grants & Contracts Manager
- Promoted from Contract Administrator to oversee WIOA, Prisoner Reentry, TAA and B2B Programs
- Strategically collaborate with Business Solutions to meet employer and job seeker needs
- Monitor performance of programs and staff to address any concerns promptly in a supportive manner

Contract Administrator
- Provided direction and clarification of WIA regulations to HRDI and Ross IES contractor staff
- Presented quarterly performance reports to Workforce Development and Governing Board members
- Provided technical assistance to address and prevent performance concerns
- Modified contracts when needed for funding and program changes


Lead General Education Development Instructor / Lead WIA Case Manager
- Taught Math, Science, Social Studies, Writing and Reading G.E.D. subjects
- Completed intakes and appropriately placed customers in Job Skills Training, G.E.D. or Basic Skills
- Created and updated weekly reports to accurately display department progress and expectations per contract requirements
- Facilitated E.D.R.T.E workshops regarding employment, communication, networking, résumé writing, professionalism and goal setting

Customer Service Case Manager
- Completed weekly orientation and intake of participating customers referred by DHHS case workers
- Properly updated and addressed reconciliation reports, customer files and terminations
- Conducted triage meetings with non-compliant customers and DHHS case workers

PROFESSIONAL DEVELOPMENT
- Leadership Grand Rapids, Grand Rapids Chamber 2017
- Institute for Healing Racism, May 2017
- Kent County Essential Needs Task Force (ENTF) 2013
- Certified Business Solutions Professional 2014

EDUCATION
Grand Valley State University - Grand Rapids, MI
- Master of Public Administration
- Bachelor of Social Work
  - Study Abroad – El Salvador

Currently Pursuing
4/2005
ACSET Advisory Board Application: Public/Private

1.

CONTACT INFORMATION

First Name
Tracie

Last Name
Coffman

Middle Initial
L

Address
4790 Rahn Ct

City
Grand Rapids

State
MI

Zip
49525

Email Address
tracie.coffman@wkkf.org

Phone Number
616-432-6013

Alternate Phone Number
616-560-6673

MAILING ADDRESS (IF DIFFERENT FROM HOME ADDRESS)

Address

City

State

Zip

KENT COUNTY RESIDENCY AND EMPLOYMENT

Are you a resident of Kent County?
Yes
Are you employed within Kent County?
Yes

Employer
WK Kellogg Foundation

Business Address
99 Monroe Ave Suite 903 Grand Rapids, MI 49503

Applicable Employment Experience

Education Background

Community/Organizational Memberships, Affiliations

List any other (past or present) community service experience

References
See original application

The ACSET Community Action Advisory Board sets a minimum expectation of 75% attendance for all members of the board. If appointed, will you be able to comply with the terms of the Attendance Policy?
Yes

Why do you want to be considered for this appointment?
see original application

ATTACH YOUR RESUME

ADDITIONAL INFORMATION
1. CONTACT INFORMATION

First Name
Tracie

Last Name
Coffman

Middle Initial
L

Address
118 Commerce Ave

Email Address
tcoffman@hwmuw.org

Phone Number
616-752-8642

Are you a resident of Kent County?
Yes
Are you employed within Kent County?
Yes

Employer
Heart of West Michigan United Way-ENTF

Business Address

Applicable Employment Experience
I spent 13 as the foreclosure prevention program manager at Home Repair Services. I currently coordinate the Michigan Foreclosure Task Force and am an adjunct professor in the School of Social Work at GVSU in additional to my current position as Director of the ENTF.

Education Background
Bachelor's Degree Social Work
Master's Degree Social Work

Community/Organizational Memberships, Affiliations
Board Member CEDAM
Leadership GR Alumni

List any other (past or present) community service experience
1. Past Board President for my church, serving 6 previous years as a trustee
2. Volunteer coach for track and t-ball through Northview

References
Jacob Maas
Matthew VanZetten
David Jacobs

The ACSET Community Action Advisory Board sets a minimum expectation of 75% attendance for all members of the board. If appointed, will you be able to comply with the terms of the Attendance Policy?
Yes

Why do you want to be considered for this appointment?
I would like to continue my participation on the CAA Advisory Board so that this work and the work of the ENTF can continue to be in alignment.

ATTACH YOUR RESUME
Resume - TLC .pdf

ADDITIONAL INFORMATION
ACSET Memorandum

TO: ACSET CAA Governing Board
FROM: ASCET Staff
DATE: July 17, 2017
RE: Community Action Agency Annual Report

According to the Organizational Standards implemented by the Center of Excellence, of the Office of Community Services, ACSET CAA is required to communicate its activities and results to the community. The annual report reflects these efforts between October 1, 2015 and September 30, 2016. The report includes the demographics of those served, the number of partnerships entered into, the number of volunteers and the hours they offer, and the highlights of the last program year.

On May 18, 2017, the Advisory Governing Board to the Community Action division of ACSET reviewed and accepted the annual report to present for final approval to the Governing Board.

ACSET staff is seeking approval of the enclosed Annual Report.
2016 HIGHLIGHTS

- Partnered with Calvin College Center for Social Research and the Essential Needs Task Force to develop a coordinated, system-wide approach to addressing energy, food, transportation, workforce development and homelessness in Kent County. The partnership identified goals and strategies for each area to generate a long-term solution with coordinated resources and systems.

- Completed Strategic Planning which not only met several required Organization Standards but also assisted in the development of a new ACSET Community Action Agency mission statement and goals for the future.

- Implemented a customer satisfaction survey which revealed a 98.1% satisfaction rate among our customers.

- Exceeded expected programmatic goals in Weatherization, Senior Meals, Outreach and Assistance, Transportation, Michigan ENROLLS and Utility Assistance programs.
Mission: We fight the causes and circumstances of poverty by investing in low-income individuals and families. Through dedicated staff and community partnerships we provide services, resources, education and advocacy to improve the quality of life for all residents of Kent County.

101 homes weatherized, helping low-income families conserve energy, save money and live in healthier, safer homes.

Investment: $696,389.23 in labor and materials
ROI: $1,392,957.32*

2,662 individuals received tax preparation assistance.
Result: $4,879,138.00 in tax refunds and credits

36,479 rides provided to seniors and/or disabled persons to medical, dental, and recreational destinations in support of independent living.

1,090 utility payments made to prevent shut offs of gas, electricity or water.
Investment: $701,929 for an average of $643.97 per utility bill

1,945,560 pounds of food distributed to low-income households.
Value: $1,545,140

21,898 boxes of nutritious food distributed to 2,076 seniors.
Value: $1,209,395 at $55/box

18,068 Latin American-inspired meals served to seniors, ensuring that seniors receive a nutritious meal either in their home or in a group setting. Congregate meals have the added benefit of providing much-needed socialization.

*Each dollar of Department of Energy investment in weatherization returns $2.69 in energy and non-energy-related benefits. Source: weatherize.org.

I was between a rock and a hard place when my health insurance went from $40 to $200/mo. and bills swallowed my budget. I can’t tell you how much I appreciate your staff’s professionalism and this agencies help!”

- 2016 Program Participant
## CLASSIFICATION

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