KENT COUNTY Community Action
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Kent County Community Action
Advisory Governing Board
121 Franklin SE, Suite 110, Grand Rapids, MI 49507
Thursday, January 17, 2018
Meeting-12:00 p.m.
Multi-Purpose Room A

AGENDA

1. Call to order – Chairperson, Tom Oosterbaan
2. Welcome and Introductions
3. Approval of November 15, 2018 Minutes — Action Item
4. Director's Report
   a. Staff Updates
   b. Report on Assistance Activities
   c. Governing Board
   d. Community Needs Assessment
   e. Intradepartmental Whistleblower Policy
5. Organizational Standards — Action Item
   Susan Cervantes, Director
6. Strategic Plan Update — Action Item
   Susan Cervantes, Director
7. Annual Report for 2016-2017 — Action Item
   Susan Cervantes, Director
8. Customer Satisfaction Survey — Information Item
   Susan Cervantes, Director

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9. Fiscal Report: *Org. Standard 8.7 - The tripartite board/advisory body receives financial reports at each regular meeting, for those program(s) the body advises, as allowed by local government procedure.*
   Brenna Kotchka/Bobby O'Connor, Financial Specialists Information Item

10. 10/1/2017 - 9/30/2018 Grants Summary Report (Revised) Information Item
    Susan Cervantes, Director

11. Programmatic Report: *Org. Standard 5.9 - The department's tripartite board/advisory body receives programmatic reports at each regular board meeting.*
    Sherrie Gillespie, Programs Manager Information Item

12. Walk for Warmth
    Sherrie Gillespie, Programs Manager Information Item

13. Other Business
14. Public Comment
15. Adjournment

Next Scheduled Advisory Governing Board Meeting

March 14, 2019

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Kent County Community Action – Advisory Governing Board

121 Franklin Street SE, Suite 110, Grand Rapids, MI 49507

Thursday, November 15, 2018 - 12:00 PM

Minutes

Advisory Board Members Present: Jessica White-Hatinger, James Geisen, Tracie Coffman, Judy Knapp, Benjamin Escalante, Wende Randall, Christina Swiney, Tom Oosterbaan, Catherine Aldridge, Hattie Patterson, and Reyna Quintino, Commissioner Ruth Kelly and Kendrick Heinlein.

Advisory Board Alternate Members Present: Samarhia Giffel

Advisory Board Members Absent: LaToya Black, LaTarro Traylor.

KCCA Staff Present: Susan Cervantes, Sherrie Gillespie, Darrell Singleton II, Brenna Kotchka, Robert O'Conner, and Courtney Hammond.

Guests Present:

1. **Call to Order**
   ***Tom Oosterbaan, Chair,* at 12:15 pm**

   Quorum obtained.

   The Board Quorum is in compliance with Organizational Standard 5.5: The department's tripartite board/advisory body meets in accordance with the frequency and quorum requirements and fills board vacancies as set out in its governing documents.

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2. **Welcome and Introductions**

3. **Approval of Minutes September 20, 2018 Minutes** ..... **Action Item**
   Motion: Hattie Patterson
   Second: Wende Randall **Motion Approved**

4. **Director's Report** ..... **Information Item**
   Susan Cervantes, Director

   a. **Staff Updates** – Ms. Cervantes reported that we are now fully-staffed with drivers, and we are expecting 2 new busses in June. Interviews went well for the Weatherization & Housing Project Specialist I position, and the new staff-member is expected to start after Thanksgiving. Interviews for a Clerk II will be Monday. Darrell Singleton II, Programs Manager, has resigned, taking a position at the City of Wyoming. Interviews for Programs Manager took place last week. Interviews have taken place for the full-time Continuous Quality Improvement Specialist (CQIS) position. We are interviewing for the Community Resource Specialist position, to help oversee our commodities programs.
   b. **Report on Assistance Activities** – Ms. Cervantes reported zero assistance activities for the past two months regarding Board/Employee relations. The report will be kept on the agenda as best practices.
   c. **Governing Board** – The Governing Board has met twice, with a quorum both times. One Kent County commissioner is resigning, and will need to be replaced. The next scheduled KCCA Governing Board Meeting is December 17, 2018.
   d. **Transportation Services Policies and Procedures Manual** – The Governing Board approved the manual in their last meeting, October 29th. The manual was proofed several times for grammar and organization and is ready to be printed.
   e. **Community Needs Assessment (CNA)** - Ms. Cervantes said it's time to draft a new CNA, and asked the board members what issues they would like to see addressed; board members named the following: housing, transportation, childcare, food security, nutrition, the opioid crisis, guns, gun safety, poverty, and mental disabilities in children and adults. Ms. Cervantes said a Request for Proposals (RFP) will be released the last week of November, to hire a consultant to draft the CNA.

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5. **Advisory Governing Board Meeting Schedule** ..... **Action Item**

Susan Cervantes, Director

Board members received the meeting schedule for 2019, with board approval needed.

Motion to approve: Ruth Kelly
Second: Tracy Coffman **Motion Approved**

6. **Intradepartmental Whistleblower Policy** ..... **Action Item**

Susan Cervantes, Director

Board members received the new KCCA Whistleblower Policy, with their approval needed.

Motion to approve: Jessica White-Hatinger
Second: Samarhia Giffel **Motion Approved**

7. **CSBG Homeless Prevention Program Parameters** ..... **Action Item**

Susan Cervantes, Director

Board members received a summary of eligibility requirements, eligible activities, and ineligible activities.

Motion to approve: Christina Swiney
Second: Catherine Aldridge **Motion Approved**

8. **Fiscal Report** ..... **Information Item**

Brenna Kotchka, Financial Analyst

Board members received the financial report, updated through October 2018.

The Fiscal Report is in compliance with Organizational Standard 8.7: The tripartite board/advisory body receives financial reports at each regular meeting, for those program(s) the body advises, as allowed by local government procedure.

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9. 10/1/2017 – 9/30/2018 Grants Summary Report.....Information Item
Susan Cervantes, Director

Board members received the Grants Summary Report covering 10/1/2017 through 9/30/2018.

10. Programmatic Report.....Information Item
Sherrie Gillespie, Programs Manager

Board members received the Programmatic Report covering 10/1/2017 through 9/30/2018. Reports show programs are on target with expenditures, and balances are within reasonable and acceptable bounds.

The Programmatic Report is in compliance with Organizational Standard 5.9: The department's tripartite board/advisory body receives programmatic reports at each regular board meeting.

11. Other Business – none.

12. Public Comment – none.

13. Adjournment - 1:30 pm

Next KCCA Advisory Governing Board Meeting:
Thursday, January 17, 2019 at 12 noon
KCCA – Multipurpose Room A

KCCA Program Year 2018-2019

ASSESSMENT TOOL for MEETING ORGANIZATIONAL PERFORMANCE STANDARDS

Standard Maximum Feasible Participation			In Place	In Progress		Not Begun		Notes/ Barriers/ Resources	Who is Responsible
				√	? Date	√	? Date		
Consumer Input and Involvement	1.1	The Department demonstrates low-income individuals' participation in its activities.	√					Consumer Reps on boards; volunteers and walkers	Susan
	1.2	The Department analyzes information collected directly from low-income individuals as part of the Community Assessment.				√	Part of CNA	RFP and work to begin in January 2019	Susan and consultants
	1.3	The Department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the Advisory Governing board, which may be met through broader local government processes.	√					Giving quarterly reports as indicated; part of Annual Report	Sherrie and Susan
Community Engagement	2.1	The Department has documented or demonstrated partnerships across the community, for specifically identified purposes; partnerships include other anti-poverty organizations in the area.	√					112 partnerships/MOUs; continue to build; process identified and practiced	Susan and Sherrie plus other staff
	2.2	The Department utilizes information gathered from key sectors of the community in assessing needs and resources during the community assessment process or other times. These sectors would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions. .				√	Part of CNA	RFP and work to begin in January 2019	Susan and consultants
	2.3	The Department communicates its activities and its results to the community.		√	Working with new communica -tions staff at County				Susan/Lori
	2.4	The Department documents the number of volunteers and hours mobilized in support of its activities.	√					Developed form to identify low-income volunteers; monthly mass entry into FACSPRO; process established and practiced	Sherrie and Ginny et al

Standard Maximum Feasible Participation			In Place	In Progress		Not Begun		Notes/ Barriers/ Resources	Who is Responsible
				√	? Date	√	? Date		
Community Assessment	3.1	The Department conducted or was engaged in a Community Assessment and issued a report within the past 3 years, if no other report exists.				√	Part of CNA	RFP and work to begin in January 2019	Susan and consultants
	3.2	As part of the Community Assessment, the Department collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).				√	Part of CNA	RFP and work to begin in January 2019	Susan and consultants
	3.3	The Department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the Community Assessment.				√	Part of CNA	RFP and work to begin in January 2019	Susan and consultants
	3.4	The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.				√	Part of CNA	RFP and work to begin in January 2019	Susan and consultants
	3.5	The Tripartite/ Advisory Governing board formally accepts the completed Community Assessment.				√	Part of CNA	RFP and work to begin in January 2019	Susan and consultants
Standard Vision and Direction									
Organizational Leadership	4.1	The tripartite/Advisory Governing board has reviewed the Department's mission statement within the past 5 years and assured that: 1.The mission addresses poverty; and 2. The CSBG programs and services are in alignment with the mission.	√		January 2016			Alignment with strategic planning	Susan and consultant
	4.2	The Department's Community Action Plan is outcome-based; anti-poverty focused, and ties directly to the Community Assessment.	√		October 2015			Strategic Planning	Susan/Sherrie
	4.3	The department's Community Action Plan and Strategic Plan document the continuous use of the full Results Oriented Management and Accountability ROMA cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation.) In addition, the department documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.	√		January 2016			A strategic plan does exist for CAA alone	Susan

Standard Vision and Direction			In Place	In Progress		Not Begun		Barriers/Resources	Who is Responsible
				√	? Date	√	? Date		
Organizational Leadership (continued)	4.4	The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action plan.				√	January 2019	Will review at Advisory Governing Board Meeting	Susan
	4.5	The department adheres to its local government's policies and procedures around interim appointments and processes for filling a permanent vacancy.	√		October 2017 presented to Advisory Governing Board			Approved by Governing Board on 10/29/2018	Susan and Amanda
	4.6	The Department complies with its local government's risk assessment policies and procedures.				√	March 2019	Awaiting presentation of Risk Assessment policy	Susan and Stephanie
Board Governance	5.1	The Department's Advisory Governing board is structured in compliance with the CSBG Act, by either: 1.Selecting the board members as follows: • At least one third are democratically-selected representatives of the low-income community; • One-third are local elected officials (or their representatives); and • The remaining members are from major groups and interests in the community; or 2. Selecting the board through another mechanism specified by the State to assure decision-making and participation by low-income individuals in the development, planning, or implementation, and evaluation of programs.	√			√	March 2019	Selection is done per Kent County Board Selection process; by-laws need to be revised per CAPLAW	Susan/Corporate Counsel
	5.2	The department's tripartite board/advisory body either has: 1. Written procedures that document a democratic selection process for low-income board members adequate to assure that they are representative of the low-income community, or 2. Another mechanism specified by the State to assure decision-making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs.		√	March 2019			Pending Approval of Advisory Governing Board By-laws	Susan/Corporate Counsel
	5.3	Not applicable: Review of bylaws by an attorney is outside of the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities.				√	March 2019	Being completed per review of MP Act and CAPLAW	Susan/CAPLAW and Corporate Counsel
	5.4	The Department documents that each tripartite board/advisory body member has received a copy of the bylaws within the past 2 years.				√	March 2019	Presented but not approved pending legal review	Susan/CAPLAW and Corporate Counsel

Standard Vision and Direction			In Place	In Progress		Not Begun		Barriers/Resources	Who is Responsible
Board Governance (continued)	5.5	The department's tripartite board/advisory body meets in accordance with the frequency and quorum requirements and fills board vacancies as set out in its governing documents.	√					Meetings set per by-laws	Susan
	5.6	Each tripartite board/advisory body member has signed a conflict of interest policy, or comparable government documents, within the past 2 years.	√						Susan
	5.7	The department has a process to provide a structured orientation for tripartite board/advisory body members within 6 months of being seated.	√						Susan
	5.8	Tripartite board/advisory body members have been provided with training on their duties and responsibilities within the past 2 years.				√	Beginning at January 2019	Presenting videos from national office	Susan
	5.9	The department's tripartite board/advisory body receives programmatic reports at each regular board meeting.	√						Sherrie
Strategic Planning	6.1	The department has a Strategic Plan or comparable planning document, in place that has been reviewed and accepted by the tripartite board/advisory body within the past 5 years. If the department does not have a plan, the tripartite board/advisory body will develop the plan.	√		January 2016				
	6.2	The approved Strategic Plan or comparable planning documents, addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of people with low incomes to become more self-sufficient.	√		January 2016				
	6.3	The approved Strategic Plan or comparable planning document contains Family, Agency, and/or Community goals.	√		January 2016				
	6.4	Customer satisfaction data and customer input, collected as part of the Community Assessment, is included in the strategic planning process or comparable planning process.	√						Sherrie/Susan
	6.5	The tripartite board/advisory body has received an update(s) on meeting the goals of the Strategic Plans/comparable planning document within the past 12 months.				√	January 2019	Being presented at January 2019 meeting	Susan

Standard Operations and Accountability			In Place	In Progress		Not Begun		Barriers/Resources	Who is Responsible
				√	? Date	√	? Date		
Human Resource Management	7.1	Not applicable: Local governmental personnel policies are outside the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities. *The Organization has written personnel policies that have been reviewed by an attorney and approved by the governing board within the past 5 years.*						Accepted Kent County's Human Resources and Policies Manual in October 2017	
	7.2	The department follows local governmental policies in making available the employee handbook (or personnel policies in cases without a handbook) to all staff and in notifying staff of any changes.	√					Handbook is given to employee at orientation; all staff emails are sent with updated policies; handbook is located on the shared drive	Human Resources
	7.3	The department has written job descriptions for all positions. Updates may be outside the purview of the department. *(which have been updated within the past 5 years)*	√						Human Resources
	7.4	The department follows local government procedures for performance appraisal of the department head.	√					Per policy and procedures of County of Kent	Human Resources
	7.5	The compensation of the department head is made available according to local government procedure.	√					Per policy and procedures of County of Kent	Human Resources
	7.6	The department follows local governmental policies for regular written evaluation of employees by their supervisors.	√					Per policy and procedures of County of Kent	Human Resources
	7.7	The department provides a copy of any existing local whistleblower policy to members of the tripartite board/advisory body at the time of orientation.		√	Presented to Advisory Governing Board			Initiated, presented and pending Governing Board approval	Susan
	7.8	The department follows local governmental policies for new employee orientation.	√					System in place by Kent County	Human Resources
	7.9	The department conducts or makes available staff development/training (including ROMA) on an ongoing basis.	√					When identified and/or petitioned	Susan and supervisors

Standard Operations and Accountability			In Place	In Progress		Not Begun		Barriers/Resources	Who is Responsible
				√	? Date	√	? Date		
Financial Operations and Oversight	8.1	The department's annual audit is completed through the local governmental process in accordance with Title 2 of the Code of Federal Regulations, Uniform Administrative Requirements, Cost Principles, and Audit Requirement (if applicable) and/or State audit threshold requirements. This may be included in the municipal entity's full audit.	√						Fiscal Services
	8.2	The department follows local government procedures in addressing any audit findings related to CSBG funding.	√						
	8.3	The department's tripartite board/advisory body is notified of the availability of the local government audit.	√					Established an annual presentation in March	Fiscal Services /Susan
	8.4	The department's tripartite board/advisory body is notified of any findings related to CSBG funding. .	√					Upon results of audit	Fiscal Services/Susan
	8.5	Not applicable: The audit bid process is outside the purview of the tripartite board/advisory body therefore this standard does not apply to public entities. *The Organization has solicited bids for its audit within the past 5 years.*							
	8.6	Not Applicable: The Federal Tax reporting process for local governments is outside the purview of tripartite board/advisory body therefore this standard does not apply to public entities.							
	8.7	The tripartite board/advisory body receives financial reports at each regular meeting, for those program(s) the body advises, as allowed by local government procedure.	√					Established format in January 2015; presented annually now in July	Susan/Fiscal Services
	8.8	Not applicable: The payroll withholding process for local governments is outside the purview of the departments, therefore this standard does not apply to public entities. *All required filings and payments related to payroll withholdings are completed on time.*							
	8.9	The tripartite board/advisory body has input as allowed by local governmental procedure into the CSBG budget process.	√		July 2018			Annual presentation/request for feedback from Advisory Governing Board	
	8.10	Not applicable: The fiscal policies for local governments are outside of the purview of the Department and the tripartite board/advisory body; there this standard does not apply to public entities. *The Fiscal Policies have been reviewed by staff within the past 2 years, updated as necessary, with changes approved by the governing board.*							

Standard Operations and Accountability			In Place	In Progress		Not Begun		Barriers/Resources	Who is Responsible
Financial Operations and Oversight (continued)	8.11	Not applicable: Local governmental procurement policies are outside of the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities. *A written procurement policy is in the place and has been reviewed by the governing board within the past 5 years.*							
	8.12	Not applicable: A written cost allocation plan is outside of the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities. *The Department documents how it allocated shared costs through an indirect cost rate, or through a written cost allocation plan.*							
	8.13	The Department follows local governmental policies for document retention and destruction.	√						
Data and Analysis	9.1	The department has a system or systems in place to track and report services customers receive.	√					FacsPro	
	9.2	The department has a system or systems in place to track Family, Agency, and/or Community outcomes.	√					ROMA Plan	Susan Sherrie
	9.3	The department has presented to the tripartite board/advisory body for review or actions, at least within the past 12 months, and analysis of the agency's outcomes and any operational or strategic program adjustments and improvements identified as necessary.	√					On-going process	Sherrie
	9.4	The Department submits its annual CSBG Information Survey Data Report and it reflects Department-wide outcomes.	√						Susan

SUMMARY OF PROGRESS TOWARD MEETING ORGANIZATIONAL STANDARDS

Standard	**Maximum Feasible Participation**	# in Place	# in Progress	# Not Begun
	12			
1. Consumer Input and Involvement	3	2	0	1
2.Community Engagement	4	2	1	1
3.Community Assessment	5	0	0	5
	Vision and Direction			
	19			
4.Organizational Leadership	6	4	0	2
5.Board Governance	8	4	1	3
6.Strategic Planning	5	4	0	1
	Operations and Accountability			
	19			
7.Human Resource Management	8	7	1	0
8.Financial Operations and Oversight	7	7	0	0
9.Data and Analysis	4	4	0	0
Totals:	50	34(68%)	3(6%)	13(26%)

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Memorandum

TO: Kent County Community Action Advisory Governing Board
FROM: Kent County Community Action Staff
DATE: January 17, 2019
RE: Strategic Plan Annual Update

Per Organizational Standard 6.5: *The tripartite board/advisory body has received an update(s) on meeting the goals of the Strategic Plans/comparable planning document within the past 12 months.* To that end, the following information is providing an update to the goals of the Strategic Plan which was formally adopted in January of 2015.

Goal # 1: Become a Recognized Leader in Community Action: Locally, Statewide and Nationally (ROMA Goal 5)

1. ACSET CAA staff have refined its brand by working very closely with the Marketing Department to assist in public relations efforts. A Facebook profile was created, brochures were created using the newly adopted mission statement, and partnerships were developed with local media. (May 2017)
2. ACSET CAA staff utilized the Community Needs Assessment and local data to obligate funds for the purchase of two Transit vehicles to increase the capacity to serve customers needing transportation services. (May 2017)
3. ACSET CAA funded a Metrics Study in collaboration with the Essential Needs Task Force and Calvin College Center for Social Research to identify and implement activities related to at least two indicators for each of the five groups by which to measure successful need elimination. A Summary Conclusion was developed to report out the activities and outcomes. (May 2017)
4. During PY2016 and PY 2017, several presentations were made to commissions and the general public regarding the decision to transition wholly to the County of Kent. This gave ACSET CAA/KCCA the opportunity to present itself in a substantial way as a leader on poverty. (2018)

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5. During the exploratory exercises to determine the feasibility of a transition, several entities were provided with data that would substantiate the decision to transition. (2018)

Goal #2: Improve the Organizational Culture (ROMA Goal #5)

1. ACSET CAA staff are now meeting monthly per agendas and calendars. (May 2017)
2. Training needs per employee suggestions and/or per management recommendations have been addressed as evidenced by staff being in training over 1,200 hours in PY16. (May 2017)
3. Being with the County of Kent, staff now have more opportunities to internal career pathways and/or promotions. (2018)
4. KCCA Staff meetings embrace the National Community Action Promise and National Code of Ethics for Community Action Agencies. (2018)

Goal #3: Increase Accessibility to All Residents in Kent County

1. ACSET CAA staff have utilized data from the census, Voice GR, FacsPro and research to identify the needs of Kent County Residents. (May 2017)
2. The transition was an opportunity to utilize data to determine that services that are combined and co-located in the same building as the Department of Health and Human Services and MichiganWorks! is most beneficial for customers. (2018)
3. KCCA expanded partnerships internally to the Sheriff's Department for assistance in packing the CSFP boxes for seniors and Court Services for assisting customers through the TEFAP distributions. External partnerships were increased by the fact that partners that address housing needs were added, especially local units of government. (2018)

Goal #4: Diversify and Increase Funding (ROMA Goal #5)

1. ACSET CAA staff researched the feasibility of a 501c3 and found that it was not feasible given the fact that most of the CAA grants operate on a reimbursement payment option that would leave gaps in funding. (May 2017)
2. Instead of developing a 501c3, ACSET CAA was transitioned to the County of Kent, to become KCCA formally. This provided the occasion to increase staff and braid funding resources. (2018)

Most of all, 2017 was a year to prepare for change.

The ACSET Governing Board, the Kent County Board of Commissioners and the City of Grand Rapids Board of Commissioners voted to approve the transition of ACSET Community Action Agency to the County of Kent. There were several reasons for the transition such as regionalization of MiWorks! counties, braiding and shared resources related to staff and funding, and co-locating community services. The Department of Community Development housed within the County of Kent was absorbed by the Community Action.

Therefore:

On September 30, 2017, ACSET CAA ceased to exist. Kent County Community Action (KCCA) began operating October 1, 2017.

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ACSET Community Action™

Helping People. Changing Lives.

Annual Report 2017

10/1/2016-9/30/2017

Mission: *We fight the causes and circumstances of poverty by investing in individuals and families with low income . Through dedicated staff and community partnerships we provide services, resources , education and advocacy to improve the quality of life for all residents of Kent Count.*

Promise: *Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.*

In 2017, the statistics demonstrate that:

* We served 5,115 persons in 2,959 families of which 1,296 were children (0-17) and 2,134 were seniors (60+)

* We provided 19,784 information and referral units via phone and in-person contacts

* We enlisted the assistance of 88 volunteers who donated 40,884 hours to support our services
* We expanded opportunities for customers through 222 community-wide partnerships with other agencies
* We, 42 staff and board members, attended 1,139 hours of training to enhance our skills

Program Highlights:

⇒ 81 homes were weatherized which resulted in the ability for the families with low-income to consume less energy and live in safe housing

⇒ 1,115 senior citizens were able to maintain their independent living status with our senior services programs

⇒ 980 households received homeless prevention funds to prevent a utility shut-off, emergency rent or mortgage assistance

⇒ 1,625 seniors received 16,013 boxes of food to supplement their diets

⇒ 1,742,705 pounds of food was distributed to households with low-income

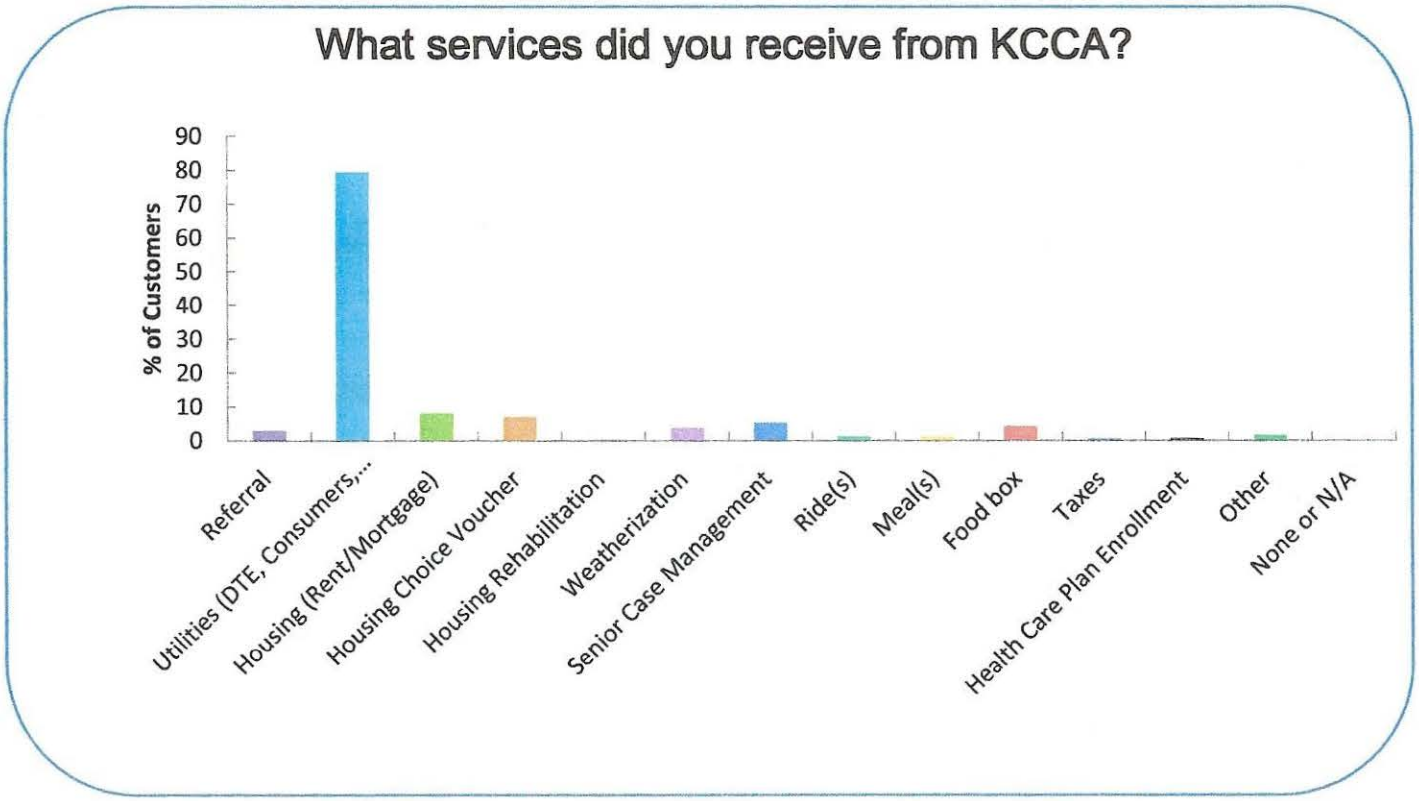
⇒ 22,2652 rides were provided to seniors or persons with disabilities to support their independence

⇒ 19,114 Meals of Latin American cuisine were provided to seniors to ensure that they received a nutritious meal, socialized in a congregate setting or maintained their independence

KCCA Customer Satisfaction Report

(10/1/17-9/30/18)

* 538 total responses include: 469 complete responses and 69 partial responses



94.9%* of customers are "Very Satisfied" or "Satisfied" with KCCA.

*with evidence of some false-negative responses.

What KCCA customers said:

"She went above and beyond to meet my needs" "Awesome and caring staff" "I think everyone was very professional and courteous. They had my best interest at heart." "Saved my life." "This program will help me lower my energy bills and save money." "I did not feel I was unworthy and begging for help." "Very respectful and has a lot of knowledge about her job and different programs to help clients!" "I don't have the expertise to know what you all do to know what you need to improve. How do you improve on perfection?" "I think what you are doing now is really great. I don't feel like I'm humiliated just because I needed help. I have been treated with respect."

Related Statistics:

98.2% of customers believe that KCCA helps to improve the condition in which persons with low-income live.

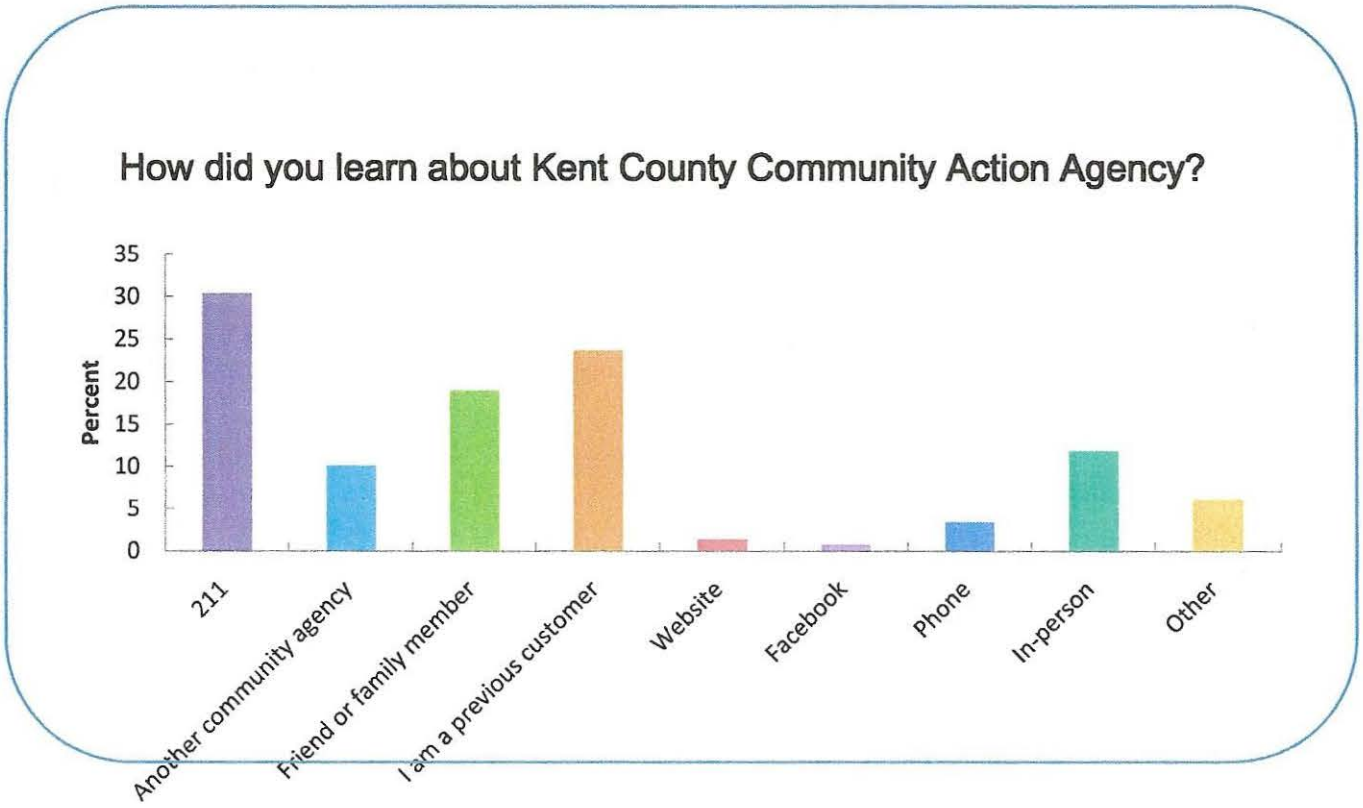
99% of customers would refer family and/or friends to KCCA for assistance.

99.8% of customers felt like Staff listened to them.

99.4% of customers felt like they were treated fairly.

98% of customers felt like they could ask questions.

99.2% of customers felt like the services were convenient.



What is the #1 thing we can do to improve our services?

Most comments note "n/a" or positive feedback such as:

"Not a thing" or "Nothing I can think of."

A cross-section of suggestions from the year responses:

"…Keep moving forward with ideas, education, and different strategy." "Get information out about your program." "Get more resources." "Increase income level to help people who are working." "Due to tax season, I'm sure a little more front desk help would assist in things running a bit smoother." "Let the public know about it." "Have a detailed check list that is accessible online. That way clients have something to refer to before they come in for their appointment." "Offer more teaching classes about credit, debt, or family self-sufficient classes." "Offer housing needs and put in place 2nd chance programs so that people with felonies can find housing." "Allow me to submit documents online before my appointment." "Helping people more with rent BEFORE eviction process." "Hold seminars frequently, just to educate citizens on how to manage or become more informed."

KENT COUNTY Community Action
Developing Communities. Expanding Opportunity. Improving Lives.

Memorandum

TO: KCCA Advisory Governing Board

FROM: Robert O'Connor & Brenna Kotchka, Financial Analysts

DATE: January 17, 2019

RE: Fiscal Report

This memo provides an update of the recent funding changes that have taken place since the November 15, 2018 meeting.

- KCCA has been notified of LIHEAP funding in the amount of $400,665. This is approximately $133,000 greater than our initial allocation.
- KCCA has been awarded MEAP funding, but it is down 50% from the prior year at $336,325.
- KCCA received an additional $35,000 from the City of Grand Rapids for water assistance to utilize through the end of 2018. 10% or $3,500 will be used for administering the program while $31,500 will be used for direct assistance.
- KCCA received an additional $3,000 in Older Americans funds to increase Outreach and Assistance services to Native American seniors.
- KCCA received $140,923 from the City of Grand Rapids for water assistance for 2019. 10% or $14,092.30 will be used for administering the program while $123,830.70 will be used for direct assistance.

- KCCA has been notified that we are receiving 15% more in administrative funding to handle the trade foods through the TEFAP grant.

- KCCA's Housing Commission Board has approved the 2019 budget at $4,497,180. Of this amount $4,194,168 will be used for Housing Assistance Payments. $303,012 is budgeted for administrative expenses.

- During the calendar year of 2018, KCCA has received $22,731.20 in donations for our Walk for Warmth Program.

- KCCA applied for a renewal grant for the Family Self Sufficiency (FSS) grant in the amount of $124,000 which would cover wage and fringes.

Summary of Grants Operating 10/1/2017 through 9/30/2018		Budget Amount	Revised 12 28 2018 Expenses	Balance	Carryforward	Lapse
CSBG	**Community Services Block Grant**					
	CSBG Administration	$ 183,061	$ 173,831	$ 9,230		$ 9,230.00
	Administrative Operations					
	CSBG Support	$ 821,073	$ 628,854	$ 192,219		$ 192,219.00
	Programmatic Operations					
	CSBG Specific Assistance	$ 140,000	$ 140,000	$ -		
	Homelessness Prevention					
MEAP	**Michigan Energy Assistance Program**					
	MEAP Administration	$ 46,170	$ 37,503	$ 8,667	$ 8,667	
	Administrative and Programmatic Operations					
	MEAP Direct Assistance	$ 242,930	$ 242,930	$ -		
	Utility Payments					
MEAP/ LIHEAP	**Michigan Energy Assistance Program**					
	MEAP-LIHEAP Administration	$ 28,320	$ 28,320	$ -		
	Operations					
	MEAP-LIHEAP Direct Assistance	$ 318,600.00	$ 318,197.00	$ 403.00		$ 403.00
	Utility payments					
CHIP	**Lead Hazard Control Community Development (CGR)**					
	Operations	$ 49,999.00	$ 2,092.00	$ 47,907.00		$ 47,907
LIHEAP- WX	**Low Income Heating Energy Assistance Program Weatherization Services**					
	LIHEAP Admin	$ 11,328	$ 8,094	$ 3,234		$ 3,234
	Administrative Operations					
	LIHEAP Support					
	Programmatic Operations	$ 76,555	$ 39,188	$ 37,367		$ 37,367
	LIHEAP Labor and Materials					
	Funding for Contractors to install measures with SIR of 1 or greater	$ 104,774	$ 71,947	$ 32,827		$ 32,897
	LIHEAP Health and Safety					
	Funding for the installation of measures that address issues of Health and Safety	$ 32,314	$ 20,644	$ 11,670		$ 11,670
	LIHEAP Insurance and Audit					

		Budget Amount	Expenses	Balance	Carryforward	Lapse
	Liability Insurance and Audit funds	$ 684	$ 441	$ 243		$ 243
LCA	**LIHEAP Crisis Assistance**					
	LCA Admin *Administrative and Programmatic Operations*	$ 9,905	$ 1,691	$ 8,214		$ 8,214
	LCA Direct Assistance *Utility payments for deliverable fuels*	$ 188,195	$ 13,047	$ 175,148		$ 175,148
OAA	**Older Americans Act** *Administrative and Support Operations*	$ 35,580	$ 31,572	$ 4,008	$ 4,008	
NSIP	**Nutrition Services Incentive Program** *Funding to purchase "raw" food only*	$ 14,200	$ 14,200	$ -		
CEDISC	**Consumers Energy Discretionary** *Funding for utility payments to Consumers Energy*	$ 18,400	$ 18,400	$ -		
TEFAP	**The Emergency Food Assistance Program** *Administrative and Operations Funding*	$ 287,285	$ 264,840	$ 22,445		$ 22,455
CSFP	**Commodity Supplemental Food Program** *Administrative and Operations Funding*	$ 106,074	$ 103,424	$ 2,650		$ 2,650
ITP	**Interurban Transit Program** *Funding to provide transportation to seniors or persons with disabilities.*	$ 20,256.00	$ 19,470.00	$ 786.00	$ 786.00	
	TOTALS:	**$ 2,715,447**	**$ 2,159,215**	**$ 556,232**	**$ 12,675**	**$ 543,637**

KCCA Programmatic Report 2017-2018

Statistics and direct assistance expenditures through December 30, 2018

Grant Name	Date of Operations	Required Units	Units YTD	% of Units	Time in Grant
Emergency Services					
GRICBP	1/1/2018-12/31/2018	478 *(households)*	530	111%	100%
MEAP (MCA)	10/1/2018 through 9/302019	341 *(households)*	0	0%	0%
Housing Services					
CDBG - Home Rehab*	7/1/2018-6/30/2019	100 *(homes)*	0	0%	50%
DOE	7/1/2018-6/30/2019	68 *(homes)*	12	18%	50%
FSS	1/1/2018-12/31/2018	125 *(participants)*	119	95%	100%
HCV	1/1/2018-12/31/2018	529 *(vouchers)*	504	95%	100%
HOME	7/1/2018-6/30/2019				
(5 in progress)	Single Family	4 *(units)*	0	0%	50%
(1 in progress)	Multi-Family	4 *(units)*	0	0%	50%
LIHEAP	10/1/2018 - 9/30/2019	43 *(homes)*	2	7%	25%

* *The notated activities include: Home Repair Services Access Modification/Minor Home Repair, Lead Assessment, and Moderate Home Owner Rehab*

KCCA Programmatic Report 2017-2018

Statistics and direct assistance expenditures through December 30, 2018

Grant Name	Date of Operations	Required Units	Units YTD	% of Units	Time in Grant
Senior Services					
ITP/MDOT	10/1/2018-9/30/2019	16880 *(miles)*	2511	15%	25%
KCSM Meals	1/1/2018-12/31/2018				
	Congregate	8092 *(meals)*	8219	102%	100%
	Home Delivered	10335 *(meals)*	10934	106%	100%
KCSM Outreach	1/1/2018-12/31/2018	1813 *(contact hours)*	1875	103%	100%
KCSM Transportation	1/1/2018-12/31/2018	14071 *(rides)*	14059	99.9%	100%
KCSM Weatherization	1/1/2018-12/31/2018	*11 (homes)*	11	100%	100%
OAA	10/1/2018 - 9/30/2019	870 *(contact hours)*	330	38%	25%
Specialized Services					
CDBG Activities**	7/1/2018-6/30/2019	10307 *(participants)*	0	0%	25%
CDBG Public Services***	7/1/2018-6/30/2019	8500 *(participants)*	0	0%	0%
CSBG Specific Assistance	10/1/2018-9/30/2019	93 *(households)*	3	3%	25%
CSFP	10/1/2018-9/30/2019	17400 *(food boxes)*	3801	21%	25%
TEFAP	10/1/2018-9/30/2019	*41872 (food allotments)*	14581	35%	25%

** *The notated activities include: Parks/Recreational Fees, Fire Station/Equipment, and Sidewalks/Motorized Trails*

*** *The notated services include: Fair Housing Center, HOPE Network, and Senior Neighbors Housing Advocate*