



**Kent County Community Action Agency – Advisory Governing Board Meeting  
121 Franklin S.E. Suite 110, Grand Rapids, MI 49507 – Multipurpose A  
Thursday, July 19, 2018 - 12:00 PM**

**Minutes**

**Advisory Board Members Present:** Jessica White-Hatinger, LaTarro Traylor, James Geisen, Commissioner Ruth Kelly, Wende Randall, Tom Oosterbaan, Catherine Aldridge, Hattie Patterson, Reyna Quintino and Kendrick Heinlein

**Advisory Board Alternate Members Present:** Samarhia Giffel

**Advisory Board Members Absent:** LaToya Black, Tracie Coffman, Judy Knapp, Benjamin Escalante, and Christina Swiney

**KCCA Staff Present:** Susan Cervantes, Sherrie Gillespie, Darrell Singleton II, Roger Strickfaden, Brenna Kotchka, and Sarah Miller

**Guests Present:** Viran Parag (MDHHS BCAEO), Andrew Kornecky (MDHHS BCAEO), and Adam Zawisza (Kent County Fiscal Services)

**1. Call to Order**

***Tom Oosterbaan, Chairperson at 12:18 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.*

**2. Welcome and Introductions**

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121 Franklin Street SE • Suite 110 • Grand Rapids, MI 49507 • Phone : (616) 632-7950 • Fax : (616) 632-7955

*We work to eliminate the causes and circumstances of poverty by investing in individuals and families with lower incomes. 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.*

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**3. Approval of May 17, 2018 Minutes.....Action Item**

**Motion: Jessica White-Hattinger**

**Second: Wende Randall**

**Motion Approved**

**4. Director’s Report.....Information Item**

**Susan Cervantes, Director**

- a. Staff Updates – Ms. Cervantes reported the resignation of Kristi Ayers, Community Resource Specialist (CRS) and Amanda Nixon, Continuous Quality Improvement Specialist (CQIS). Ms. Cervantes announced that there were 3 great candidates for the CRS position, the new employee will begin on August 13, 2018. Ms. Cervantes reported that it would be beneficial to the agency to have the CQIS as a full-time position, an update will be given at the next meeting. Ms. Cervantes reported that 2 full-time Drivers have been hired to date and now the Agency has posted an opening for an On-Call Driver. Ms. Cervantes noted that 2 additional On-Call Drivers would be ideal. Ms. Cervantes reported that 4 positions are currently in the application process.
- b. Report on Assistance Activities – Ms. Cervantes reported zero assistance activities for the past two months regarding Board/Employee relations, but the report will be kept on the agenda as best practices.
- c. Conflict of Interest Forms – Ms. Cervantes reported that 4 members need to turn in their Conflict of Interest forms to Sarah Miller, Board Secretary. Update, the 4 members named turned in their forms to the Board Secretary. All 15 members have submitted the Conflict of Interest forms.
- d. Monitoring Results – Ms. Cervantes referred to the monitoring letter and report in the Board packet. Ms. Cervantes announced zero findings or administrative recommendations during the programmatic monitoring conducted from June 4-7, 2018.
- e. Customer Satisfaction Report – Ms. Cervantes referred to the KCCA Customer Satisfaction Report in the Board packet. Ms. Cervantes reported that 95% of customers are “very satisfied or satisfied” with KCCA, with evidence of some false negatives. Emoji’s have been applied to the survey to prevent a higher number of false negatives. A cross section of customer comments and suggestions have also been identified in the report.





**4. Director’s Report (Cont.).....Information Item**  
**Susan Cervantes, Director**

*The Customer Satisfaction Report is in compliance with Organizational Standard 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.*

- 5. TEFAP Distribution – Ms. Cervantes showed a Kent County draft promotional video in which the Ottawa Hills football team was featured at the July 12, 2018 TEFAP distribution. Ms. Cervantes reported the distribution to be a success, and thanked the many volunteers and staff including the Ottawa Hills football team for their assistance. Once the video has been finalized by Kent County, Ms. Cervantes will email a link to members.

**5. Annual Audit Report.....Information Item**  
**Adam Zawisza, Financial Analyst**

Mr. Zawisza referred to the Kent County Single Audit Act Compliance Year Ended December 31, 2017, which has been made available as a separate hardcopy packet. The audit is also available on the *AccessKent* webpage under the financial transparency section (please see link below). Mr. Zawisza reported that the Single Audit is required by the United States Codes & Regulations for agencies who receive a federal award. Auditors have reviewed Federal expenditures and program compliance. Mr. Zawisza reported two findings on the audit, which are explained on pages 13-14. The first finding of “Material Audit Adjustments” has been reviewed resolved by management. The second finding of “Subrecipient Monitoring” is under review by management and they will make revisions, as appropriate.

<https://www.accesskent.com/Departments/FiscalServices/pdfs/2017/SAAC.pdf>

*The Annual Audit Report is in compliance with Organizational Standard 8.3: The department’s tripartite board/advisory body is notified of the availability of the local government audit.*





**6. Community Services Block Grant.....Action Item**  
**Susan Cervantes, Director**

Ms. Cervantes referred to the Community Services Block grant (CSBG) FY 19 memorandum in the Board packet. Ms. Cervantes announced the 24-month award of \$1,155,730.00 for the 2019 plan year. Ms. Cervantes reported the breakdown of proposed funding to be utilized as \$184,917.00 for Administration and \$970,813.00 for Direct Program expenditures. KCCA is requesting the Board's input and will incorporate their suggestions as required by Organizational Standards. Ms. Cervantes reported that the Board advised last year's award to be allocated directly to the community to address vulnerable customers.

Ms. Cervantes prefaced the discussion with changes to Agency's programs, effective October 1, 2018, that will directly affect the allocation decisions made at today's meeting:

- The Agency will no longer provide emergency utility services (MEAP funding). DHHS will be providing all MEAP assistance to Kent County residents.
- The Agency will no longer provide deliverable fuel assistance (LCA funding)
- The Agency will still provide water assistance (GRICB funding)
- The Agency will still provide limited homelessness prevention (EFSP funding)

Ms. Cervantes opened to meeting to discussion:

- Ms. Traylor suggested utilizing the Community Needs Assessment to identify the need
- Ms. Traylor and Ms. White-Hatinger suggested staff training
- Mr. Oosterbaan asked if there were staff training models from partner agencies
- Mr. Parag added the he can send Ms. Traylor models
- Ms. White-Hatinger volunteered to investigate how local Chambers implement trainings, specifically "Healing Racism and Implicit Bias" type trainings
- Ms. Randall commented on her support for the self-sufficiency direction that the Agency will be taking after October 1<sup>st</sup> and suggested Motivational Interviewing and Appreciative Coaching/Inquiry to transition smoothly.
- Ms. Traylor suggested customer service and empathy trainings
- Ms. Cervantes suggested part of the Administrative allocation to be used for the Community Needs Assessment, it would be beneficial to the Agency to hire a consultant





**6. Community Services Block Grant (Cont.).....Action Item**  
**Susan Cervantes, Director**

*At this time, Kent County Community Action requests a motion to allocate Community Services Block Grant funding to include staff training, supported by relevant community data, to help alleviate the causes and circumstances of poverty.*

**Motion: Catherine Aldridge**  
**Second: Tom Oosterbaan**

**Motion Approved**

*The Community Services Block Grant, Community Action Plan is in compliance with Organizational Standard 8.9: The tripartite board/advisory body has input as allowed by local governmental procedure into the CSBG budget process.*

**7. By-laws Approval.....Action Item**  
**Susan Cervantes, Director**

Ms. Cervantes referred to the Advisory Governing Board By-laws memorandum in the Board packet. Ms. Cervantes reported that the by-laws have been reviewed by Corporate Counsel, Craig Paull and the following are the proposed revisions:

- All references to ACSET have been changed to KCCA
- The Municipal Partnership Act Contract between Kent County and the City of Grand Rapids is now attached
- Low income persons has been changed to state persons with low income
- Removal of all references to Chief Executive Officer because it is not applicable under the County’s structure
- The correct website was added to the document
- The board membership application process was described per County operations
- Reference to the submittal process of the draft minutes to the Bureau of Community Action and Economic Opportunity was added





**7. By-laws Approval (Cont.).....Action Item**  
**Susan Cervantes, Director**

*At this time, Kent County Community Action requests a motion to approve the proposed changes to the Advisory Governing Board By-laws, with the understanding that possible spelling errors will be corrected.*

**Motion: Hattie Patterson**  
**Second: LaTarro Traylor**

**Motion Approved**

*Organizational Standard 5.3: Review of bylaws by an attorney is outside the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities. (Although not applicable to public CAA's, KCCA utilizes legal review as a best practice.)*

*The By-laws Approval is in compliance with Organizational Standard 5.4: The Department documents that each tripartite board/advisory body member has received a copy of the bylaws within the past 2 years.*

**8. Community Development Block Grant (CDBG).....Action Item**  
**Lien Forgiveness Policy**  
**Darrell Singleton, II, Program Manager**

Mr. Singleton referred to the Community Development Block Grant (CDBG) Moderate Homeowner Rehabilitation Lien Forgiveness Policy in the Board packet. Mr. Singleton proposed 2 policy options, per request of the Board. After discussion, the Board unanimously agreed that Option 1 would be the best choice for the Agency.

*At this time, Kent County Community Action requests a motion to adopt Option 1 of the Community Development Block Grant (CDBG) Lien Forgiveness Policy, which will be pro-rated as to being effective to the initial date of receiving (CDBG) funding.*

**Motion: Ruth Kelly**  
**Second: Catherine Aldridge**

**Motion Approved**





**9. Deferral Policy for Weatherization.....Action Item**  
**Roger Strickfaden, WX and Housing Project Supervisor**

Mr. Strickfaden referred to the Revisions to the Weatherization Assistance Program Deferral Policy memorandum in the Board packet. Mr. Strickfaden reported that the proposed changes to the policy would include verbiage revisions to align with Community Services Policy Manual (CSPM) and the addition of a customer non-cooperation condition.

*At this time, Kent County Community Action requests a motion to approve the proposed revisions, with the understanding that clarity will be defined regarding the verbiage “excessive”, to the KCCA Deferral Policy for Weatherization.*

**Motion: LaTarro Traylor**  
**Second: Catherine Aldridge**

**Motion Approved**

**10. Landlord Agreement for Weatherization.....Action Item**  
**Roger Strickfaden, WX and Housing Project Supervisor**

Mr. Strickfaden referred to the Revisions to the Weatherization Assistance Program Landlord Agreement memorandum in the Board packet. Mr. Strickfaden reported a revision in Exhibit C to include “Major Bypasses and Infiltration/Exfiltration”. Mr. Strickfaden reported an addition to the refrigerator ownership to align with the Community Services Policy Manual (CSPM).

*At this time, Kent County Community Action requests a motion to approve the proposed revisions to the Weatherization Assistance Program (WAP) Landlord Agreement for Four (4) Or Less Units.*

**Motion: Ruth Kelly**  
**Second: LaTarro Traylor**

**Motion Approved**





**11. Limited English Proficiency (LEP) Plan.....Action Item**  
**Susan Cervantes, Director**

Ms. Cervantes referred to the Limited English Proficiency (LEP) Plan memorandum in the Board packet. Per the request of the Board, Ms. Cervantes identified partnering agencies and the languages included in the FACSPRO client database, please see Attachments A and B.

*At this time, Kent County Community Action requests a motion to formally adopt the Limited English Proficiency (LEP) Plan.*

**Motion: Hattie Patterson**  
**Second: Catherine Aldridge**

**Motion Approved**

**12. Fiscal Report.....Information Item**  
**Brenna Kotchka, Financial Analyst**

Ms. Kotchka referred to the Fiscal Report through May 31, 2018 in the Board packet. Ms. Kotchka reported that some grants will be expended on June 30, 2018 and there will be a final update at the next meeting.

*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.*

**13. Programmatic Report.....Information Item**  
**Sherrie Gillespie, Programs Manager**

Ms. Gillespie referred to the Programmatic Report through May 31, 2018 in the Board packet. Ms. Gillespie reported that the LCA Program will not continue after October 1, 2018, but there have been conversations about a possible Summer Fuel Program. Ms. Gillespie reported an extra allocation of \$2,500.00 that was awarded to the Older American Act





**13. Programmatic Report (Cont.).....Information Item**  
***Sherrie Gillespie, Programs Manager***

Program for Native Americans. Ms. Gillespie reported that due to the Agency’s shift into Self-Sufficiency programs after October 1, 2018 there will be more intensive case management by intake and an increase of bundling of services. Ms. Gillespie noted that the report for TEFAP does not reflect the latest distribution of July 12, 2018.

*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.*

**14. Other Business - none**

**15. Public Comment - none**

**16. Adjournment 1:55pm**

**Motion: LaTarro Traylor**

**Second: Hattie Patterson**

**Motion Approved**

**Next KCCA Advisory Governing Board Meeting:**

**Thursday, September 20, 2018 12:00 Noon**

**KCCA – Multipurpose Room A**

