



**Kent County Community Action Agency – Advisory Governing Board Meeting
121 Franklin S.E. Suite 110, Grand Rapids, MI 49507 – Multipurpose Room A
Thursday, January 17, 2019 - 12:00 PM**

Minutes

Advisory Board Members Present: Jessica White-Hatinger, LaTarro Traylor, Kendrick Heinlein, James Geisen, Commissioner Ruth Kelly, Tracie Coffman, Judy Knapp, Benjamin Escalante, Wende Randall, Christina Swiney, Tom Oosterbaan.

Advisory Board Alternate Members Present: Samarhia Giffel and Donata Kidd.

Advisory Board Members Absent: Catherine Aldridge, Hattie Patterson and Reyna Quintino.

KCCA Staff Present: Susan Cervantes, Sherrie Gillespie, Brenna Kotchka, Robert O’Conner, Chad Coffman, Courtney Hammond.

Guests Present: -Sandra Jones-Ghoston (Kent County Administrator’s Office), Viran Parag (Bureau of Community Action and Economic Opportunity).

1. Call to Order

Tom Oosterbaan, Chairperson 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.





2. **Welcome and Introductions** – *three new employees were introduced. Irma Quintino, Clerk II; Kimberlee Reinking, WX and Housing Specialist I; and Chad Coffman, Program Manager.*

3. **Approval of November 15, 2018 Minutes**.....**Action Item**

Motion: Samarhia Giffel

Second: Ben Escalante

Motion Approved

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

Susan Cervantes, Director

- a. Staff Updates – Ms. Cervantes reported that we will be losing our Weatherization Inspector II, and will post the position which might be difficult to fill. A Continuous Quality Improvement Specialist has been hired, and will start on January 22. The position is now full-time. A Clerk III position has been posted, and interviews will take place next week. Tomorrow we will ask the Board of Commissioners for approval for a new warehouse assistant position.
- b. Report on Assistance Activities - There were no assistance activities to report although Ms. Cervantes addressed the problem of the federal government shutdown, and how it could impact Community Action services. There is enough food for the February distribution. It might be necessary to do a double distribution in February, but we cannot determine that at this time. The Housing Choice Voucher (HCV) program could be impacted by the government shutdown, as well. It is impossible to consult with HUD during a shutdown, since they are closed.
- c. Governing Board – The Governing Board did not meet due to a lack of quorum. Thus, the items this board (Advisory Governing Board) voted on last two meetings, have not yet been approved. We are working to convene the Governing Board soon.
- d. Community Needs Assessment – We posted an RFP (Request for Proposals), received 5 responses, and will make a selection next week.
- e. Intradepartmental Whistleblower Policy - The intradepartmental whistleblower policy is CAPLAW approved. When the Governing Board meets, it will be finalized.

5. **Organizational Standards**..... **Action Item**

Susan Cervantes, Director

Board Members were provided a report showing organizational standards and ongoing performance. The report shows we have met 34 of the 50 standards for the year, and





there is adequate time to reach the remaining goals by September 30, 2019.

At this time, KCCA Staff request that the KCCA Advisory Governing Board approve, as reasonable and acceptable, the progress reported by Organization Standard Report.

Motion: Judy Knapp

Second: Jessica White-Hattinger

Motion Approved

6. Strategic Plan Update..... Action Item
Susan Cervantes, Director

Board Members received a memo containing detailed update regarding the objectives listed in the Strategic Plan (formally adopted in January 2015) within the last 12 months. Measurable progress has been made within each of the 4 listed Goals. This update was provided 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.*

KCCA Staff request that the KCCA Advisory Governing Board approve, as reasonable and acceptable, the progress reported by the Strategic Plan Update memorandum.

Motion: Wende Randall

Second: Commissioner Ruth Kelly

Motion Approved

7. Annual Report for 2016-2017..... Action Item
Susan Cervantes, Director

Board Members received the Annual Report 2017, covering the period 10/1/2016 through 9/30/2017. The report details the numbers of persons or households served, by each of our various programs and services. This activity meets the Organizational Standard 4.1 - *The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action plan.*

KCCA Staff request that the KCCA Advisory Governing Board approve, as reasonable and acceptable, the accomplishments reported by the Annual Report 2017.





Motion: Christina Sweeney
Second: Benjamin Escalante

Motion Approved

8. Customer Satisfaction Survey.....Informational Item
Susan Cervantes, Director

Board Members received a KCCA Customer Satisfaction Report (10/1/17-9/30/18). The report shows percentages of customer satisfaction, overall and specifically. 94.9% of customers are “Very Satisfied” or “Satisfied” with KCCA.

9. Fiscal Report..... Informational Item
Brenna Kotchka and Bobby O’Connor, Financial Specialists

Board members received a memorandum listing an update of the recent funding changes that have taken place since the November 15, 2018 meeting.

10. Grants Summary..... Informational Item
Susan Cervantes, Director

Board members received a Wrap-Up report for grants ending 9/30/2018 with the final fiscal information identified.

11. KCCA 2017-2018 Programmatic Report..... Informational Item
Sherrie Gillespie, Programs Manager

Board members were presented with a programmatic report summarizing program statistics.

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

Ms. Gillespie reported on the plans for the Walk for Warmth event that will take place on February 23, 2019. This is the annual event held by KCCA in which donations are accepted to assist households with their utility assistance.





13. Other Business – Discussion regarding Harold Mast and commitment to Community Action. Will send appreciation.

14. Public Comment – none

15. Adjournment 1:30 pm

Next KCCA Advisory Governing Board Meeting:

**Thursday, March 21, 2019 12:00 Noon
KCCA – Multipurpose Room A**

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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.

