



Kent County Community Action  
Advisory Governing Board  
121 Franklin SE, Suite 110, Grand Rapids, MI 49507  
Thursday, July 18, 2019  
Meeting-12:00 p.m.  
Multi-Purpose Room A

## MINUTES

**Advisory Governing Board Members Present:** Tom Oosterbaan, Hattie Patterson, Ruth Kelly, Kendrick Heinlein, Wende Randall, Benjamin Escalante, Reyna Quintino, James Geisen,

**Advisory Governing Board Alternate Members Present:** Donata Kidd,

**Advisory Governing Board Members Absent:** Jessica White-Hatinger, Samarhia Giffel, Judy Knapp, Christina Swiney, Catherine Aldridge

**KCCA Staff Present:** Chad Coffman, Brenna Kotchka, Sherrie Gillespie, Rachel Kunnath, Susan Cervantes

**Guests Present:** Katie Van Dorn, Public Sector Consultants; Carol Glanville, Walker City Commission

### 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.*

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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.*

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**2. Welcome and Introductions**

*Katie Van Dorn, Public Sector Consultants (PSC); Carol Glanville, Walker City Commission*

**3. Approval of May 16, 2019 Minutes.....Action Item**

**Motion: Hattie Patterson**

**Second: Wende Randall**

**Motion Approved**

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

- a. Staff Updates – Currently there is an opening for a new Weatherization and Housing Specialist I position. The opening has been advertised and resumes are currently under review. There is also an opening for a Community Services Assistant II to replace a former staff. Interviews were completed for this position on Tuesday, which went well. The Community Resource Specialist (commonly referred to as the “floater” position) posting closed recently and candidates are being reviewed. Interviews for this position are anticipated to occur within the next couple of weeks. We also have a few openings for Drivers, including one full-time and some on call positions. The full-time opening is due to an employee resignation, and an on-call position is the result of a collaboration between KCCA and Veterans Services. Veteran Services was experiencing difficulties with transportation. It is anticipated that Veterans Services will utilize transportation services from KCCA about 20 hours a week. The driver for this position will begin as on call, and it is possible that one of the other on-call positions could be converted into a full-time position if the need arises. KCCA did also put in for a Lead Housing Choice Voucher staff but we won’t know if this position will materialize until after January 1, 2020. Including the vacancies, KCCA now contains 33 employees.
- b. Report on Assistance Activities – There were no assistance activities to report.
- c. Organizational Standards – There was no organizational standards report included in the board packet because many of the action items on the agenda this meeting are related to organizational standards and the report would be outdated





as action items are addressed. The board will receive a full report in September. KCCA will have a monitoring on the organizational standards the third week of August and it is anticipated that most standards will be met or in progress by that time.

- d. Monitoring Activities – 2019 has been a very busy year for monitoring activities for KCCA. An HCV monitoring just concluded, which was a tough process. Up to a 3% error rate was allowable during this monitoring and KCCA’s error rate was determined to be 0.03%. Board members offered congratulations for this success. KCCA has also been selected to have a National DOE monitoring the first week of September, which has never happened to KCCA before. KCCA is preparing to host the federal DOE monitors. KCCA also has a HUD monitoring, which includes CDBG and HOME, coming up the first week of August, and the CSBG monitoring is the third week of August. There was an inquiry about the amount of preparation required for these monitoring activities and Ms. Cervantes noted that it has required significant staff time. There were board inquiries about the increase in monitoring or if other agencies are experiencing the same increase. Ms. Cervantes noted that the reason for the increase is unknown and other agencies don’t seem to be noting an increase.

**5. By-Law Review..... Action Item**  
***Susan Cervantes, Director***

Board members were provided two copies of the bylaws; one copy displayed the changes to be reviewed by the Board and the other was the corresponding proposed final draft. The accompanying memo included a summary of all changes made to the bylaws at the recommendation of KCCA Corporate Council and CAPLAW (Community Action Program Legal Services), which Ms. Cervantes reviewed with attendees. Board members were also provided copies of The Municipal Partnership Act, which was recommended to be included with the bylaws by CAPLAW. No further discussion took place.





*KCCA staff requested approval of the proposed changes to the Advisory Governing Board Bylaws.*

**Motion: Ruth Kelly**

**Second: Benjamin Escalante**

**Motion Approved**

*Org Standard 5.3: 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. Org 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.*

**6. Annual Report.....Action Item**  
***Susan Cervantes, Director***

Board members received an Annual Report covering the CSBG program year of 10/1/17 to 9/30/18 as well as a crosswalk that identified the outcomes achieved from the goals identified by KCCA for the 2018 program year. Ms. Cervantes highlighted the different need areas that were targeted throughout the year and noted how the Annual Report and the crosswalk demonstrate the outcomes of the performance measures. The intent is to have the approved Annual Report printed and distributed to partners and community members. There was a question about the need for a notation acknowledging funding received from the Senior Millage on the Annual Report, but Ms. Cervantes explained that due to being a public Community Action Agency, KCCA is bound by the Hatch Act, which disallows even bipartisan initiatives to be noted on KCCA materials. No further discussion took place.

**Motion: Wende Randall**

**Second: James Guisen**

**Motion Approved**

*Org Standard 4.4: The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action plan.*





**7. Donation Policy.....Action Item**  
**Susan Cervantes, Director**

A draft of the Donation Policy was provided in the packet for review. Ms. Cervantes noted that while this policy was recently presented to the board and was approved at that time, a change in the policy was needed to reflect a procedural change that was prompted by the relocation of KCCA’s Financial Analyst to the County building located at 300 Monroe. The proposed Donation Policy reflects these minor procedural changes. No further discussion occurred.

**Motion: Ruth Kelly**  
**Second: Hattie Patterson**

**Motion Approved**

**8. Annual Audit Report.....Information Item**  
**Susan Cervantes, Director**

KCCA is required to issue to the board an annual breakdown of the results of the annual audit. The results of the audit along with a memo were provided in the board packet. This year KCCA was cited two times for material noncompliance, material weakness, and internal controls. It should be noted that last year KCCA programs were not selected for review due to the recent transition. One of this year’s citations was for the CDBG program and was related to sub-recipient monitoring. The staff that were responsible for sub-recipient monitoring were no longer employed by KCCA during the time of the audit and the documentation related to the required monitoring could not be found despite having been assured that they had been completed. With a new Program Manager in place it is anticipated that future reviews will be successful. Through discussion it was clarified that the CDBG finding was related to sub-recipient monitoring of service providers and not related to the Continuum of Care. Current procedures have been enhanced and KCCA staff is now following a schedule and a system of checks and balances to ensure full compliance. Further, the missing monitoring have been redone even though this had not





been requested by the auditors. The other finding was related to the food monitoring process that has been used by KCCA for the past 30 years. The auditors have requested enhancements to the food monitoring process, though KCCA has never been cited in on the process in the past by the grantor (Michigan Department of Education). A new satisfactory process has already been implemented, and the CQI Specialist will be assisting with compliance related to both audits.

*Organizational Standards 8.1 through 8.4*

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

Board members were provided with a memo summarizing the PY 2020 budget proposal. Per organizational standards, KCCA encourages input from the Board annually on the proposed CSBG budget. As KCCA is currently going through the Community Needs Assessment process, it is anticipated that the results of the Community Needs Assessment will provide guidance on KCCA’s programmatic priorities for the upcoming year. However, the Community Needs Assessment is not projected to be complete until September 2019, following the deadline of the CSBG budget. Ms. Cervantes invited board members to indicate currently known programmatic priorities to be included in the CSBG budget with the assurance that the budget can be revised following the results of the Community Needs Assessment. Ms. Cervantes noted that to meet regulations, action does need to be taken today so the plan can be submitted. KCCA’s initial allocation is \$1,161,370, which was broken down in more detail on the memo. Ms. Cervantes noted that \$100,000 to \$140,000 of direct program funding was allocated for homeless prevention activities and that CSBG funding allows for considerable flexibility in spending, short of bricks and mortar initiatives. Board members noted that it is difficult to weigh in on the budget without knowing the outcome of the Community Needs Assessment and shared some concern about community needs around mental health, childcare, and housing. Board members expressed support for tabling the official budget approval until information from the Community Needs Assessment is available.







**Motion to Table Action: James Geisen**  
**Second: Hattie Patterson**

**Motion to Table Action Approved**

*Org. Standard 8.9 - The tripartite board/advisory body has input as allowed by local governmental procedure into the CSBG budget process.*

**10. Community Needs Assessment Update.....Information Item**  
**Katie Van Dorn, Public Sector Consultants**

Board members received information packets with preliminary results of the Community Needs Assessment. The Community Needs Assessment surveys are currently out in the field and being completed by clients of KCCA, community members, and providers. Surveys have been in the field since mid-June and will continue until August 9<sup>th</sup>. Data in the provided packet was pulled in the beginning of July. As of today there are 184 completed client surveys, although preliminary data in the packet was based on the 99 client surveys that were completed as of the beginning of July. Ms. Van Dorn issued a plea to board members to continue disseminating the survey to clients either electronically or on paper. There was an inquiry as to whether or not the weblink will prevent an individual from completing the survey multiple times, and it was explained that although this is not possible due to KCCA staff needing to use the same IP address with multiple clients, it is not anticipated that people will take the time to complete the survey more than once due to the length of the survey. Ms. Van Dorn noted that as compared to three years ago when only ten providers completed the survey, she has already seen an improvement and has received 35. Ms. Van Dorn talked through the packet of preliminary data and discussed the highlights with attendees. There was a question about how many clients the survey has reached, and the exact answer is unknown. Ms. Cervantes provided an update that around 600 families were asked to complete the survey while waiting in line for a recent food distribution. Also, every Monday KCCA staff sit in the lobby and administer the survey. Further, ENTF partners were asked to send the survey to their clients as well. There was a comment that it would be nice to understand more about the respondents’ perceptions regarding poverty. Ms. Van Dorn





shared that PSC can filter responses by income level and then further examine the data, so there will be some possible analysis of perceptions to determine if people living in poverty actually identify as being in poverty. It was also suggested to analyze whether respondents that meet poverty guidelines have accessed services. Finally, there was a request to resend the email out to providers to prompt them again to fill it out.

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

A memo was provided to board members and Ms. Kotcha reviewed the financials. There was a question as to whether the current financials represent any major changes from prior years and Ms. Kotcha noted that the TEFAP funding has significantly increased from what was received last year. Ms. Cervantes also noted that it had been anticipated that trade mitigation food would only be awarded for one year but KCCA was recently told it will be for two years and will continue next year. No further discussion took place.

*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.*

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

A programmatic report was provided in the board packet. Ms. Gillespie noted that for the most part programming is at or above where it is targeted to be at this point in the year. There was an inquiry about how MEAP is going this year, and Ms. Gillespie informed the board that KCCA is at 91% production and the target for this time of the year is 75%, so we’re producing well there. She estimated that there may be about \$15,000 remaining. Ms. Cervantes also noted that MEAP dollars were cut \$121,000 for this year. Ms. Gillespie noted that new requirements around copays have been difficult and it appears as though we’re not fully resolving the problem long-term since many clients return to shut-off status within weeks. There was also an inquiry from the board about the CHIP grant due







to the low percentage of units achieved. Ms. Cervantes noted that KCCA is working with the Kent County Health Department and has received eight referrals, although participation in the program is not mandatory. So far two homes have been completed and there are two in progress. She noted that a barrier is that sometimes when a child presents with elevated lead levels they are no longer living at the residence where lead exposure occurred. In response to a question about a lack of referrals resulting in unutilized funds, Ms. Cervantes explained that the City of Grand Rapids also operates a portion of the program and that there are not concerns about unused funds due to the likelihood of an extension as well as the possibility of additional funding.

*Org. Standard 5.9 - The department's tripartite board/advisory body receives programmatic reports at each regular board meeting.*

**13. Other Business** - none

**14. Public Comment** – none

**15. Adjournment 1:30 pm**

**Next Scheduled Advisory Governing Board Meeting  
September 19, 2019 12:00 pm  
KCCA Multipurpose Room A**

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