



Kent County Community Action

Advisory Governing Board

Thursday, January 19, 2023, 12:00pm

Meeting Minutes

1. Call to order – Daniel VanderMolen, Chairperson
 - a. Meeting called to order by Chairperson VanderMolen at 12:03pm.
2. Welcome and Roll Call for Quorum
 - a. Present: Tricia VanderHaar, Jean Ramos, Daniel VanderMolen, Wende Randall, Kendrick Heinlein, Krashawn Martin, Christina Swiney, Samarhia Giffel, James Geisen, Christopher Smith
 - b. Staff Present: Bobby O’Connor, Stephen Stratton, Brenna Kotcha, Rachel Ahee, Rachel Kunnath, Gustavo Perez, Sherrie Gillespie, Morgan Zielke, Chad Coffman
3. Review and Approval of Minutes, November 17, 2022 --- **Action Item**
 - a. Motion to approve the November 17 meeting minutes by Samarhia Giffel
 - b. Support from Wende Randall
4. Director’s Report --- **Information Item**
 - a. Staff Updates
 - Gustavo Perez shared that a staff needs assessment was completed with the leadership team and the HR department to open, post, or create needed positions. Plan to focus on efficiency and effectiveness.
 - b. Assistance Activities and Potential Conflicts of Interest
 - Sherrie Gillespie informed the board that a KCCA staff member has applied, qualified for, and was approved for water assistance to prevent a shut off.
 - c. Monitoring Updates
 - Rachel Kunnath shared that Organizational Standards monitoring was completed by the State annually. The findings indicated compliance with 49/50 standards.
 - The missed standard related to failure to supply customer satisfaction data to board members. No corrective action required but KCCA staff will be sure to provide this information to the board in the future.

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- Chad Coffman shared that HUD has monitored ESG funding that the county receives from HUD. Chad shared that there was one lingering finding that was resolved.
 - d. Update on Community Needs Assessment
 - Rachel Kunnath shared that the CNA Advisory Board met with Public Sector Consultants to discuss needs/strengths of community, complete a SWAT analysis of KCCA, and discuss effective data collection strategies. Two community forums will be held before the team meets again in April after receiving results of the surveys. Two different surveys will be distributed, one for providers and one for community members.
 - e. New Member Orientation
 - Gustavo Perez shared that his goal is to give a new orientation to both advisory and governing boards. He is working to develop a poll to create a member orientation session date and time that works for both returning and new board members. He is expecting to send out the poll for feedback by the end of January.
5. Vehicle Accessibility Plan Approval
Rachel Kunnath, Program Manager --- Action Item
- a. KCCA is required to have a Vehicle Accessibility Plan approved by the board as a transportation provider in the state of Michigan.
 - b. Approval of Vehicle Accessibility Plan
 - Motion by Wende Randall
 - Support from Christina Swiney
6. Conflict of Interest: *Org standard 5.6 – Each tripartite board/advisory body member has signed a conflict of interest policy or comparable local government document, within the past 2 years.*
Gustavo Perez, Director --- Information Item
- a. Gustavo Perez informed the board that this must be completed every 2 years and kept on file. New board members will be sent the Conflict of Interest Disclosure Certification to complete.
7. KCCA Advisory Governing Board 2023 Meeting Schedule
Gustavo Perez, Director --- Information Item
- a. Gustavo Perez sought feedback from board members regarding their preferred method of meeting invitation for 2023 board meetings.
8. *Reporting Customer Satisfaction Data: Org standard 1.3 – The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/advisory body, which may be met through broader local government processes.*
Gustavo Perez, Director---Information Item
- a. Sherrie Gillespie shared that the Emergency Services satisfaction surveys were completed via phone after application is complete. Results reflect positive feedback from clients.
 - b. Rachel Kunnath shared that almost half of participants from both senior outreach programs provided survey responses. Both programs reflected positive feedback. Outreach surveys were completed via mail, phone, and in person. Transportation surveys were provided during client’s bus routes.

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, Financial Analyst --- Information Item

- a. Brenna Kotcha provided updates for grants that ended in 2022 as well as funding that began on January 1, 2023. Brenna shared that final December invoices are still being received in fiscal.

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

Chad Coffman, Rachel Kunnath, Sherrie Gillespie- Program Managers, Rachel Ahee - CERA Project Supervisor --- Information Item

- a. Chad Coffman presented information regarding active projects using HOME funds. Community partners that are funded through KCCA using CDBG funds were included in the report as well as projects funded with ESG funds.
- b. Rachel Kunnath presented the Senior Services programmatic report for grants ending 12/31/22.
- c. Sherrie Gillespie shared that specialized services has been distributing masks and COVID-19 test kits as well as providing services through discretionary grants. The Emergency Services program staff have been working to spend funds from multiple grants including ICBAP, LIHWAP, and BCAEO MEAP. Different aspects of contractor recruitment for the weatherization program were discussed.
- d. Rachel Ahee shared that the CERA program has ended and has moved into providing Housing Stability Services to the community. Rachel shared that Kent County, in partnership with MSHDA, distributed over \$52,000,000 in assistance to the community. CERA staff is now providing housing stability services and have received 34 referrals through the Salvation Army's coordinated entry process. Rachel and Sherrie plan to partner to refer clients from the Emergency Service program to the Housing Stability Services and the program is open to receiving referrals from additional sources.

11. Other Business

- a. None

12. Public Comment

- a. None

13. Adjournment

- a. Motion by Samarhia Giffel
- b. Support from Christopher Smith
- c. Meeting adjourned at 1:41pm

Next Scheduled Advisory Governing Board Meeting

Thursday, March 16, 2023

12:00 PM

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