



**Kent County Community Action Agency – Advisory Governing Board Meeting  
121 Franklin S.E. Suite 110, Grand Rapids, MI 49507 – Multipurpose A  
Thursday, March 15, 2018 - 12:00 PM**

**Minutes**

**Advisory Board Members Present:** Jessica White-Hatinger, LaTarro Traylor, James Geisen, Tracie Coffman, Judy Knapp, Benjamin Escalante, Wende Randall, Tom Oosterbaan, Catherine Aldridge, Hattie Patterson, and Kendrick Heinlein.

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

**Advisory Board Members Absent:** LaToya Black, Commissioner Ruth Kelly, Christina Swiney, and Reyna Quintino

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

**Guests Present:** Matthew Van Zetten (Kent County Administrator’s Office), Amy Wright (MDHHS), Donata Kidd (MDHHS), and Nancy Bolt (public)

**1. Call to Order – Tom Oosterbaan at 12:19 pm.**

Quorum obtained.

*The Board Quorum is in compliance with Organizational Standard 5.5.*

**2. Approval of January 18, 2017 Minutes.....Action Item**

**Motion: LaTarro Traylor  
Second: Judy Knapp**

**Motion Approved**





**3. Staff Updates.....Information Item**  
**Susan Cervantes, Director**

Ms. Cervantes reported the hiring of a part-time driver. A new bilingual cook will start on March 26, 2018 and will also be assisting at the front desk. A Financial Analyst position has been posted, interviews will be conducted on March 16, 2018. A Community Services Assistant position has been posted, interviews will be held the week of March 19<sup>th</sup>. Ms. Cervantes noted that being part of Kent County’s job pool has significantly increased the number of quality candidates for job openings.

Ms. Cervantes recognized staff member Brenna Kotchka, Financial Analyst for 15 years of service. Ms. Cervantes recognized staff member Miguel Reyes, Weatherization & Housing Specialist II for certification as a Lead Supervisor.

**4. By-laws Review.....Discussion Item**  
**Ad-hoc committee**

Ms. Cervantes introduced the following as members of the By-laws Review Ad-hoc Committee; Susan Cervantes, Sherrie Gillespie, Amanda Nixon, Jessica White-Hattinger, and Wende Randall. Ms. Cervantes referred to the version of the Amended Bylaws of the Kent County Community Action (KCCA) Advisory Governing Board in the packet. The proposed revisions are highlighted.

Ms. Cervantes explained that once the revisions are discussed, the By-laws will be reviewed by staff attorney Linda Howell. The formal adoption of the By-laws will be voted on at the May 17<sup>th</sup> meeting. Ms. Cervantes noted that a name change from ACSET Community Action Agency to Kent County Community is constant throughout the By-laws. Another constant will be in regarding to the Municipal Partnership Act, which has been amended. Ms. Cervantes announced that the KCCA Advisory Governing Board is still governed by The Open Meetings Act, Public Act No. 267 of 1976 as noted in the By-laws.





**4. By-laws Review, Ad-hoc committee (Cont.).....Discussion Item**  
***Susan Cervantes, Director***

Ms. Cervantes discussed the following highlighted By-law revisions:

- Art. II: Sect. 1 (d) – The Chief Executive Officer would now be the County Administrator. The committee feels the Board would never have to make recommendations to the County Administrator, so a proposal to omit “Chief Executive Officer” is recommended. The committee would like to keep the “Director” verbiage. After discussion, members recommended a Staff attorney review with the option to revise rather than omit information.
- Art. III: Sect. 1 – The committee found a residency requirement in the CSPM (Community Services Policy Manual). After contacting CAPLAW the committee found that if a Board Member lives outside of Kent County, but represents an entity inside of Kent County, it would be in compliance.
- Art. III: Sect. 3 – An exception has been recommended by the committee to explain the lottery process for Board Appointments due to the transition.
- Art. III: Sect. 4 – The committee recommends changing “low-income persons and families” to “persons and families with low income” as the previous terminology is more socially and politically acceptable. Pam Vanderkeuren, Executive Assistant to the Board of Commissioners, will assist the committee with the verbiage regarding the process for Board Applications and Board Appointments. The committee recommends the appointment of Consumer Sector members.
- Art. III: Sect. 5 – Members who wish to formally identify an Alternate are to contact Sarah R. Miller, Board Secretary. Consumer Sector Alternates must be income-eligible for services with KCCA or represent an agency that assists households of low-income.
- Art. III: Sect. 7 – Under the new structure of Kent County, the committee recommends that vacancies are filled immediately to be in compliance.
- Art. IV: Sect. 3 – The committee originally recommends the sentence “The Chairperson shall be an Ex-Officio member of the Ad-Hoc Committees” be omitted, but after discussion members recommend a Staff Attorney review.
- Art. VII – The committee recommends a name change from “Chief Executive Officer” to “Director”.

*The By-laws Review is in compliance with Organizational Standard 5.3.*

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**5. Community Development Block Grant (CDBG).....Discussion Item**  
**Loan Forgiveness Policy**  
***Darrell Singleton, II, Program Manager***

Mr. Singleton referred to the “Community Development Block Grant (CDBG) Moderate Homeowner Rehabilitation Lien Forgiveness Policy” memorandum. The current policy regarding the 0% interest-deferred loan is described in part D. Per the request of the KCCA Advisory Governing Board, examples of three policies have been provided; The City of Grand Rapids, The City of Wyoming, and the County of Ottawa. The following is policy summary for each:

**The City of Grand Rapids (Truth-in-Lending Disclosure)**

- \$50.00 monthly payment
- 12-month penalty at 11%
- Balance due upon transfer
- 1:1 payment matching
- 10-year term
- High Administrative cost

**The City of Wyoming (Mortgage Lien & Deferred Loan)**

- \$25.00 monthly payment
- 3% annual rate
- Yearly depreciation repayment
- no pre-payment penalty
- 15-year term (with exceptions)
- High Administrative cost

**The County of Ottawa (Deferred Loan)**

- 240 denominator payments
- 0% interest
- Balance deferred until transfer
- End term 100% forgiveness
- 24-year max. term
- Low Administrative cost

Members discussed the policies (changing this to a discussion item), the following are the highlights; the loans are designed for necessary home repairs (not inclusive of equity producing renovation), required monthly payments indicate a high administrative cost to manage accounts, and the income KCCA receives from the loan goes back into the grant to assist additional households of low-income (the agency does not profit). Members agreed to The County of Ottawa model and would like to see two similar proposals for the May 17<sup>th</sup> meeting, where a vote will be taken.





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

Ms. Cervantes referred to the “Donation/Cost Share Policy” memorandum in the packet. Due to the transition, KCCA requests to adopt a formal policy to ensure the agency is accountable for monetary collections. After research into Kent County policies, it was recommended that Ms. Cervantes draft a formal internal policy for the Community Action Department. Monetary collections include: donations from congregate meals, Walk-for-Warmth, transportation, and Cost Shares from Weatherization applicants. Ms. Cervantes presented the draft policy.

The draft policy encompasses the following; documentation in English and Spanish, collection by the responsible KCCA staff (including proper procedural handling), cost shares dispersed in accordance with the grant guidelines in which they were received, and unauthorized usage of funds for purposes not intended. In addition, “in-kind” donations (supplies/services/non-monetary etc.) are identified and recorded.

Ms. Cervantes reported that she is researching the County’s options for a safe procurement with the Purchasing Department.

*At this time, Kent County Community Action requests a motion to approve formal adoption of the Donation/Cost Share Policy for Kent County Community Action (KCCA) as written.*

**Motion: Jessica White-Hattinger**  
**Second: Catherine Aldridge**

**Motion Approved**

**7. Customer Appeals Policy.....Action Item**  
**Amanda Nixon, Continuous Quality Improvement Specialist**

Ms. Nixon referred to the “Revisions to the KCCA Appeals Procedure for DHHS- Funded Programs” memorandum in the packet.





**7. Customer Appeals Policy (Cont.).....Action Item**  
***Amanda Nixon, Continuous Quality Improvement Specialist***

Due to the transition, the Department of Health and Human Services has required policy revisions. Ms. Nixon presented the current Customer Appeals Policy with proposed revisions highlighted in yellow. The purpose of this existing policy to provide guidance as to the applicable Appeals Procedure to each KCCA Program. In addition, other programs have their own policies such as; Commodity Supplemental Food Program (CSFP) and the Housing Choice Voucher Program (HCV.) Ms. Nixon noted that highlighted revisions include agency name changes; the policy’s intent and structure have been maintained.

*At this time, Kent County Community Action requests a motion to approve revisions to the Kent County Community Action (KCCA) Appeals Procedure for DHHS-Funded Programs as written.*

**Motion: Judy Knapp**  
**Second: Jessica White-Hatinger**

**Motion Approved**

**8. Customer Satisfaction Survey Results.....Action Item**  
***Amanda Nixon, Continuous Quality Improvement Specialist***

Ms. Nixon referred to the KCCA Satisfaction Report in the packet. This information is compiled by Survey Gizmo and gathered when a client receives services. The client can access the survey on a Microsoft Surface or by hardcopy. Ms. Nixon reported that the results shown are from the new survey implemented on 10/1/2017. The report has been simplified and now includes customer comments. The reporting range is from 10/1/2017 to 3/12/2017 and includes 157 total responses. A suggestion to break-out Housing Choice Voucher program was indicated.

*The Customer Satisfaction Survey Results is in compliance with Organizational Standard 1.3.*





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

Ms. Kotchka referred to the KCCA Agency Budget in the packet. Per the recommendations of the Board, the Agency-wide Budget now reflects all KCCA Programs, it has been updated with comparative percentages, and is now categorized by type of service.

The Agency-wide Budget is now a 5-page report:

- I. Operating Budget Synopsis – this is a “key” which summarizes expenditures (notice the grant Acronyms will stay the same on the left column for each report).
- II. Administrative Funds – this page reflects *only* administrative funds
- III. Support Funding – this page reflects *only* support funding
- IV. Direct assistance – this page reflects *only* direct assistance funding
- V. Additional Monetary Items – This page reflects donations, Cost Shares, & food value

Ms. Cervantes noted that at the May 17<sup>th</sup> meeting the goal is to have all grants reported out to the same month.

*The Fiscal Report is in compliance with Organizational Standard 8.7.*

**10. Programmatic Report.....Information Item**  
***Sherrie Gillespie & Darrell Singleton II, Programs Managers***

Ms. Gillespie referred to the KCCA Programmatic Report 2017-2018 in the packet. The Programmatic Report has been revised, with grants being categorized by type of service (matching the order on the fiscal report). The programmatic report now reflects the activity of programs displaying only measurable units (the previous edition included fiscal information, as well).

Ms. Gillespie noted under Specialized Services the program “MiEnrolls” is performing at 16%. This program assists clients in the enrollment of Medicaid/Medicare. It has been announced that the contract for “MiEnrolls” will be ending on March 31<sup>st</sup>. At the May 17<sup>th</sup> meeting, the final numbers will be displayed and there will be more activity.





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

Mr. Singleton discussed the Community Development Programs, this is the first time the activity has been presented to the Board since the transition. Tracie Coffman asked if the activity was normal on these grants, specifically questioning the FSS & HCV grants being nearly expended but at only 17% of time in grant. Mr. Singleton explained that FSS is a 5-year program and HCV is a life-time program, so the grant is re-occurring.

*The Programmatic Report is in compliance with Organizational Standards 5.9 & 9.1.*

**11. Other Business**

**a. Walk for Warmth.....Information Item**  
***Susan Cervantes, Director***

Ms. Cervantes announced that the event was a big success. Ms. Cervantes requested CAPLAW assistance to be in compliance the County’s donation practices. Once given permission to take donations for the event, Ms. Cervantes noted that there was not a lot of time to promote the event. The event raised more than \$12,000 and the agency is waiting on the price match amount to come in from Consumers Electric. Mayor Bliss and County Administrator Britt attended the event and spoke to crowd. In addition, a spokesperson for Consumers Electric and the Board of Commissioners gave speeches. KCCA staff attended the event with their families and friends, as well as some KCCA Advisory Governing Board members. Pictures of the event were displayed before and after the Board meeting.

**12. Public Comment - none**







### 13. Adjournment 1:43pm

#### Next KCCA Advisory Governing Board Meeting:

**Thursday, May 17, 2018 12:00 Noon**  
**KCCA – Multipurpose Room A**

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