



**Kent County Community Action (KCCA)  
Governing Board  
Meeting Minutes**

10:30 a.m., Monday, February 25, 2019

**Present:** City of Grand Rapids Commissioner Senita Lenear, and Kent County Commissioners Stan Stek and Robert Womack.

**Absent:** Kent County Commissioner Elizabeth Melton. City of Grand Rapids Commissioner Kurt Reppart

**Staff:** Susan Cervantes, Director; Sherrie Gillespie, Programs Manager; Rachel Kunnath, CQI Specialist; Chad Coffman, Program Manager; Brenna Kotchka, Financial Analyst; Robert O’Conner, Financial Analyst; and Courtney Hammond, Clerk II.

**Guests:** Matthew VanZetten, Assistant County Administrator.

**1. Call to Order**

Lenear at 10:30 a.m. Quorum obtained.

**2. New Chairperson Selection .....Action Item**

Per the Municipal Partnership Agreement, Commissioner Lenear’s term as chair has ended. The Agreement designates that the Chairperson duties are now the responsibility of a County Commissioner.

Motion to nominate Commissioner Womack to be new chairperson: Commission Stek.

Support: Commission Lenear.

Approved by vote: Motion carried. Commissioner Womack is new chairperson for year term.





**3. Meeting Minutes - October 29, 2018.....Action Item**

Motion to approve: Commissioner Stek  
Support: Commissioner Lenear  
Approved by vote: Motion carried.

**4. 2019 Governing Board Meeting Schedule.....Action Item**

Board members received a 2019 Schedule of Meetings, with the August 26<sup>th</sup> meeting falling on the same day as the Michigan Association of Commissioners conference. This date would be changed to August 19, 2019.

Motion to move August meeting date to 8/19/19 and to approve the Schedule of Meetings for 2019: Commissioner Lenear  
Support: Commissioner Stek  
Approved by vote: Motion carried.

**5. Intradepartmental Whistleblower Policy.....Action Item**

Board members received the proposed Intradepartmental Whistleblower Policy for their review and approval. The policy is submitted for consideration to fulfill the requirements of Organizational Standard 7.7.

Motion to approve: Commissioner Stek  
Support: Commissioner Lenear  
Approved by vote: Motion carried.

**6. Strategic Plan Update.....Action Item**

Board members received a memorandum detailing progress on the goals of the Strategic Plan which was formally adopted in January of 2015. The update is required per Organizational Standard 6.5.

Motion to accept goal updates as presented: Commissioner Lenear  
Support: Commissioner Stek  
Approved by vote: Motion carried.





**7. MDHHS/BCAEO Presentation – Roles and Responsibilities.....Information Item**

Viran Parag, Grant Manager with Bureau of Community Action and Economic Opportunity, was present and addressed the board. Mr. Parag emphasized the importance of this board and its vital responsibility to the operations of Community Action. He added that without the Governing Board, the Advisory Governing Board cannot move forward with any business, without the Governing Board’s approval. If the Governing Board cannot continue to meet, and with a quorum, it will have an effect on the Community Services Block Grant and Weatherization programs, and on the future of the agency.

**8. Director’s Report:**

**Staff Updates - Welcome** to Rachel and Chad. Rachel Kunnath is our new Continuous Quality Improvement Specialist (CQI Specialist), now a full-time position. Chad Coffman is our new Program Manager focusing on Housing Programs.

**Organizational Chart Update** - Board members received an updated organizational chart which includes staff names. The new Warehouse Assistance position has been approved, and will be posted soon.

**Assistance Activities** - We have provided utility assistance to one Advisory Governing Board member.

**By-Laws of Advisory and Governing Boards** - We are updating by-laws with assistance from CAPLAW, and Kent County Corporate Counsel.

**Transportation Policies and Procedures Manual** - The manual has been reviewed per direction of the Governing Board in our previous meeting. The issue of marijuana was evaluated and found that because KCCA is federally-funded, KCCA is not affected by the new state law regarding marijuana. Our policy is still zero tolerance, and there will be no changes to the manual at this time.





**Annual Report** - The Annual Report for 2016-2017 was presented to the board for information purposes and to meet the Organizational Standard 2.3 and 4.4. The 2017-2018 Annual Report and will be brought to the board as soon as it is ready.

**Organizational Standards / Update Report** - Board members received the report showing updated assessment for each of the 50 national Community Action Organizational Standards. The adherence to the Organizational Standards is required with the CSBG Act and is reflective of the minimum operations of a Community Action.

**Customer Satisfaction Survey Report 2017-2018** - Board members received color graph report generated from KCCA's Customer Survey. Overall, 94.9% of customers are "Very Satisfied" or "Satisfied" with KCCA.

**Community Needs Assessment** - An RFP (Request for Proposals) was posted, and five responses were received. Public Sector Consultants were selected based on quality of proposal and reasonable bidding price.

**9. Financial Reports - Board** members received a memo from Brenna Kotchka and Robert O'Connor, Financial Analysts. The memo details recent funding changes that have taken place since the last meeting in October of 2018. The board was also provided an updated agency-wide financial report. The reports satisfy the requirements of Organizational Standard 8.7.

**10. Programmatic Report** - Sherrie Gillespie, Programs Manager, provided board members the updated KCCA Programmatic Report through December 31, 2018. The report shows statistics and direct assistance expenditures. MS Gillespie reported that 2018 was a very successful year. This report meets the requirements of Organizational Standard 5.9.

## **11. Information Items**

**TEFAP Distribution:** January 10<sup>th</sup> - Ottawa Hills football team again volunteered, and they are hard-working and a great help. They are planning to assist with our July





distribution, as well. If anyone would like to volunteer to assist with any of our food distributions, please call 632-7968.

**Walk for Warmth:** Saturday, February 23, 2019 - Thank you to all who participated in the walk, especially to Commissioner Stek for giving the resolution.

**12.** Other Business - None.

**13.** Public Comment - No public present.

**14.** Adjournment - Meeting adjourned.

Next KCCA Governing Board Meeting:

Monday, April 22, 2019, 10:30 a.m., KCCA – Conference Room C/D

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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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