



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

10:30 a.m., Monday, April 22, 2019

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

**Absent:** Kent County Commissioner Betsy Melton.

**Staff:** Susan Cervantes, Director; Sherrie Gillespie, Program Manager; Rachel Kunnath, CQI Specialist; Chad Coffman, Program Manager; Robert O'Conner, Financial Analyst; Amanda Leija, Clerk III; and Courtney Hammond, Clerk II.

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

**1. Call to Order**

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

**2. Welcome and Introductions**

**3. Meeting Minutes - February 25, 2019**

Motion to approve: Commissioner Lenear

Support: Commissioner Stek

Approved by vote: Motion carried.

**4. Director's Report**

**a) Staff Updates**

- The new Floater position is headed to the LHR (Legislative and Human Resources) Committee for approval.

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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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- The Shipping Clerk position has been approved, and will be posted on Friday.
- A CRS (Community Resource Specialist) has been selected, and we are awaiting the funding (USDA and MDE).
- One of our CRS workers resigned last week, so we will be starting the process to hire a new one.

**b) Assistance Activities** - Nothing new to report.

**c) Community Needs Assessment (CNA)**

A large meeting was held here on March 21<sup>st</sup>, with the Advisory Board, multiple community partners, and the consultants who are working on the survey. A final draft of the survey was ready last week, and we plan to have it up and operational by May 1<sup>st</sup>. The survey will be given to clients, and to providers. It will be available in written form, and in electronic form. It will be available in English, and in Spanish. Our caseworkers will also have the survey on their tablets, for home visits. We will give it an 8-week run, and will have the final report completed by September.

**d) Customer Satisfaction Survey**

A copy of the Customer Satisfaction survey and the resulting Customer Satisfaction quarterly report were included in today's meeting packet. We have been using this survey for about 2 years. The quarterly report reflects KCCA's high standard of customer service, and commitment to providing referrals in cases when we aren't able to help.

**5. Title VI Plan**

Included in today's packet was a memo from Susan Cervantes to this board, regarding MDOT (Michigan Department of Transportation) updates to our Title VI Plan, and a copy of the updated plan. KCCA is committed to the Civil Rights Act of 1964. Our staff speak 7 languages. We have 6 staff members who are bi-lingual, speaking both Spanish and English. Between our drivers (our transportation program), staff can converse in English, French, Spanish, French Guinea, Creole, and several tribal African languages. Additionally, Kent





County has translation services, if needed. KCCA utilizes “I Speak” cards with 150 languages, allowing customers to point to their language on the card.

## **6. Financial Report**

A printed financial report was included in today’s meeting packet. Bobby O’Connor, Financial Analyst gave an overview on the various grants and spend-downs. Programs are on schedule and with reasonable expectation of spend-down.

## **7. Programmatic Report**

A printed programmatic report was included in today’s meeting packet. Sherrie Gillespie, Program Manager, gave an overview of the report. The report gives statistics of KCCA’s direct assistance activities through March 2019.

## **8. Community Action Month – May**

Community Action will start its 55<sup>th</sup> year on August 20<sup>th</sup>. Planned for KCCA staff is a webinar and other activities.

## **9. Other Business**

Susan Cervantes said in the last meeting we talked about changing the location of the meeting. Matthew VanZetten and Susan Cervantes will continue to work on that.

## **10. Public Comment**

No public present.

## **11. Adjournment**

Motion to adjourn: Commissioner Reppart

Support: Commissioner Lenear

**Next KCCA Governing Board Meeting:  
Monday, June 24, 2019, 10:30 a.m., KCCA – Conference Room C/D**

