



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

10:30 a.m., Monday, August 19, 2019

Present: City of Grand Rapids Commissioner Kurt Reppart; Kent County Commissioners Betsy Melton and Robert Womack

Absent: City of Grand Rapids Commissioner Senita Leneer and Kent County Commissioner Stan Stek

Staff: Susan Cervantes, Director; Rachel Kunnath, CQI Specialist; Robert O'Connor, Financial Analyst; Sherri Gillespie, Program Manager; Amanda Leija, Clerk III; Chad Coffman, Program Manager

1. Call to Order

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

2. Welcome and Introductions

3. Meeting Minutes – April 22, 2019.....Action Item

Motion to approve: Commissioner Womack

Support: Commissioner Melton

Approved by vote: Motion carried.

4. Directors Report

(a) Staff Updates:

- Courtney Hammond, Clerk II, has retired after 26 years; her Clerk II position has been posted.
- Weatherization Specialist I – Interviews have started. This position will help us with succession of the Weatherization program as the people that are in the current positions have been in the program for 17+ years each.
- Warehouse Assistant (Shipping Clerk I) has started and been employed about a month. This position was created due to additional funds with the trade mitigation foods we received this year. The trade food will again be received





next year which also resulted in assisting with succession planning.

- Community Services Assistant position was just hired and will be starting September 3.
- One full time driver – Has started today.
- 2 contracted drivers positions are still in posting stages
- Community Resource Specialist – Floater –Interviews starting next week
- Community Resource Specialist – HCV – We have not heard back about this position, so we have not posted yet. It will be part of the 2020 budget process.

(b) **Assistance Activities:** No activities this quarter

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

A printed report was included in today's meeting packet. The report was put together by the Public Sector Consultants in July. The surveys ended 8.6.19 and will provide more data. The Community Forum is tomorrow 8-20-19 from 2-4pm which will provide community reaction to include into the CNA. In September, the consultants will present a draft of the final project. We are also celebrating our 55th anniversary of Community Action at the forum.

(d) **Organizational Standards update:**

A printed report was included in today's meeting packet. We are doing much better than before. This is put forth by the federal government and completing them has been delayed because of the Community Needs Assessment. There are 41 that are met 82% complete; 9 we must complete which will be done in September with the CNA, and a couple today as you vote on a couple of the issues, but we are looking good. The standards are based on Malcom Balridge's Pathways to Excellence, these organizational standards are the minimal acceptable operations a Community Action Agency can meet. Once KCCA meets these standards, we can take the next step towards the Pathways to Excellence. Report is submitted to this board every other meeting.

(e) **Monitoring Activities:**

- Federal HUD office with the Voucher Management System monitoring - you can have a 3% monitoring error and we received a 0.03 error %, which is fantastic. Brenna & Rachel received a high applause by the HUD auditor.
- State HUD office came and did an audit which went well too. KCCA has not received the report yet. The auditor was here for a week to monitor CDBG, COC, & HOME.
- DHHS for CSBG, Department of Energy, LIHEAP, and MEAP monitoring is this week.





- During the first full week of September the Federal Department of Energy is coming to monitor our jobs and files. We will add reports to agenda packets as they come.

5. Risk Management Policy.....Action Item

One of the organizational standards requires that we have a Risk Management policy. Attached is the Risk Management Policy from the County which was approved by Board of Commissioners in 2017. This is an action item to request your formal adoption of the Counties policy to meet the organizational standard. Discussion included what the risks of the agency are and items such as the safety of passengers and drivers in our vehicles, staff safety, checks and balances, weatherization inspectors were identified.

Motion to approve: Commissioner Melton

Support: Commissioner Kurt Reppart

Approved by vote: Motion carried.

6. Annual Report.....Action Item

A printed report was included in today’s meeting packet. Advisory board reviewed and approved to submit for Governing Board approval. We will print this and submit to the state as required by one of our organizational standards, then submit to our community partners, post in lobby, etc. The annual report covers from 10/1/17-9/30/18 as required by the CSBG grant. Therefore, these stats are not reflective of a calendar year. Commissioner Melton praised KCCA for a job well-done including positive acknowledgement of volunteer hours. Commissioner Womack is proud of the annual report and that it is condensed and very easy for constituents to get a feel of what we do. Expressed this data doesn’t reflect the entire scope of duties here, and a Thank you.

Motion to approve: Commissioner Melton

Support: Commissioner Kurt Reppart

Approved by vote: Motion carried.

7. Donation Policy.....Action Item

This policy was presented earlier but because of staffing changes, revisions were necessary in the policy to identify different staff titles for the checks and balances that had previously been tasked to the Financial Analysts. The Advisory Governing Board reviewed, discussed and submitted the policy for approval.





Motion to approve: Commissioner Melton
Support: Commissioner Kurt Reppart
Approved by vote: Motion carried.

8. Annual Audit report.....Information Item

There are 4 organizational standards to meet in the presentation of audit for the financial statements. We were given the report in June which contained two citations for material non-compliance or material weakness, internal controls, over compliance with sub-recipients for the COC and Emergency Food program. The two pertinent pages of the audit out of 200+ pages are included in your packet and the response that went out from the fiscal services office of the administrator about the findings. What has been implemented since receiving these two findings, is that we have been working hard on establishing new policies and procedures which included having an employee, Continuous Quality Compliance Specialist now.

9. Financial Reports.....Information Item

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.

10. Programmatic Reports.....Information Item

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 June 2019.

11. Information Items.....Information Item

Community Forum – Putting the Promise into Action – this takes place 8/20/19 2-4pm
Walk for Warmth 2020 – February 2, 2020 - Leap into Walk for Warmth

12. Other Business.....Action Item

- Commissioner Womack has created a cops and kid’s day out that has the police and kids go out once a month to have fun and get to know each other. They took them to the Whitecaps game. Some of the kids were from Job Corps and inquired about volunteering. He told them about the food drives and they have a lot of kids willing to volunteer from Job Corps. Contact information will be shared to





coordinate this.

- KCCA had two kids this summer from Brown Hutchinson who were paid interns. They learned what KCCA was about and they were here for 20 hours a week.

13. Public Comments.....Action Item

No Public in attendance.

14. Adjournment.....Action Item

Motion to approve: Commissioner Melton

Support: Commissioner Kurt Reppart

Approved by vote: Motion carried.

Next KCCA Governing Board Meeting:

Monday, October 28, 2019 10:30 a.m., KCCA – Conference Room C/D

