



Kent County Community Action Governing Board
Meeting Minutes
Monday, June 26, 2023
10:30 am

1. Call to Order- Commissioner Stephen Wooden, Chairperson
 - a. Chairperson Stephen Wooden called the meeting to order at 10:37 am
2. Welcome, Roll Call, and Introductions
 - a. Present: Tony Baker, Stephen Wooden, Milinda Ysasi,
 - b. Absent: Ivan Diaz, Kelsey Purdue
 - c. Staff: Chad Coffman, Ashley Huey, Brenna Kotchka, Rachel Kunnath, Gustavo Perez
3. Review and approval of April 24, 2023 Meeting Minutes --- **Action Item**
 - a. Motion from Milinda Ysasi, support from Tony Baker. The minutes are unanimously approved
4. Community Needs Assessment Report Presentation, Public Sector Consultants: *Organizational Standards 3.1 through 3.5* --- **Action Item**
 - a. Motion from Milinda Ysasi, support from Tony Baker with an amendment to the language under the Reducing Inequities category on pages 6 and 16. The new verbiage will replace "to serve People of Color" with "to serve those with the highest level of need and greatest structural barriers" across all phases of programs and services. The Community Needs Assessment is unanimously approved.
5. Director's Report --- **Information Item**
 - a. Staff & Program Updates - None
 - b. Monitoring Updates - None
 - c. Assistance Activities and Potential Conflicts of Interest - None
 - d. Kata Training: *Organizational Standard 9.3- The department has presented to the tripartite board/advisory body for review or action, at least within the past 12 months, an analysis of the agency's outcomes and any operational or strategic program adjustments and improvements identified as necessary.*
 - i. Gustavo shared with the Board that KCCA's leadership team is working with a consultant, Rick Flemming, to improve our processes and workflow. It is a time-consuming endeavor, but it has been fruitful thus far. Rick started the process by asking the team to finish the phrase "wouldn't it be great if. . ." The team determined it would be great if we had a universal intake process that integrated eligibility requirements for all programs using a universal screening tool. The team is still working towards a technology solution that can be tested, but they



have gained more of an understanding of our intake process for all programs. Leadership is looking at how we can make ourselves more accessible and streamlined. The ultimate goal is to reduce the time it takes to get clients scheduled and deliver services. Through this process, the team has developed a standard definition for screening, intake, and enrollment and has established 8 universal screening questions.

6. 2019 Strategic Plan Update: *Organizational Standard 6.5- The tripartite board/advisory body has received an update(s) on progress meeting the goals of the strategic plan/comparable planning document within the past 12 months.*

Gustavo Perez, Director --- **Information Item**

- a. Rachel Kunnath began the update and asked the Board to reference the “2021-2025 Strategic Planning and Improvement Framework” page from the Plan. This graphic provides a high-level overview of the work that was done by KCCA staff and the Advisory Team in partnership with consultants at Schilling & White. The overview includes the revised mission statement that was adopted during the process as well as targeted assessments, goals and strategies. Schilling & White gathered data and incorporated information from the previous Community Needs Assessment to create the document. The Kent County Market assessment includes conditions that were being seen throughout our community at the time and the trends that they saw. This information led to the goals that were identified for the 2021-2025 period, the first being that KCCA is recognized as a leader in fighting poverty. The change in leadership led to the Strategic Plan not being utilized right away, but now that the new Director has been established, the leadership team is revisiting the document.
- b. Gustavo reviewed the Plan and found that some of the desired goals and tactics outlined were things that KCCA staff had already started and were working towards. He informed the Board that he is looking into centralizing all program data into a dashboard to better utilize our information. Having a better understanding of the data will help tell our story and information about the organization will be more accessible. KCCA is also implementing the strategy to “improve organization expertise, adaptability, and opportunity for advancement” by continually working on cultivating our team and taking advantage of the County’s learning systems. Cross training has been a high priority and staff has also been increasing internal and community collaboration. Gustavo noted that while KCCA is still looking to increase and expand funding, unrestricted dollars are difficult to come by. The annual Walk for Warmth fundraising event helps provide some unrestricted funding. KCCA staff have also been working to achieve greater awareness within the community about our organization. Gustavo has done several interviews and hopes to bring Board members to those interviews in the future. Staff are also striving to provide comprehensive and equitable client services. Gustavo and the leadership team are doing a deep dive into our service delivery model and looking at how we get people out of the poverty cycle long-term.



- c. Commissioner Ysasi asked about increasing funding, Rachel K. said that although we have millions in funding it is all tied to specific things. We are trying to serve the ALICE households that are just above most of our current program requirements. Commissioner Ysasi followed up and asked what kinds of funding do we need to pursue and what type of programs would it support? As we are trying to increase and expand funding, what does that look like in terms of partnerships? Commissioner Ysasi asked if we have specific goals. Gustavo noted that the Advisory Governing Board is starting to plan Walk for Warmth in the next few weeks and that goal will be set then. Commissioner Stephen Wooden noted that Parks departments have “friends of...” foundations and can KCCA have something like that? Gustavo said he is open to that idea if it is something that can be done.
 - d. Commissioner Wooden asked for a write up for a December meeting on the strategies, and how we have met them or not.
7. KCCA 2022 Annual Report: *Organizational Standard 4.4- The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action Plan.*
Gustavo Perez, Director --- **Information Item**
 - a. Board members were given a copy of the 2022 Annual Report. This report included information on the number of people served overall, as well as data on specific services, such as the number of rides provided, or number of food boxes distributed.
8. Financial Reports: *Organizational 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.*
Bobby O’Connor, Financial Analyst --- **Information Item**
 - a. Brenna asked attendees to turn to page 15 of the packet, the last page of the Financial report. This page shows the current General Fund transfers in to KCCA through the current year. Commissioner Wooden asked for clarification, wanting to know if this is the transfers once the federal/state funds are transferred in and if this is the cost allocation that the County charges us. Gustavo answered that this is not what the County charges us. The last page shows the amount the General Fund transfers to KCCA to help pay the cost allocation that is charged.
9. Programmatic Report: *Org. Standard 5.9 - The department’s tripartite board/advisory body receives programmatic reports at each regular board meeting.*
Sherrie Gillespie/Rachel Kunnath/Chad Coffman --- **Information Item**
 - a. Senior Services – Rachel noted that the Outreach and Assistance Program (OAA) is running ahead of schedule. She submitted a request to increase funding and was awarded \$6,000 in additional funding for OAA. Since the report for the packet was written, Senior Services also received additional KCSM dollars. We did an aggressive ask from the Senior Millage to get additional funds and it came through.



- b. Community Development- Since the last meeting, Chad has brought on a new Clerk to his team. With the additional staff he was able to reopen the CDBG Housing Rehab program. He noted that he also has a posting for a Contract Compliance Administrator that will help manage the agreements that we create with those funds. This week Chad is submitting the 2023 Annual Action Plan to HUD. We can expect to secure almost \$3 million more of HUD funding, and will have multiple years to spend those funds. Commissioner Wooden inquired if CDBG Home Rehab Program is available to all CDBG eligible populations. Chad said it is with the exception that it is a jurisdiction outside of the cities of Grand Rapids and Wyoming. Commissioner Wooden followed up and asked if there is any chance that this funding could be used for Agriculture Preservation? Chad answered that we can assist with home repairs on a residential property, and that CDBG be used for planning purposes with at least 1-2 years notice.

10.Information Items- None

11.Other Business- None

12.Public Comment- None

13.Meeting Adjourned

- a. Meeting is adjourned at 11:58 am

Next Scheduled Governing Board Meeting

August 28, 2023

10:30 am