

**OTTAWA COUNTY COMMUNITY
ACTION AGENCY ADVISORY BOARD**

Mission Statement: Ottawa County Community Action Agency aims to reduce the effects of financial hardships by promoting self-sufficiency and empowering individuals and families to achieve economic independence.

MEETING MINUTES

DATE: August 22, 2022

TIME: 1:30 p.m.

LOCATION: 12251 James Street, Holland

PRESENT: Danielle Weeks, Molly Brouwer, Amanda Price, Alison El-Cassabgui, Carol Charron, Dick Matzen, Phil Roxbury, Rosa Hernandez

STAFF: Olga Frederick, Jennifer Brozowski, Kerri Mammoser

VISITOR: None

QUORUM: Yes

Call to Order

The meeting was called to order by Jennifer Brozowski. Board members participated in a school themed ice breaker.

Consent Items

- A. Meeting minutes from the June 27, 2022, were approved.
- B. Jen Brozowski asked to add a board survey and a volunteer opportunity to the announcements. _The request was approved.

Announcements

- A. CSBG plan and budget will be emailed to the board for approval. This process should be completed by Friday, August 26.
- B. The Board of Commissioners will be going through a large shift. There will be eight new board members with the possibility of two others after the November election. The BoC approves the grants that come to the agency.
- C. OCCAA is working on some internal policies regarding assistance for our clients. Jen asked for a couple of volunteers for a meeting to gather input. One change may focus on the long-standing policy of clients having a five-time lifetime cap for utility assistance. Email Jen if you are interested in joining.
- D. A survey will be sent out to board members. It can be completed anonymously. It asks about being a board member, meeting content, time, place etc.

Committee Reports

A. Finance

- a. Olga provided the financial report. The report covers through August 19. Most grants will be ending at the end of September.
- b. DOE is listed twice with the second listing being DOE II. This is because one grant ended in June, and another started in July (did not roll over).
- c. Walk for Warmth updated total received is \$29,472.
- d. There was a question about the CERA grant. OCCAA's portion of that program ended December 31.

B. Program Reports

- a. Reports were provided in the board packet. Reminder: CARES grant ends September 30.
- b. The CSFP numbers are starting to increase. Megan has been doing a lot of outreach over the past few months. There is another recruitment event planned at Four Pointes in Grand Haven after Labor Day.

C. Board Development

- a. Voting was conducted for the Board Chair and Co-Chair positions. There was one nomination for each position. Alison El-Cassabgui was nominated as Chair and Rosa Hernandez was nominated as Co-Chair. The ballot included a space for write ins. A motion to unanimously approve the ballot was made and passed. Congratulations Alison and Rosa.

Old Business

- A. 2022 Strategic Plan updates: Alison El-Cassabgui and Mechele Vaughn-Dean have volunteered to represent the board during these meetings. Meetings should be starting in November with the final plan being brought to the CAA Board at the December meeting.
- B. The previous Strategic Plan focused on staff development. CAA staff has been attending team building sessions with Humanergy. The last session focused on agency corevalue statements and establishing non-negotiable practices followed by the staff both internally and externally. The final session will be in September.

New Business

- A. Staffing update: The Program Coordinator position has been filled. The position will take on more responsibilities than the Weatherization Coordinator. Barb Koning accepted the position and started August 22. She comes from a management position at a senior housing facility. She also has social work background.
- B. An additional Assessment and Eligibility Specialist position was approved by the County Board of Commissioners. It has been posted and Jen hopes to have that position filled soon.

- C. Customer satisfaction surveys have been moved over to Qualtrics from Survey Monkey. The survey was expanded to identify gaps in services in the community. Surveys that have been received have been positive thus far. It can be completed either by paper, online using a QR code or by clicking a link in a staff member's email.
- D. It was mentioned that a flow chart for utility assistance would be helpful to our customers as well as area partners and utility providers. It can be confusing to the customers on where to start for receiving utility assistance.
- E. MI Hope is a grant that can provide home repairs to low-income individuals to get their homes ready for Weatherization. It is a MSHDA program. Homes that qualify can receive up to \$25,000 in repairs. It can include roofs, plumbing leaks, windows, doors, and other items not normally covered by Weatherization. OCCAA should hear mid-September whether the grant has been awarded. The application was submitted requesting \$200,000. The eligibility is 200% FPL.
- F. The ESG (emergency solutions grant) application was submitted to MSHDA on August 18. Funding starts on October 1. OCCAA is simply the fiduciary for this grant. The sub-grantees are Community Action House and Good Samaritan Ministries. Billing is done monthly through our agency.
- G. BIL is an expansion program for the Weatherization program. This will expand the weatherization program three-fold. This grant will cover the new A&E position as well as adding an inspector to our staff. Jen has been talking with the State and other CAAs to coordinate an open house to recruit contractors. There is an open ended RFQ available for contractors to "bid" at any time. BIL will be a five-year grant.
- H. A customer survey/story was included in the board packet. It highlighted how effectively staff worked together to help the client with multiple services.

Public Comment – None

Adjourn @ 2:48 pm

Next meeting is scheduled on October 24, 2022 at 1:30 pm at 12251 James Street in the main conference room.