



BOARD OF DIRECTORS MEETING

Thursday, January 25, 2024, 6:30 – 8:00 PM

Zoom: [Login](#)

Dial-In: +1 312-626-6799, Meeting ID: 821 3771 4064, Passcode: 455469

MINUTES

Council Aisha Chughtai	A	Council LaTrisha Vetaw	P
Allen Rezac	A	Miles Wilson	P
Antanisha Spears	P	Naweed Ahmadzai	A
Dominique Pierre-Toussaint	A	Samsam Mohamed	A
Glaiza Regis	A	Solomon Ogunyemi	P
Jim Lehman	A	Tyanna Bryant	P
Josh Schaffer	P	Victoria Chambers	P
Kathilyn Solomon	P	Commissioner Debbie Goettel	P
Kevin Anderson (Clara Severson)	P	Commissioner Marion Greene	P
Kevin Myren	P	Brian Smith	P
Vacant		Vacant	

CAP-HC Staff Present: Dr. Clarence Hightower, Gayle Peters, Kendra Krolik, Lia Kang, Todd Blooflat, Shanelle Hall, Tammy Stauffer, TaMica’ Tody

Guest Present: Betsy Brock (Office of Council Member Latrisha Vetaw)

1. Call to Order/Roll Call:

Chair Schaffer called the meeting to order at 6:35 PM. Ms. Tody called the roll. A quorum was present.

2. **Review and Approval of January 25, 2024, Board Agenda:**

Chair Schaffer asked if there were any changes to the January 25, 2024, agenda. There were none. Commissioner Greene made a motion to approve, seconded by Ms. Bryant. MOTION adopted and the agenda was unanimously approved.

3. **Review and Approval of November 30, 2023, Board Minutes:**

Chair Schaffer asked if there were any questions or changes to the November 30, 2023, minutes. There were none. Commissioner Greene made a motion to approve, seconded by Ms. Bryant. MOTION adopted and the minutes were unanimously approved.

4. Study Session(s):

a. 2023 Annual Work Plan Results -- Ms. Krolik

Staff create an Annual Work Plan at the start of every year. The Work Plan represents the most pressing goals for the year. Some goals are “perennial goals,” routine items that tend to be on the Work Plan every year, like budgeting and strategic planning. Other goals are specific projects or initiatives that have been identified to move the agency forward. There were 28 goals on the Work Plan of which 26 were met. Great care is taken to ensure each goal is aligned with the 3-Year Strategic Plan. Noted in the second column, is the Strategy that each goal is linked. A Strategic Plan update will be provided at the February 2024 board meeting. Highlighted below are a few successes and “Met” goals:

- Goal 3 – A target goal was to reach 19,833 households in 2023. Over 27,000 households were served, 38% over the target goal last year. Most of the households were Energy Assistance households. There was significantly more demand than anticipated and this high demand was met.
- Goal 4 – The move into two new office locations in 2023 was completed in addition to expanding the CAP-HC presence at the Twin Cities Urban League site. This was the result of a 3-year effort to identify new locations that would improve accessibility throughout the county. Brooklyn Park serves those in the northern region of the county, Bloomington serves families in the southern parts of the county, and the Twin Cities Urban League serves community members in North Minneapolis.
- Goal 9 – A clean agency-level financial and compliance audit for FY 2022 was received.
- Goal 11 – The first Employee Engagement Survey was conducted in 2023. The purpose is to have a strong pulse on how employees feel about working at CAP-HC. Seven focus areas were identified from the survey that will be priority areas of improvement over the next year. The engagement survey will be administered annually. The goal is to see improved results each year and identify any areas that need attention.
- Goal 14 – A new hybrid wage increase policy was implemented. This new policy combines the COLA that has been present in the past with a merit-based pay component. This will allow for better compensation for employees that are performing exceptionally well. This is a goal that the agency has wanted for several years. The hope is this new policy will assist in not only recruiting high quality employees but also retaining them.
- Goal 24 – The completion of the new 3-Year Strategic Plan. The Strategic Plan was completed in February 2023 and approved by the board. It will be the guiding star for the next two years to ensure all aspects of the agency are moving in the same direction and the focus is on the most significant needs of Hennepin County.

Goals not met:

- Goal 5 – Streamlining the intake process by looking at the workflow design. The goal is to make the application system more efficient and intuitive for clients,